



**ENVIRONMENTAL,
SOCIAL &
GOVERNANCE 2024**

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A MESSAGE FROM ANDY WALLS

August 2024

Our mission of 'safeguarding our people, preserving our planet', means we have an unwavering commitment to our sustainability and ESG goals. These goals reflect our dedication to creating a positive impact on the environment, fostering trust within our teams and communities, and ensuring safety and well-being of our People, Employees and Customers. Through our vision, core values and various plans, we hold ourselves accountable for our actions and aim to set an example for others in our industry.

We assure our commitment by:

Realigning our five core values: sustainability, trust, accountability, respect, and safety, to drive our ESG culture through the core of what we do.

Having an integrated management system that is certified to ISO14001.

Setting objectives and targets to ensure we are delivering continual improvement in our ESG performance.

Acting in accordance with our core values, our code of conduct, and our policies, enabling a culture that respects and encourages diverse perspectives, employee development, and the platform for everyone to speak up.

Ensuring how we work complies with appropriate statutory and regulatory requirements and industry standards.

Providing necessary resources, information, instructions, and training so our people can do their job ethically, with care for the environment, their colleagues, and our customers.

Ensuring we assess, understand, and then mitigate risk using the hierarchy of control.

Accountability

Tracking key performance indicators through internal reporting and evaluation, ensuring action is taken to drive continual improvements, maximising opportunities.

Communicating the policy and emphasising to all employees, our supply chain, and others working on our behalf, their responsibility and accountability.

Recognising the input of key stakeholders, considering their input when setting our priorities, incorporating responsible and sustainable practices into our decision-making and business processes.

Doing our part to conserve energy and natural resources.

MARLOWE

Environmental Services

Full details of how we manage our sustainability goals and plans, as well as our ESG risks and opportunities are available in all of our company policies, including our ESG policy and management system.

A white handwritten signature on a dark blue background. The signature is stylized, starting with a large 'A' and ending with a long, sweeping underline.

Andy Walls
Chief Executive Officer
Marlowe Environmental Services



EXECUTIVE SUMMARY

This report summarises the sustainability performance of Marlowe Environmental Services Group from the period of 1st January 2023 to 31st December 2023. For this report we have, for the first time, used the European Sustainability Reporting Standards (ESRS) as the reference when preparing our sustainability disclosures.

This is in anticipation of the mandatory reporting in line with the European Union (EU) Corporate Sustainability Directive (CSRD) from 2026 based on performance. This report covers the Marlowe Environmental Services' value chain and provides an update on activities and ongoing work to measure our sustainability progress.

All information in this report covers the activities of the Marlowe Environmental Services Group, which includes the business activities performed by all entities operating under the Marlowe brand. 'We' in this report refers to the Marlowe Environmental Services (MES).

The Marlowe Environmental Services value chain includes the sourcing of raw materials for equipment and packaging, the manufacturing and transportation of products to our customer sites, and the use of our products at customer sites.



ABOUT OUR COMPANY

Marlowe Environmental Services is part of Marlowe plc, which also includes our sister company, Marlowe Fire & Security.

£170M

Annual Revenue

1,700+

Employees

35

Offices/Buildings

1,250

Fleet Vehicles

3

Training
Centres

1

Innovation
Centre

3

Manufacturing
Sites

UK/IRE

Coverage

MARLOWE
Environmental Services

OWE
l Services

SERVICING UK & IRELAND



GLASGOW

TULLAMORE

BELFAST

YORK

SHEFFIELD

TAMWORTH

BIRMINGHAM

DAVENTRY

BASILDON

CAMBERLEY

GLOUCESTER

CARDIFF

BRISTOL

SUSTAINABLE OFFICES

OUR SITES

At Marlowe Environmental Services, we undertake a number of initiatives across our sites to create and enhance sustainable environments.

Some of these initiatives have included:

- Energy efficiency
- LED lighting
- Electric charging points
- Hybrid-working
- Collaborating with ethical suppliers
- Promoting diversity
- Supporting our people to create a positive impact



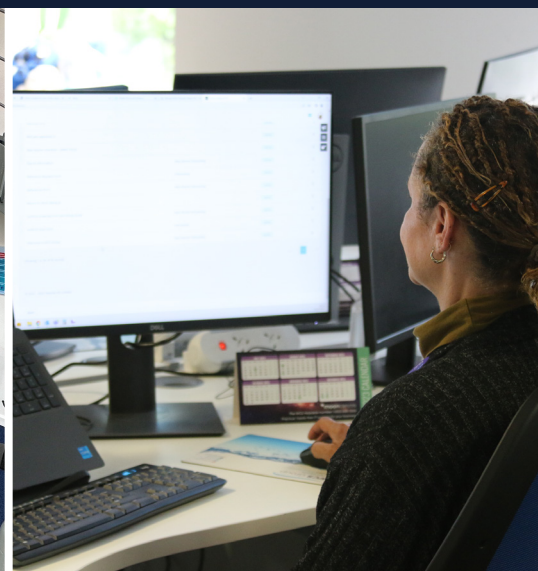


We monitor building compliance at both primary and secondary levels, maintaining above 95% compliance at all times.

All of our buildings are EPC rated by the landlord, and we ensure we have full visibility. We have action plans allocated to each building to increase their efficiency and decrease waste.

We have installed charging points at our main sites, to support our people with utilising the increasing amount of electric and hybrid vehicles we have in our fleet offering.

We have installed smart lighting in our primary locations, and appointed building managers.



WHAT WE DO

WATER & AIR

Our Water Hygiene, Treatment & Air division provide a wide range of statutory compliance services, ensuring our customer sites are free from Legionella and airborne diseases.



