

Marlowe Fire & Security provide a total, end to end, fire and security solution. From initial design, supply and installation, through to ongoing maintenance and monitoring, we maintain the capability to help prevent, detect and monitor your fire and security risks.

## Our Purpose

To be your expert and trusted advisor in fire protection and security. Delivering innovative solutions and a world class service.

## Our Mission

To protect what matters, people, property and peace of mind.

## Our Vision

Engaged employees.

Delighted customers.

Safe and secure environments.



## Our Promise



### Competence

**Our people are our greatest asset**

We will only send you, competent industry experts who understand your requirements and systems.



### Compliance

**We never compromise**

Ensuring your compliance with the latest standards and regulations is our priority. Ensuring the protection of your people and property.



### Customer Focussed

**We deliver what we promise**

We take pride in providing a world class service. You are at the heart of everything we do and your opinion counts most.



### Responsive

**Your time is precious**

We will always respond to your requests as soon as possible and we will let you know if there is a delay.



### Pride

**We take pride in everything we do**

All Team Members are committed to our Core Values of; Sustainability, Excellence, Integrity, Innovation and Connectivity.



### Specific

**You are unique**

We will always specify the best product to do the job and provide you with a tailored service that responds to your requirement.



### Improvement

**We strive for perfection**

We are constantly reviewing the way we work and implementing innovations to ensure the service we deliver gets even better.



### Transparent

**We offer value for money**

We will deliver a high quality service at a competitive price. We will never compromise service delivery for cost.

## Your Assurance

If we do not deliver on our promise please contact the Customer Support Team via

e. [customer.solutions@marlowefireandsecurity.com](mailto:customer.solutions@marlowefireandsecurity.com)

Your enquiry will be acknowledged immediately and we promise to investigate and resolve your issue within 5 business days.