



Achieving Growth, Delivering Responsibly

**Our environmental and
social governance (ESG)
strategy 2021 - 2025**

Forward & Purpose

As the CEO of Marlowe Compliance Services, I am very proud to personally lead our Environment and Social Governance strategy. I firmly believe that our Company is not only a great place to work, but also a great partner for those businesses who want to make difference now to secure our tomorrow.



Our people are our greatest asset, and I am driven to ensure we provide them balanced work life in which we nurture their talent and put their safety first in all we do. I believe diversity of thought and background is essential to a successful and sustainable business and am committed to ensuring our company has this across all our divisions and groups.

I am passionate about our Company playing its part in addressing climate change and doing everything we can to support our clients to minimize their use of the earth's natural resources. I want my children and your children to live in a world that is healthy and thriving.

The sustainability of our company is top of my agenda and for me, this means we deliver on our promises, we grow the business in an ethical and sustainable way, and we deliver return on investment, both to our people and our shareholders.

This strategy sets out our ESG management approach and our commitments to achieving growth, delivering responsibly.

A handwritten signature in black ink that reads "Phil Greenwood". The signature is written in a cursive, flowing style.

Phil Greenwood, CEO
01 November 2021

Our Commitment

We are committed to always doing the right thing

We are committed to maximizing our long-term positive contribution to society and its resources, whilst minimizing any adverse impacts our business may have.

We strive to give our clients and the wider community a service that is sustainable, compliant, reliable, and safe. We aim to deliver our service with integrity and respect.

We seek to use technology as an enabler to help us address not only our environmental impacts, but those of our clients too.

We are committed to providing our people with a safe and healthy working environment.

We strive to be a UK and international influence in ESG, water management, air quality and compliance training.

We are committed to reducing the hazardous properties of our manufactured chemicals.

**We believe in managing
our company in a
responsible, sustainable,
and accountable way**





Our Approach

Our approach starts with our core values as are in our DNA, defining who we are and what our people strive to demonstrate in how they work.



We have aligned our ESG strategy with the relevant United Nations sustainability goals, ensuring we are actively supporting both the UK and the world in making a better future.

We have group-wide standards which set out the minimum way we expect our people to behave, operations to be managed and our services and products to be delivered.

We organize our operations into core divisions and our people according to their operational responsibilities. Each division will have its own rules and systems – consistent with our company wide standards – for how to manage particular aspects of ESG that are specific to their operation.

For safety, health, environment and quality, for example, we have our group-wide integrated management system which applies to all divisions. Where specific risks or requirements exist in the operation, the division or even a specific operation will have additional systems.



Our Targets

It is important to us that we have clear targets so our people, our clients and the communities in which we live, and work can see what we are committed to doing to help improve not only our company, but the society and world in which we live in.

Our targets are detailed throughout this strategy and our performance to them is reported monthly at Divisional and Company level as well as to the Marlowe plc Board. This means we are able reset and extend targets that we may achieve quicker than planned, or ensure we are able to take swift action if our performance starts to go off track.

Our goals are stretching and are long term – we want to make a difference and to do ensure we do the right thing. We want our future intent to be clear to everyone.

Environment

Our strategy is to focus on 3 core impacts: water, waste and emissions.

Water is one of our core businesses, a natural resource we actively protect through our services. We ensure water protection is a priority at our chemical manufacturing sites and we are dedicated to supporting our clients. We help them in improving their water quality, maximizing their water efficiency through re-use and recycling as well as reducing the proportion of untreated wastewater they create. We are already members of the Legionella Control Association and publish free publicly available advice on how to achieve water safety and efficiency, however we won't stop there.



We will continue to reduce our customers water usage through innovate influent & effluent engineering solutions

Waste is something we seek to avoid, and we already have recycling facilities at all our sites as well as fulfilling our duties as a company that creates waste packaging. However, we believe in going one step further.