ENGINEERING

Our specialist engineering division provides services in clean water and wastewater environments. Providing innovative and environmentally considerate solutions to our customers including chemical production and delivery.



ASBESTOS

Our specialist asbestos division provide property compliance solutions for domestic, commercial and industrial organisations.



TRAINING

Our training divisions provide a range of compliance training solutions for external customers in a range of specialist and safety areas.



WHO WE SERVE

OPERATING IN A WIDE RANGE OF SECTORS

EDUCATION	ENERGY & POWER GENERATION	STEEL INDUSTRY
RESIDENTIAL	TRAINING	AGRICULTURE
HEALTHCARE	MANUFACTURING	WATER UTILITIES
LOCAL AUTHORITY	CHEMICALS & PETROCHEMICALS	NUCLEAR
INDUSTRIAL	COMMERCIAL BUILDINGS	DISTRIBUTION
CONSTRUCTION	RETAIL	DISTRICT HEATING & COOLING
HOSPITALITY & LEISURE	DEFENCE	PHARMACEUTICALS
DATA CENTRES	EFFLUENT	AUTOMOTIVE
FOOD & BEVERAGE	RISK MANAGEMENT	AEROSPACE

SCAN THE QR CODE TO VIEW
OUR PRODUCTS & SERVICES



OUR BRANDS

GUARDIAN Water & Air MARLOWE Environmental Services	WCS Water & Air MARLOWE Environmental Services	Clearwater COMPLIANCE MARLOWE Environmental Services	Hydro-X MARLOWE Environmental Services	tersus MARLOWE Environmental Services
WCS Engineering MARLOWE Environmental Services WCS Environmental Engineering MARLOWE Environmental Services	 MARLOWE Environmental Services	Sterling MARLOWE Environmental Services	HX Training MARLOWE Environmental Services tersus Training MARLOWE Environmental Services	 MUSKETEER SERVICES MARLOWE Environmental Services

AN ORGANISATION WITH 12 KEY BRANDS

All of these operate under their respective brands, but they are all underpinned by our main umbrella brand, Marlowe Environmental Services.

WORKING WITH KEY STAKEHOLDERS & PARTNERS

As an organisation, we work closely and constantly with a wide range of stakeholders and partners.

Our primary stakeholder is our customers. We are committed to providing our customers with a sustainable, compliant, reliable, and safe service. We aim to deliver our service with integrity and respect. We want to help our customers manage their risks, reduce costs, and improve their environmental impact. We do all of this through the services we provide.



WHAT WE DO FOR OUR CUSTOMERS & THE ENVIRONMENT



OVER THE LAST 25 YEARS WE HAVE SUPPLIED OVER 17,000 PACKAGED DOMESTIC SEWAGE TREATMENT PLANTS UNDER THE DIAMOND BRAND, REDUCING THE LOAD ON OUR MAINSTREAM SEWAGE SYSTEM



WE HAVE OVER 160 HIRE ASSETS IN FIELD ACROSS WASTE WATER AND CLEAN WATER, SUPPORTING OUR CUSTOMERS WITH THEIR WATER TREATMENT NEEDS, FLEXIBLY



WE TREAT 28,000,000 LITRES OF SEWAGE AND SEND IT SAFELY TO THE ENVIRONMENT EVERY DAY!



WE HAVE COMPLETED OVER 11,000 GREASE EXTRACT CLEANS WITHIN THE PAST 12 MONTH, KEEPING OUR CUSTOMERS SITES CLEAN AND SAFE



OUR INDUSTRIAL WASTEWATER DIVISION TREATS THE EQUIVALENT WASTE STREAM OF ALL THE HOUSES IN WEST YORKSHIRE PER YEAR



OUR POOLS DIVISION SERVICES 460 POOLS, THAT'S THE EQUIVALENT TO 680,000,000 LITRES OF POOL WATER FILTERED AND TREATED EVERY DAY!



MARLOWE
Environmental Services

WHAT WE DO FOR OUR CUSTOMERS & THE ENVIRONMENT



EVERY YEAR WE ENSURE ASBESTOS IS SAFELY MANAGED IN
OVER 72,000 BUSINESSES, SCHOOLS, HOMES AND OFFICES



WE TEST OVER 60,000 BUILDING MATERIALS FOR THE PRESENCE
OF ASBESTOS EVERY YEAR, REDUCING INSTANCES OF DEADLY
CONTAMINATION



OVER THE PAST 12 MONTHS WE'VE ENSURED THE SAFE
REMOVAL OF ASBESTOS FROM 1,340 BUILDINGS





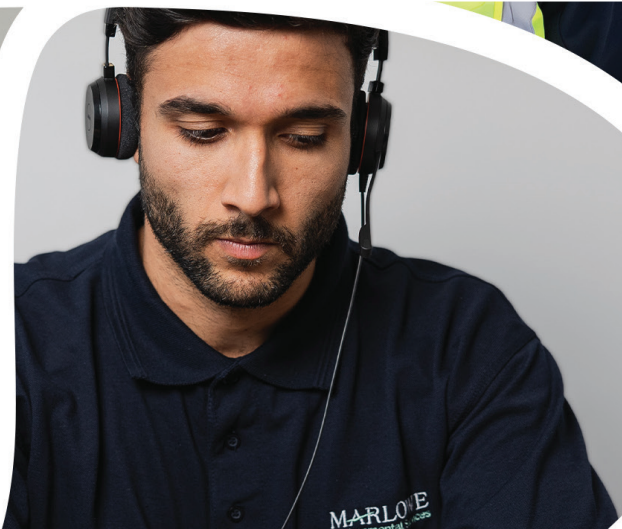
PREVENTING THE SPREAD OF AIRBORNE BACTERIA AND MICROORGANISMS, BY COMPLETING OVER 20,000 TANK CLEANS IN THE PAST 12 MONTHS



