MARLOWE CRITICAL SERVICES
Compliance. Assured.
Marlowe is a UK leader in specialist services which assure safety and regulatory compliance, whilst managing risk for businesses across the country.

**What you get**
- Expert advice
- Services delivered by specialist divisions of the UK’s leading compliance service group
- Dedicated, in-house experts
- Market-leading technology & software
- Best-in-class service delivery standards
- Control, efficiency and reliability
- Wellbeing of Marlowe employees and the highest standards of internal health and safety
- Full nationwide coverage in every discipline
- 30+ sites around the UK
- Consistency and convenience
- The benefits of a trusted in-depth relationship
- Continual value adding innovation

**Why?**
- Improve Health & Safety Standards
- Compliance with laws and regulations
- Protecting people, property & assets
- Adhere to insurance requirements
- Meet public expectations surrounding safety standards, health and wellbeing
- Protect your brands reputation
- Improve sustainability & environmental compliance
- Enhance operational efficiency and control
- Manage and extend asset life
- Protection from hazardous materials
- Avoid potential fines or prosecution

**Compliance. Assured.**
What we do

**HEALTH, SAFETY & COMPLIANCE**

*Purpose:* Providing health, safety & risk management services which assure the regulatory compliance of commercial multi-site organisations.


*More on pages 8-9*

**WATER TREATMENT & HYGIENE**

*Purpose:* Assuring water systems are safe, efficient, sustainable and compliant.


*More on pages 10-11*

**FIRE SAFETY & SECURITY**

*Purpose:* Assuring fire safety and security measures to ensure systems are compliant with regulation and that property and people are safe and secure.


*More on pages 12-13*

**AIR TESTING & QUALITY**

*Purpose:* Assuring commercial properties are compliant with ventilation & air quality, environmental and safety regulations.

*Key services:* Ventilation Hygiene & Compliance, Asbestos Surveys & Consultancy, Air Monitoring and 4 Stage Clearance, Laboratory Analysis, Asbestos Remediation, Fire & Smoke Dampers Testing & Inspection.

*More on pages 14-17*
Our group consists of a number of the UK’s leading compliance businesses which provide technology-enabled services across four main regulated safety sectors. Various closely related specialist compliance services can be accessed either singularly from one Marlowe company or in combination from a number of different specialists from across the group. Marlowe currently employs over 2,200 people across the UK, provides services to approximately 15% of Britain’s commercial properties and is increasingly attractive to clients who require a single outsourced, nationwide, provider of a comprehensive range of regulated health, environmental and safety services. Our clients can be found in most office complexes, high streets and leisure facilities, manufacturing plants and industrial estates, and include SMEs, large corporates, facilities and property management providers, local authorities, NHS Trusts and FTSE 100 companies.

**Marlowe at a glance**

We deliver an end-to-end approach to safety and compliance encompassing health & safety, fire safety, security, water treatment & hygiene, air testing and quality and environmental services – all of which are vital to the wellbeing of our customers’ operations and are invariably governed by stringent regulation.

Our services help our clients reduce risk, assure regulatory compliance and achieve total peace of mind.

- **30** local sites across the UK
- **1,500** compliance experts
- **5** training centres
- **8** testing laboratories
- **24/7** Connected Services Monitoring Centre (VARC 24/7)

**Technology-enabled service delivery**

**Software centre-of-excellence**

**Water treatment R&D laboratory**

**Water treatment chemical blending facilities**

**Fire safety testing facility**
Marlowe’s end-to-end compliance model

Marlowe can provide the full range of property-related compliance services right from conducting health & safety audits and assessments through to testing & treating a water system for bacteria, inspecting a kitchen extract system for safety, or certifying a fire detection system.

Our businesses operate as autonomous sector specialists but are all bound by our common channel to market. Typically, we sell our services to Health & Safety, Risk & Compliance, Facilities or Property Management professionals who are responsible for the safety and compliance of their organisations and the properties they occupy. As a result, we closely understand what these individuals care about and are equipped with the tools to succeed in compliance service markets. The vast majority of our competition only have the capabilities to provide a single service, usually only in a small region of the UK. We make attaining high standards of safety and compliance achievable for our clients through working with them across the whole of the UK and across a number of closely related compliance disciplines. Each of our services is delivered by independent specialist divisions of Marlowe who are leaders in their respective fields in their own right, so our customers know that they are always dealing with experts.

