

Quality Policy Statement

Right First Time

Marlowe Compliance services aim to be the preferred business partner for our customers by providing exceptional service and product quality. Our objective is to do the right thing, first time, to a high standard.

We assure our commitment by:

Integrity

- Having an integrated management system that is certified to ISO9001
- Setting objectives and targets to ensure we are delivering continual improvement in our services and products.

Reliability

- Ensuring our services and products comply with appropriate statutory and regulatory requirements
- Effectively developing all our people's talents, skills, and competencies, enabling them to do their job in the right way and do it right first time

Accountability

- Tracking key performance indicators through internal reporting and evaluation, ensuring we take action to drive continual improvements
- Empowering our people to identify customer requirements and then deliver these through the processes, systems, services, and products

Respect

- Meeting our obligations to shareholders, stakeholders and the wider public, ensuring professionalism, fairness, value, and ethical business conduct
- Monitoring the voice of our customers, taking appropriate and timely action where necessary, learning lessons to improve our service delivery and products

Full details of how we manage our product and service quality are available in our Quality Policy and Management System which can be located on our intranet and on our main websites upon request.



Andy Walls, Chief Executive Officer

01 December 2023