WE HAVE DEVELOPED FULLY ELECTRONIC JOB RECORDS, REMOVING PAPER FROM OUR FRONT-LINE OPERATIONS



OVER THE PAST 12 MONTHS WE HAVE TRAINED OVER 12,000 DELEGATES IN OUR TRAINING CENTRES, TO HELP THEM SAFELY MANAGE THEIR COMPLIANCE NEEDS

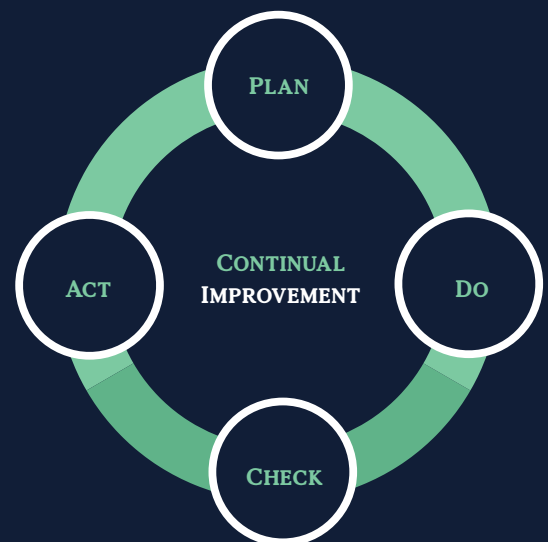


OUR PRIORITIES FOR A SUSTAINABLE FUTURE



ACCREDITATIONS & MEMBERSHIPS

We hold many accreditations and memberships, which are externally audited annually as a minimum. Our Integrated Management System (IMS) integrates all of the company's systems, processes, policies, and standards.



OUR MISSION



SAFEGUARDING PEOPLE, PRESERVING OUR PLANET

At Marlowe Environmental Services, our mission is simple: Protect. We safeguard our colleagues, our customers and the environment through exceptional environmental compliance services.

OUR VISION



TO BE THE LEADING PROVIDER OF ENVIRONMENTAL COMPLIANCE SERVICES

We strive to be the best within everything we do.
We aim to be the unrivalled leader in environmental
compliance services.

We are relentlessly driven to be the best, and aim to
set the benchmark for excellence in our industry.



OUR VALUES: THE TRAITS WE LOOK FOR EVERY DAY!



SUSTAINABILITY

Sustainability is at our core. We constantly search for innovative ways to support a healthy planet and work tirelessly with our customers to develop the right plan for both their business and environmental goals.



TRUST

We prioritise building strong relationships with our colleagues and customers by consistently delivering on our promises.

We take confidence in knowing we will always support one another.



ACCOUNTABILITY

We take responsibility for our work, because a healthy environment starts with all of us being accountable.

We're constantly on the look out for ways to do even better!



RESPECT

We build a welcoming and respectful workplace where everyone's voice is heard.

Diversity of perspectives empowers us to deliver the most innovative solutions for our customers.



SAFETY

Safety first, always!

We're not just about rules, we're about keeping everyone safe and healthy.

We work hard to identify and address potential risks to both our team and customers.

WE ARE PROUD OF



ALL OF OUR
PEOPLE,
INCLUDING OUR
1,000+ TEAM
OF TECHNICAL
SPECIALISTS



CLEAR CAREER
OPPORTUNITIES
FOR ALL AND
MANY INTERNAL
PROMOTIONS
ANNUALLY



INDEPENDENT
CUSTOMER
SURVEY SCORES
WELL ABOVE
INDUSTRY
AVERAGES



HIGH-QUALITY
FACILITIES, SUCH
AS MODERN
VANS AND
HIGH-CALIBRE
BUILDINGS



TRAINEE /
APPRENTICESHIP
PROGRAMS
& GRADUATE
OPPORTUNITIES



MANAGEMENT
& LEADERSHIP
EXCELLENCE
PROGRAMME
FOR EXISTING
AND ASPIRING
MANAGERS



THREE DEDICATED,
INDUSTRY
LEADING TRAINING
VENUES TO SERVE
OUR FANTASTIC
CUSTOMERS



WELFARE AND
24/7 EMPLOYEE
ASSISTANCE
SUPPORT

OUR SUSTAINABILITY

A close-up photograph of the side of a dark blue car. The car's body is highly reflective, showing highlights from the ambient light. The Marlowe Environmental Services logo is printed on the side panel. The logo consists of the word 'MARLOWE' in a large, white, serif font, with a green leaf-like graphic element integrated into the letter 'A'. Below 'MARLOWE', the words 'Environmental Services' are written in a smaller, green, sans-serif font, following the curve of the car's body.

MARLOWE
Environmental Services

GOVERNANCE & COMPLIANCE

Governance and compliance controls the functioning of Marlowe Environmental Services, supports the delivery of our purpose and our strategy, and ensures checks and compliance across our operation.

Good governance relies on strong accountability structures throughout our strategic and operational leadership. At Marlowe ES we also have a dedicated governance and compliance team, who provide clear performance metrics and transparent reporting.

Governance remains a key material topic in terms of the delivery of our operations but also in respect of the contribution Marlowe ES can make to continue to be a responsible business.



CONTRACT

INSURANCE

BUSINESS CONDUCT

Business conduct and ethics are essential to Marlowe Environmental Services' long-term success. We commit to this through our values, professional standards, employee training, and internal systems and practices. We conduct our business with uncompromising honesty and integrity, adhering to laws and regulations, and we expect everyone at Marlowe Environmental Services to act accordingly.