In a typical commercial facility, our end-to-end model means we can implement:

- Recurring health & safety audit and consultancy services with the aim of ensuring high standards of compliance and lowering risk
- Provision of software through which our customers can manage and monitor compliance
- Implementation of recurring testing and inspection regimes to ensure compliance on an ongoing basis across Fire Safety & Security, Water Treatment & Hygiene or Air Quality & Testing
- Marlowe is in a unique position in the UK of being able to provide this end-to-end commercial property compliance solution which assures total regulatory compliance
Marlowe is a well-established London Stock Exchange listed company which was formed to build a group of the leading specialists in their field with a vision to become the UK’s most trusted name in the provision of regulated safety services.

Marlowe’s unique strength is that it provides a range of closely related regulated inspection, testing and technology-enabled compliance services each of which is delivered by one of our specialist divisions.

Individually, these businesses are leaders in their fields but together form a group that can provide our customers with a comprehensive and integrated approach to their safety, regulatory compliance and the upkeep of the building systems they rely on. That means more convenience, better across the board compliance, greater consistency and the benefits of a trusted in-depth relationship.

More importantly, our size, range and extensive national footprint gives our customers the peace of mind that comes from knowing that they can rely on Marlowe to deliver those mission critical services that are so vital to them every day of the year in every part of the UK.
HEALTH, SAFETY & COMPLIANCE
Our Health, Safety & Compliance division comprises of a group of market leading businesses, delivering a wide range of health and safety risk management and compliance solutions, across all business sectors. Our auditing, consulting and advisory services delivered by sector specialists ensure that all of our clients’ health and safety obligations are proactively managed. We work in partnership with our clients to deliver compliance solutions that are optimised to their requirements, whilst meeting all relevant legislation, raising standards, optimising costs and mitigating risk.

More on pages 8-9

WATER TREATMENT & HYGIENE
Our Water Treatment & Hygiene division comprises a leading group of businesses which deliver an integrated water treatment, water hygiene and compliance service. We provide technical consulting, water treatment, chemical supply and dosing, UKAS accredited water testing and laboratory analysis, water hygiene, Legionella control, ACOP L8 and HSG274 compliance, air hygiene testing and quality, training, and engineering solutions all based on excellent customer service, return on investment and compliance. We help customers reduce usage of water, chemicals and energy, safely and reliably. We tailor risk assessment, chemical dosing, monitoring and water management solutions to each and every plant configuration and customer need.

More on pages 10-11

FIRE SAFETY & SECURITY
Our Fire Safety & Security Services division comprises a group of the UK’s leading Fire Safety & Security specialists providing a comprehensive range of services to ensure fire safety, security and compliance with associated regulations. Our capabilities include: assessing fire risk, testing, inspecting and maintaining fire detection and suppression systems, installing and certifying complex security and fire systems and connected services such as the remote monitoring of life safety systems. Our customers are based across the UK and range from SMEs to FTSE 100 companies across all industries.

More on pages 12-13

AIR TESTING & QUALITY
Our Air Testing & Quality division comprises activities which deliver a broad range of UKAS accredited testing and inspection services (ISO/IEC 17020 and ISO/IEC 17025), ventilation hygiene, ductwork management & fire safety, extract cleaning, asbestos surveying, air monitoring and clearance testing, bulk identification and bulk sampling and contamination remediation services. Founded in 1998 and operating nationally from headquarters in Welwyn Garden City, the business operates from seven laboratories around the UK and delivers services across all main business sectors in the private and public sectors.

More on pages 14-17
Marlowe provides end-to-end compliance solutions to a broad range of customers, ranging from SMEs, local schools, doctors surgeries through to large national organisations, property management and housing organisations as well as leading universities, airports and FTSE 100 companies.

- 14,000+ current customers across the UK
- c.15% UK commercial properties serviced
- 12% of UK large (250+ employees) organisations

Long and enduring customer relationships

- Facilities Professionals
- Health & Safety Professionals
- Property Managers
- Technical Directors
- Risk & Compliance Managers
- The Responsible Person

In-depth knowledge and regulatory experience

- The Regulatory Reform (Fire Safety) Order
- The Corporate Manslaughter Act
- The Health & Safety at Work Act
- TR19 Ventilation & Air Quality
- Control of Asbestos Regulations 2012
- ACoP L8
MERIDIAN: Marlowe’s proprietary property risk management software platform

Meridian is a unique market leading cloud based risk management system that enables proactive, real time management of compliance, with powerful and flexible reporting. Meridian manages the challenge of disparate systems and vast amounts of compliance data by consolidating this across the various compliance modules including document and action tracking, online inspections, incident reporting, contractor management to name a few. Meridian provides a holistic view of compliance across large and multi-site organisations with robust audit and reporting functions.