We will send zero non-hazardous waste to landfill by 2025

Climate change impacts each and every one of us and has global and local implications. We are taking decisive actions to ensure we are mitigating our direct impacts for examples, we use certified renewable electricity at our sites and emissions drive our fleet decisions. We have made hybrid/full electric vehicles available to all company car users and will move in line with technologies for our commercial fleet. All our operations are certified to ISO14001 and we voluntarily undertake the CDP disclosure and assessment. However, we must do more.



We will be carbon neutral (net zero emissions) by 2035



Social

We believe in people – they are the heartbeat of our company. We already have company values that reflect our passion for our people: Respect, integrity, reliability and accountability ensure we are all empowered to do the right thing and that our leaders act with fairness. We aim to offer our people real opportunities with development and career paths. However, that is not enough for us, our aim is to be the employer of choice our industries.

We will be accredited to Gold Standard by Investors in People by 2025

We recognise that to be an industry leader, we must be community focused, providing value to those outside our immediate employment.

We already partner with charities that are linked to our core values and areas of expertise, but we are committed to going further for our communities.

We will donate 1 volunteer day per employee by 2023

Safety is a cornerstone of our Company's ethos, being a binding factor in our values. Everything we do starts with safety from being first on the agenda of all our meetings, to how we deliver our services and products. We have achieved certification to ISO45001, but aim to achieve more.

We will have achieved the ROSPA Gold award by 2023

Governance

How we run our business is key to our sustainability. Our core value of integrity summarizes our approach to how we strive to simply do good business.

We empower all our people to have a voice, demonstrated by our value of accountability, for example, our CEO and Senior Leadership Team hold a monthly meeting at which everyone is encouraged to engage.

We encourage diversity of thought, looking for people from all backgrounds, not just our industries or UK business, we are, therefore, a signatory of the Armed Forces Covenant

We believe in inclusivity through our value of respect and have an EDI Committee to drive continual improvements in this area. However, we seek to go further.

We will recruit a minimum of 10% of our workforce from diverse backgrounds by 2023

We recognize that responsible partnership, both upstream and downstream in our value chain is the key to our success, therefore, all our operations are certified to ISO9001. Because we believe innovation drives progress, we want to look for the next new way to drive transparency in our value chain.

We will implement a value chain portal, providing transparency to our customers by 2025



Pathway to Success

To enable us to deliver this strategy and the targets we have set within it, having a delivery plan and program is essential.

We have established our pathway to success with all our key activities needed and milestones to reach to ensure we are successful in achieving our strategy.

This pathway will be monitored, measured and driven by our dedicated ESG Working Group, who are authorized by our Executive Board to assist them in delivering oversight and change, so we can drive our plan at pace.

Below is an example of some of the key milestones and activities we have planned in our pathway to success.

Stakeholder engagement is essential in our plan to deliver this strategy

It is crucial that our people are engaged so this strategy and action plan will be shared with them and local ESG groups established to drive us forwards.

We will engage our clients as well as our sub-contractors, bringing to life our ESG focus and the important role they play in helping us deliver it.



Expert Support


All operations and teams, no matter which division they work for, can consult with the Group's experts if they need help, have any questions or concerns about how to manage any aspect of ESG, or how to deliver this strategy.

We have brought together all the Group experts into the central services function to ensure everyone has access to the right support and advice at the right time. The dedicated expert teams are:



While all our people have the primary responsibility for safe and reliable operations, and our managers have defined responsibilities, including looking after our team, maintaining costs controls, etc., the teams within Central Services partner with the Divisions to deliver an independent view of risk and management, offering an additional and valuable layer of assistance and expertise.

As well their advisory and support role, the Central Services teams set the group-wide standards we expect everyone to work to.



**In doing the right
thing we will
protect our
people, our clients
and the
environment and
deliver an
outstanding and
responsible
service to our
clients and
community**

MARLOWE
Compliance Services