Ethical behaviour and our commitment to combating bribery and corruption are fundamental to our mission and values. All our people are held accountable for their behaviour, and everyone must undertake anti-bribery training.



RISK MANAGEMENT

Our consideration of key risks and opportunities informs our wider business governance, and how these risks should be managed. Marlowe Environmental Services' approach focuses on identifying risks and opportunities in a way that aligns with our core values and beliefs.

We have robust risk processes and ways of working. When something's not right, we act fast through our layers of management and reporting accordingly. Our open culture is something we work hard to maintain.



OUR COMPANY POLICIES

We periodically review and publish policies and procedures to inform our people of how we ensure the safety and quality of our operations.

All of the main policies for the company are signed by the CEO to show commitment from the top to the process documented.

We have a zero-tolerance approach on our policies on bullying, sexism, racism or any forms of discrimination.



STOP WORK AUTHORITY

Stop Work Authority gives the employees the right to put a stop to unsafe work, even when they normally don't have the authority to bring the work to a halt.

We work with our customers and suppliers to maintain our high standards, consistently.



SUSTAINABLE DEVELOPMENT GOALS



The Marlowe Environmental Services approach begins with the core values that define the business and guide employee behaviour at work. The board is responsible for the ESG strategy, collaborating with management and employees to prioritise this important area.

We are working together to continuously improve our ESG strategy and action plan, with a strategic focus on aligning with the United Nations Sustainable Development Goals (SDGs). Marlowe Environmental Services has identified four core SDGs to concentrate our efforts on, where the group can have the most significant impact on creating a sustainable future for all.

(SDG-3) Ensure healthy lives and promote wellbeing for all at all ages

(SDG-6) Ensure availability and sustainability management of water and sanitation for all.

(SDG-8) Promote sustained, inclusive, sustainable economic growth, full and productive employment, and decent work for all.

(SDG-11) Make cities and human settlements inclusive, safe, resilient and sustainable.

OUR TOP FOUR

3 GOOD HEALTH AND WELL-BEING



Focused on providing healthy lives and promoting wellbeing for all.

6 CLEAN WATER AND SANITATION



Ensuring availability and sustainable management of water and sanitation.

8 DECENT WORK AND ECONOMIC GROWTH



Promote sustained, inclusion and sustainable economic growth and decent work for all.

11 SUSTAINABLE CITIES AND COMMUNITIES



Make cities and human settlements inclusive, safe, resilient and sustainable.

OUR COMMITMENT TO OUR PEOPLE

We strive to create a diverse workplace that reflects the communities we serve, fosters an inclusive culture, and advances equality for all. At Marlowe Environmental Services, we are committed to equality of opportunity.

This ignites our culture and energises us to ensure we deliver to customers, partners and communities.

Our key aspiration is to create a workforce that mirrors society; we want to be transparent and accountable to ensure we advance our representation across our organisation.

Our team is our biggest asset. We recruit people who always strive to do the right thing, are confident and empathetic, and excel in customer service.



PEOPLE FIRST FORUM

The People First forum is an online call held twice a week.

Team members can ask direct questions about problems they are facing, or raise improvement ideas they may have.

This is an excellent example of how we put people at the heart of continuous improvement, where key stakeholders in the business are there to answer questions, investigate further, and to make change if required.



People First Forum

People First is a twice weekly call led by Kelly Oehme. Anyone can join to ask a direct question and we will assist you in finding a resolution, we aim to cut away the red tape. The calls take place on a Tuesday and Thursday at 10am. You can also email me any questions if you are unable to join and we will come back to you.

A recent question raised was for a breakdown of our payslip and we are pleased to share this payslip example with everyone. Thank you to Helen Woodbridge, Group Payroll Manager, for producing this for us.

 EMAIL - People.First@marlowe-group.com

PAYSLIP EXAMPLE

 **CLICK to view company EXAMPLE PAYSLIP BREAKDOWN**

OUR PEOPLE: LEARNING & DEVELOPMENT

Our Learning & Development team offers training opportunities at various levels in key areas to improve our teams' performance and encourage personal growth.

We are committed to investing heavily in the development of our people, whether they want to enhance their skills, change career paths, or grow within their current role.

Additionally, we take pride in being one of the few companies with three dedicated technical training centers.



MARLOWE
Environmental Services

PEOPLE WELLBEING

Ensuring the wellbeing of our people is paramount to us as an organisation. In addition to our company policies safeguarding the wellbeing of our employees, we also have a Wellbeing Group driving initiatives in this area, raising awareness on a range of topics, and implementing measures to enhance the welfare of our teams.

We have established a dedicated internal Mental Health First Aid Team that offers confidential support to colleagues in need. Additionally, we provide 24/7 access to an Employee Assistance Program. In the last year, we have also launched our Menopause Champions, who address this important topic and its impact on individuals' personal lives and work experiences.

MARLOWE Environmental Services
Wellbeing & You

MENTAL HEALTH AWARENESS WEEK
13-19 MAY 2024

The theme for Mental Health Awareness Week is "MOVEMENT". One of the most important things we can do to help protect our mental health is regular movement. Our bodies and minds are connected. Looking after ourselves physically also helps us prevent problems with our mental health.

COMPETITION - GET YOUR STEPS IN!
Record your steps between 8am on 13th May to 12pm on 17th May

Email a screenshot of your step total by 5pm on 17th May to:
comms@marlowe-group.com

The highest step count will win a £100 Amazon Voucher!

Good luck everybody

What Are The 3 Types Of Diabetes?

