

Our Commitment



Marlowe Compliance Services (MCS) aim to manage our business in a responsible and accountable way, delivering our service with integrity and respect, in a way that can be relied upon by our customers. Our objective is to do the right thing, first time to a high standard. In order to achieve our commitments, we seek to provide the people, organisation and resources to supply our customers with the products and services that satisfy their requirements in every respect. We will implement robust and effective supporting managerial and business operational systems which will be continually improved by monitoring and its effectiveness measured.

Our Policy

We will deliver our commitment through the following guiding principles.

- We fully listen, identify, respond, and conform to the needs and requirements of our customers through the implementation of a robust customer relationship management system.
- We work in partnership with our customers, identifying, testing and introducing new ideas, technology, products and service opportunities which could support clients' changing business needs lead and/or deliver continued improvements in our product, service delivery and compliance
- We will invest in the development and delivery of our products and services, constantly reviewing and improving them to ensure they are delivered in the most cost effective and timely manner for the benefit of all our customers, satisfying their expectations for quality, delivery and value
- Our services and products will comply with appropriate statutory and regulatory requirements
- We will meet our obligations to all shareholders, stakeholders and the wider public ensuring professionalism, fairness, value and ethical business and operating conduct at all times
- We recognise that sometimes our service delivery or product may not meet our customers' expectations, we will have suitable processes in place to manage such circumstances in the right way: swiftly, effectively and in accordance with our corporate values
- Everyone in the Group understands how to do their job in the right way and do it right first time – we believe our team is the key to delivering quality excellence and will provide ongoing training and development programmes and promote development, involvement and satisfaction of employees
- Everyone in the Group is responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.
- We set objectives and targets to ensure that the requirements of this policy are met, and that continual improvement is delivered, these will be regularly reviewed and monitored

This policy applies to every employee (including temporary or agency workers) within MCS and its entities and extends to those who work on our behalf (for example sub-contractors). It is supported by other policies, codes of practice and procedures which provide detailed information on the managerial responsibilities and organisation in relation to specific focus areas.

This Policy, associated policies, codes of practices, procedures and performance will be monitored, regularly reviewed, and evaluated periodically as per our management system.

As Chief Executive Officer (CEO) I have overall responsibility for this policy and have allocated all necessary resources for its implementation and ongoing compliance.

Andy Walls, Chief Executive Officer

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Author: CEO & Senior SHEQ BP

Approved by: CEO

Usage: Internal and External

This Policy Applies to: All entities within the Marlowe Compliance Services Division

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