TYPE 1
In type 1 diabetes, the body does not produce any insulin. Normally, the body breaks down the carbohydrates you eat into blood sugar, which it uses for energy. Insulin is a hormone that the body needs to get sugar from the bloodstream to the cells of the body. In the absence of insulin, blood sugars can become very high, which is called hyperglycaemia, resulting in vomiting, dehydration and acidic blood. There is also hypoglycaemia, which is low blood sugar and can happen if you have too much insulin or when you do too much exercise/strenuous activities etc. The treatment for this type of diabetes is insulin.

TYPE 2
In Type 2 diabetes, the body makes insulin but is unable to use it properly due to insulin resistance in the cells. Type 2 is typically treated through lifestyle changes, medications and sometimes insulin as the disease progresses.

GESTATIONAL
Gestational diabetes starts when the body is not able to make and use all the insulin it needs for pregnancy. Without enough insulin, sugar cannot leave the blood and be used by cells as a source of energy. If not properly treated, Gestational diabetes can cause complications in both the mother and infant. Gestational diabetes

MARLOWE Wellbeing Awareness

What is Time to Talk Day?
Time to Talk Day is the nation's biggest mental health conversation. Happening every year, it's a day for friends, families, communities, and workplaces to come together to talk, listen and change lives.

Time to Talk Day 2024 will take place 1 February 2024. It's run by Mind and Rethink Mental Illness and is being delivered in partnership with Co-op for the third year running. Across the UK, it's delivered by See Me in Scotland, Inspire in Northern Ireland and Time to Change Wales.

The more conversations we have, the better life is for everyone. Talking about mental health isn't always easy and sometimes it's even harder to say how you really feel. But a conversation has the power to change lives.

Time to Talk Day is the perfect opportunity to start a conversation about mental health.

CLICK BELOW FOR WEBSITE LINKS

INSPIRE | TIME TO CHANGE WALES | MIND | RETHINK

"Hey! How's it?" | "It's all right" | "Not too good" | "Yeah, better"

MARLOWE

Menopause, Marlowe Environmental Services & YOU

WELLBEING GROUP

CHANGE estrogen PATIGUE
CESSATION headaches
bloating OSTEOPOROSIS
WEIGHT GAIN concentration
menopause
DEPRESSION itchy MOODS
incontinence breast pain NAUSEA
PERSPIRATION progesterone
irregular HRTHORMONES pain
OVARIES memory HAIR LOSS
palpitations night sweats
sore gums OVULATION
BODY TEMPERATURE
hot flashes DRY SKIN
anxiety

MARLOWE

International Men's Day
Zero Male Suicide

CHAMPIONING DIVERSITY & INCLUSION

We want to support employees and ensure they have a great working experience regardless of skin colour, gender, nationality or religious beliefs. We are committed to fostering a culture of inclusivity, underscored by our unwavering zero-tolerance stance against bullying and harassment.

Our senior leaders collaborate with our Employee Champions to promote awareness and advocate for the rights of various communities within our organisation, including the armed forces, ethnic minorities, LGBTQIA+, and disabled people.



AWARDS, CONFERENCES, TEAM BUILDING & COMPLIANCE DAYS

WE CELEBRATE SUCCESS!

As an organisation, we know the importance of recognising our people and business success. Internally, we have Long Service Awards commencing at five years, and an Annual Company Recognition Award (STARS), nominated by our teams.

We have also been recognised externally for our commitment to health and safety, achieving the prestigious RoSPA Gold Award for Health and Safety, a testament to our commitment to Health and Safety. This, along with our Customer Excellence and Armed Forces Covenant Gold Award, is a source of great pride for us all.



OUR COMMITMENT TO OUR **PLANET**

ENVIRONMENTAL COMMITMENT

CO2 EMISSION REDUCTION TARGET

ROADMAP TO OUR TARGETS

ON-SITE RECYCLING & WASTE MANAGEMENT

OUR PROGRESS

SMART WATER MANAGEMENT

SUSTAINABILITY EXAMPLES

FILM FORMING AMINES

OUR WORK ON SAFER WATER

OUR SUPPLIERS

OUR FLEET

ENVIRONMENTAL COMMITMENT

We prioritise our environmental responsibility and sustainability, which is evident in our ISO 14001 accreditation across all our entities. We focus on developing products and services with reduced environmental impact and enhanced safety.

Our commitment extends to a return service for chemical drums, promoting reuse and recycling to minimise environmental harm.

External Assurance

Marlowe Environmental Services reports on scope (1 and 2) emission data and returns this throughout the year as part of its statutory reporting.



CO₂ EMISSION REDUCTION TARGET



COMMIT TO THE SCIENCE
BASED TARGETS
INITIATIVE'S CORPORATE
NET-ZERO STANDARD AND
SET FORMAL
SCIENCE-BASED TARGETS
FOR A CARBON EMISSIONS
REDUCTION PROGRAMME
BY 2026



SOURCE ON-SITE
ELECTRICITY FROM 100%
RENEWABLE SOURCES



CALCULATE AND PUBLISH
THE CARBON FOOTPRINT
OF CORE SERVICES AND
PRODUCTS



We are committed to reducing the environmental footprint of our operations and have set a target of achieving net-zero carbon emissions by 2030. Employees already actively participate in measures to tackle climate change by reducing CO₂ emissions, energy use, and use of raw materials. Overall emission reduction goals include:



**FROM 2024, ALL NEW
COMPANY CARS WILL BE
HYBRID OR ELECTRIC
ONLY. OUR AIM IS TO BE
NET-ZERO BY 2030**



**WORK WITH SUPPLIERS
TO IDENTIFY THE CARBON
EMISSION IMPACT OF
SERVICES AND PRODUCTS
DELIVERED**



**OPERATE ALL BUILDINGS
TO MAXIMISE EFFICIENCY,
IN TERMS OF LIGHTS,
HEATING, AND WATER**

ROADMAP TO OUR TARGETS

A pathway to success has been established to achieve this target with key activities and milestones planned. This includes:



ALL NEW CARS
LEASED ON THE
FLEET WILL BE
HYBRID/ELECTRIC,
WITH A FULL
HYBRID/ELECTRIC
FLEET BY 2029



CONTINUALLY TRIAL
ALTERNATIVE FUEL
VANS TO HELP
ACHIEVE TARGETS



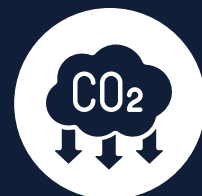
PROVIDE ELECTRIC
CHARGING POINTS AT
OUR MAIN BUILDINGS



IN THE INTERIM,
ONLY CARS WITH
EMISSIONS OF LESS
THAN 120 CO/MG
WILL BE USED



THE DRIVING BEHAVIOUR
OF PEOPLE IS MONITORED
TO REDUCE INDIVIDUAL
FUEL CONSUMPTION AND
EMISSIONS



OPTIMISATION OF OUR
OPERATING FLEET TO
SIGNIFICANTLY REDUCE
CO₂ EMISSIONS

ON-SITE RECYCLING & WASTE MANAGEMENT

Our unwavering commitment to reducing unnecessary waste across operations is evident in our workforce's training and education, and our stringent approaches to waste avoidance. We prioritise reuse and recycling, striving for zero waste to landfill. Moreover, we are dedicated to managing the chemicals produced throughout the product life cycle, ensuring our customers receive suitable information to minimise adverse impacts on human health and the environment.

As one of the sector's pioneering UK specialist chemical manufacturers, we were among the first to achieve the ISO 9001 quality management standard. This milestone ensures our customers consistently receive high-quality products and services, a commitment that all our divisions are now certified to.



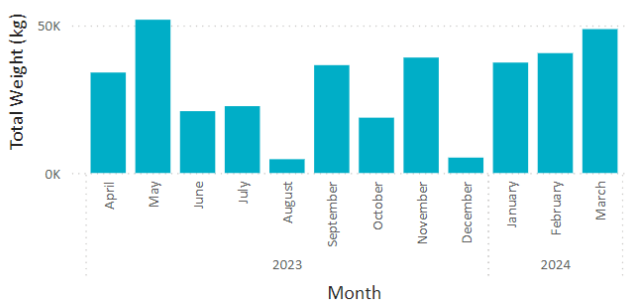
OUR PROGRESS

SCOPE DATA	FY24 (TONNES)	FY23
SCOPE 1		
Gas	151.284	116.07
Company Vehicle	7340.71	7821.79
SCOPE 2		
Electricity kWh	110.63	147.45
Natural Gas kWh	826,999.80 kWh	632,488.70 kWh
Propane kWh	N/A	2,852 kWh
Fleet	23,997,301.01 kWh	25,569,985.70 kWh
Electricity	617,376.24 kWh	775,438.45 kWh
Total Energy Consumption	617,376.24 kWh	775,438.45 kWh

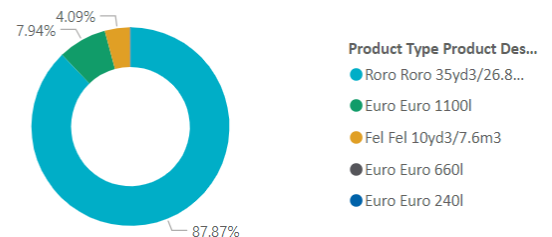
We have been striving to reduce our vehicle CO₂ per head footprint over the last year. Despite Marlowe ES undertaking several acquisitions of new companies, we have worked hard to ensure our progress remains strong, with our fleet CO₂ headcount being 4.36 tonnes per CO₂ headcount, achieving a 9% reduction on last year. We continue to drive our approach to reduce our business electricity and Natural Gas across our organisation, and our current CO₂ per head footprint is 0.007 tonnes per CO₂ headcount.

PROGRESS REPORTING

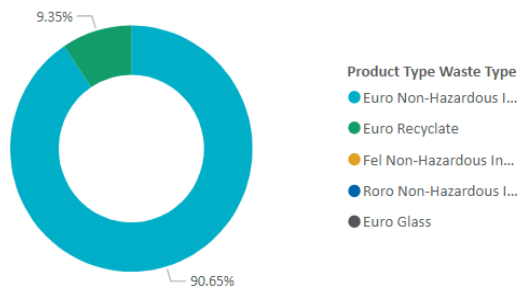
Total Weight (kg) by Year and Month



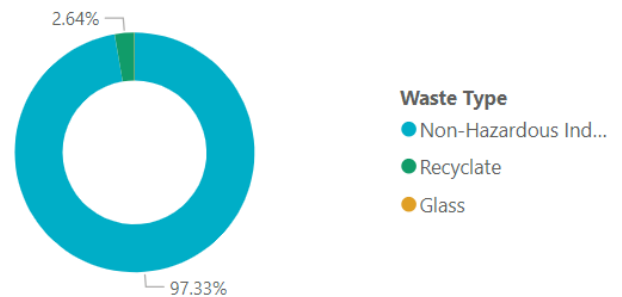
Total Weight (kg) by Product Type and Product Description



CO2 Saved (kg) by Product Type and Waste Type



Total Weight (kg) by Waste Type



We partner with EcoVadis to support with our performance reporting, and continuously review our progress and plans to ensure we are on the front foot in meeting our commitments.

WASTE DATA 1ST APRIL 2023-31ST MARCH 2024

83.4

Tonnes Of Waste Has
Been Collected

100%

Of Our Waste Has Been Diverted
From Landfill

2,608

Kilograms Of CO₂ Have
Been Saved

1,015

Total Number Of
Collections

**WE AVOID SINGLE USE
PLASTICS**

**FOR OUR COMPLEX
ENGINEERING PROJECTS, WE
ONLY USE PRODUCTS WITH
A LONG LIFESPAN**

**WE HAVE FLAP STOPPERS IN OUR
PRODUCTION FACTORIES TO AVOID
POLLUTION IN THE RARE EVENT OF
A CHEMICAL SPILL**

**WE OFFER RECYCLING IN
OUR OFFICES, EXTENDING
TO BATTERIES**

**WE OFFER OUR OLD ASSETS, SUCH
AS LAPTOPS AND PHONES, TO LOCAL
COMMUNITIES AND OUR PEOPLE, SO
THEY CAN CONTINUE TO BE USED**

SMART WATER MANAGEMENT

Marlowe Environmental Services uses technology to address not only its environmental impacts, but also those of its clients. Marlowe Environmental Services is the UK leader in assuring water systems are safe, efficient, sustainable and compliant, supporting more than 15,000 customers nationwide. By implementing practical and effective solutions such as steam boilers and cooling towers, which can be analysed for losses and leaks and, with the implementation of a pre-treatment plan, we support customers in improving their water quality, maximising their water-use efficiency and reducing the proportion of untreated wastewater they create.

The goal is to achieve net-zero water usage, where the amount of water used and returned to the original water source equals the building's total water consumption.

Our People: Understanding and Responding to Climate Change

In recognition of the increasingly urgent need to address climate change, and the requirement to develop a cohesive plan across Marlowe Environmental Services, a group-level environmental policy covering all employees and contractors has been implemented. The policy outlines approaches to climate change action, and the board is responsible for adherence to it.

The policy is being rolled out and accompanied by an online ESG training course. All employees will be expected to comply with the policy and complete the course to help achieve business sustainability goals.

B&V SUSTAINABILITY EXAMPLES

INITIATIVES IN PAST FEW YEARS	REASON
Reduced number of products containing zinc by 20% in the last 3 years	Sustainability - Zinc is an environmental hazard
Reduced number of products containing borax by 20% in the last 3 years	Sustainability - Borax is officially designated as an SVHC (Substance of Very High Concern)
Reduced number of products containing cyclohexylamine by 30% in the last 3 years	Sustainability - Cyclohexylamine is a reproductive toxin. It also provided a cost saving
Increased concentration of 5 products in the last 5 years	Sustainability and cost saving - on the most significant product, saves 1,000x25l drums per year, as well as associated transport costs
2024 - Launched a new range of products - Film Forming Amines	Sustainability - Use should result in significant energy savings if used in steam boilers. One enquiry suggests savings to customer energy costs of more than £100k per annum

B&V is a Marlowe Environmental Services Group Company that manufactures chemicals

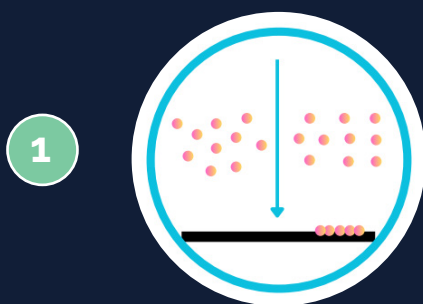
CASE STUDY: FILM FORMING AMINES



A New Generation of Water Treatment Products

Film forming amines (FFAs) are organic compounds that prevent corrosion by forming a thin layer or 'film' on metal surfaces. The film acts as a barrier between the metal and surrounding water. Their use in steam boilers and closed loop systems is increasing throughout Europe, as the benefits of the technology are becoming increasingly recognised.

How Do They Work?



1
A protective film forms on all metal surfaces



2
Oxygen & dissolved gases cannot attack the metal

SCAN THE QR TO READ MORE

OUR SUPPLIERS

Suppliers

Our goal is to collaborate with informed and engaged suppliers who understand how their products and services contribute to achieving our purpose, business goals, and also act in accordance with our values and culture.

Doing Business Responsibly with Suppliers

Our internal procurement team manages procurement and supplier relationships, including risk management for potential breaches. Our approved supplier form is a standard document that sets out the minimum standards for our engagement with suppliers, including supplier selection, risk management, contract requirements, supplier management, and evaluation process.

Creating a Sustainable Supply Chain

Our procurement policy sets out our standards and approaches to managing our supply chain sustainability. Our supplier due diligence process involves identifying, assessing, and monitoring supplier practices in the areas of human and labour rights, the environment, health and safety, and anti-corruption.

We believe that, given the markets we operate in, modern slavery and human rights are one of the most significant potential sustainability risks within our supply chain. All of our suppliers are asked that they have a modern slavery policy/statement.

Engaging with Suppliers

Going forward, we intend to build on the process made in 2023 and plan to work with our suppliers to reduce their greenhouse gas emission as part of our plan to integrate sustainability standards into the wider community.

OUR FLEET

Core fleet objective: All new cars leased on the fleet from 2027 will be hybrid/electric, with a full hybrid/electric fleet by 2029.

Our Fleet Sustainability

When we speak about fleet sustainability we refer to the day-to-day practice of how we manage and operate our fleet' in an environmentally and economically responsible approach.

Our goal is to minimise the negative environmental impact of our fleet's operations while ensuring that the fleet remains cost-effective and efficient.

How Do We Manage Our Fleet Sustainability?

We use various strategies and initiatives designed to reduce a fleet's carbon footprint and promote long-term financial sustainability.



MARLOWE
Environmental Services

Marlowe-ES.com

MANAGING A SUSTAINABLE FLEET

REDUCING EMISSIONS

ALTERNATIVE FUELS

EFFICIENT VEHICLE UTILISATION

MAINTENANCE & REPAIRS FOR PEAK EFFICIENCY

ROUTE OPTIMISATION

EFFICIENT VEHICLE UTILISATION

LIFE CYCLE ANALYSIS

FLEET MANAGEMENT SOFTWARE

TELEMATICS & TECHNOLOGY FOR ROUTE OPTIMISATION

EMISSIONS REDUCTION INITIATIVES

SUSTAINABLE PRACTICES

MONITORING & REPORTING

IN PURSUIT OF A SUSTAINABLE FLEET

We recognise the crucial role of technology in optimising our operations. This includes designing and identifying jobs local to specific operatives, utilising technology to determine which engineer is local to the required job, and enhancing our efficiency, ensuring a smooth and reliable process.

Our individual entities control our fleet optimisation to ensure that we achieve maximum performance and efficiency from our daily fleet.

This means less time spent on roads and decreased fuel consumption, and better maintenance practices mean better fuel economy, fewer emissions and enhanced customer service.

We believe sustainability isn't just about having a greener fleet – it's also about creating a more sustainable business.

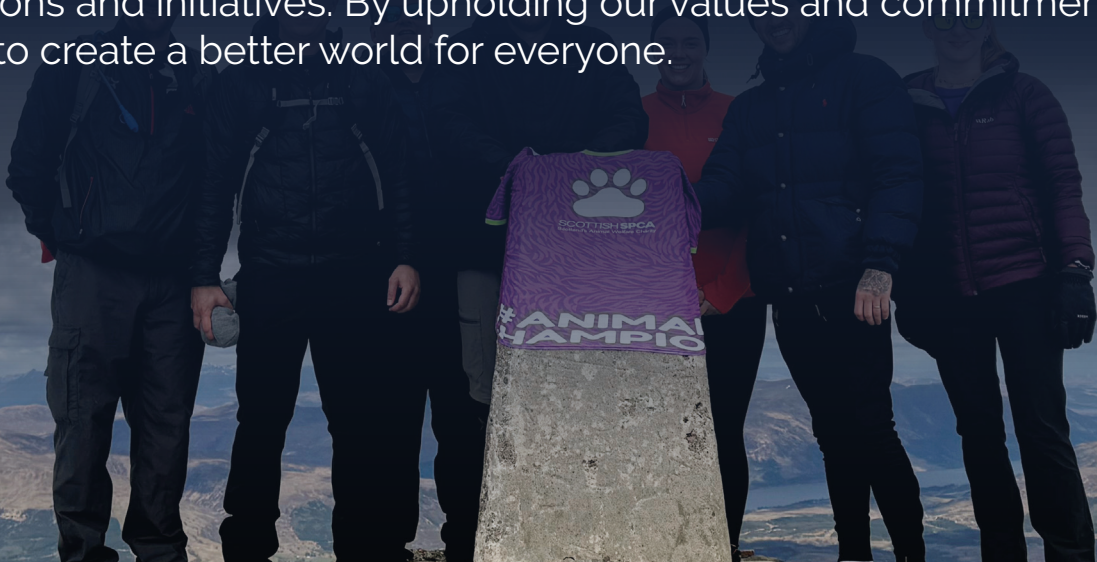


OUR COMMITMENT TO THE WIDER COMMUNITY

At Marlowe ES, we are committed to contributing to the social and economic development of the communities in which we operate. MES focuses on helping groups that struggle with inclusion, particularly children. As an organisation, we have invested in local community activities that are important to our colleagues and our wider community. Fostering inclusion and social equity, we aim to create more sustainable and resilient communities. We support our communities through financial contributions, in-kind contributions, and employee involvement.

To be an industry leader, we must be community-focused. We regularly partner with charities and community services that are linked to our core values and areas of expertise. We're particularly interested in supporting initiatives that support children and families, the homeless, and other disadvantaged groups. The implementation of a robust ESG strategy is increasingly vital for companies. At MES, we are resolutely committed to providing a sustainable, compliant, reliable, and safe service to our customers.

We offer genuine career and development opportunities to our people and extend our support to the wider community through charitable donations and initiatives. By upholding our values and commitments, we strive to create a better world for everyone.



OUR CHARITY EFFORTS

Our Employee Charity Pot

Upon request by members of our teams, we donate to charitable causes that are close to their hearts, enabling us to help a wider range of charities and engage with our teams on what is important to them. To date we have supported more than 250 causes.



250
CAUSES
SUPPORTED
TO DATE





FOR MORE INFORMATION ON THIS REPORT CONTACT:

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Compliance Director

Claire Lorrain – Head of Governance and Compliance

IMPORTANT INFORMATION / DISCLAIMER

The information contained in this Environmental, Social, and Governance (ESG) document has been prepared by Marlowe Environmental Services in good faith and based on the best knowledge available at the time of publication.

While we strive to ensure the accuracy and reliability of the data presented herein, we acknowledge that the dynamic nature of ESG matters may lead to changes over time.

This document is intended for internal and external stakeholders and should be used for informational purposes only. Marlowe Environmental Services makes no representations or warranties, express or implied, regarding the completeness, accuracy, or reliability of the contents. Stakeholders are encouraged to seek independent advice and conduct further research to make informed decisions based on their unique circumstances.

Furthermore, this ESG document reflects our commitment to promoting sustainable practices and upholding ethical standards within our organisation. However, it does not guarantee any specific results or outcomes and should not be construed as binding commitments. Marlowe Environmental Services reserves the right to update or modify this document as necessary to reflect changes in business practices, regulations, or societal expectations.