Meridian is integral to the quality and efficiency of our technical delivery, with consultants working in an integrated manner inputting information and assessment data directly into the platform. This combination of service and software connects the process of risk identification through to management, control and elimination delivering a holistic approach to risk and compliance management. Meridian is in a constant development path influenced by client and market feedback and is maintained and managed in-house by 25 software professionals.

Meridian at the centre of an organisation’s risk management system

In a typical client setup, Meridian sits at the heart of the organisation’s H&S compliance and risk management strategy, storing data from a variety of sources and exporting records to internal and external systems and stakeholders.
The Health & Safety Executive ‘Costs to Britain Model’ estimates that in one year the cost of workplace injury and ill health totalled £14.9bn.

MODERN BUILDINGS

We provide health & safety audit and consultancy services to some of the most iconic buildings across the UK. Our consultants help our clients manage risks across H&S, Fire Safety, Water Safety, Asbestos Management, Access and Contractor Management.
William Martin Compliance Solutions and Quantum Compliance are health & safety consultancies specialising in the provision of proactive property related health, safety and risk management solutions across all business sectors. Together, we form the Health, Safety & Compliance division of Marlowe Critical Services.

We deliver responsive and practical advice on the management, implementation, monitoring and review of health and safety compliance. A client-centric focus, close engagement, exceptional people and robust and consistent quality assurance underpin our service delivery.

Our auditing, consulting and software solutions enable our clients to manage their health and safety obligations in a proactive, sustainable and resilient manner. Our market leading software and technology enabled delivery gives our clients the tools to sustain a leading position in this important area.

**MERIDIAN RISK MANAGEMENT SOFTWARE**

Meridian is William Martin Compliance Solutions’ web-based Property Risk Management System. It enables our clients to have complete visibility of all of the compliance risks across their portfolios of owned or managed buildings and allows them to proactively manage, monitor and control them.

**WHAT WE DO**

We provide a broad range of market leading solutions and strategies to help our clients integrate compliance risk management into the core of their business.

Our highly experienced sector specific specialists deliver best in class consultancy and work in partnership with our clients to deliver compliance models specifically customised to their requirements, whilst meeting all relevant legislation, raising standards, optimising costs and mitigating risk.
Our Water Treatment & Hygiene division works with 38% of all NHS hospital trusts in the UK.

HEALTHCARE
This leading teaching hospital is one of the largest children’s hospitals in the UK. We handle pre-commission cleaning and manage all water-related hygiene and infection control on site, among 800+ other healthcare sites across the UK.
Water Treatment & Hygiene Services

Our market leading Water Treatment & Hygiene division comprises a group of businesses which deliver an integrated water treatment, hygiene and compliance service across the UK.

We provide technical consulting, water treatment, chemical supply and dosing, UKAS accredited water testing and laboratory analysis, water hygiene, Legionella control, ACoP L8 and HSG274 compliance, air hygiene testing and quality, training and engineering solutions. We help customers reduce usage of water, chemicals and energy, safely and reliably. We tailor risk assessment, chemical dosing, monitoring and water management solutions to each and every plant configuration and customer need. Our services ensure compliance & safety and improve operational efficiency and sustainability.

We ensure adherence to ACoP L8 (cooling tower and evaporative condenser regulations) HSG274 parts 1 to 3, HTM4-01 (healthcare compliance), closed heating and chilled systems guidelines (BSRIA BG50), swimming pool guidelines (PWTAG), environmental standards including water discharge and servicing of RPZ valves.

WHAT WE DO
We provide a broad range of water treatment, hygiene, testing, monitoring, sustainability, wastewater and engineering services. Water control improvement, Legionella risk management and hygiene, expert water systems and process knowledge, life cycle and asset management, Legionella control, wastewater & effluent services and training which helps customers ensure their water systems are operating safely, sustainably and reliably throughout the UK and Ireland.

Water Treatment
- Laboratory Analysis
- Towers & Cooling
- Steam & Boilers
- Low / Medium Pressure Systems
- Closed & Chilled Systems
- Pre-Commission Cleaning
- Chemical Supply & Dosing
- Water Treatment Chemical Blending
- Pre-Commission Cleaning
eLog Book & Asset Management
- Swimming Pools & Spas

Water & Air Hygiene Compliance
- Legionella Risk Assessments
- Temperature Monitoring
- Remote Monitoring
- Secondary Disinfection, Cleaning & Flushing
- Indoor Air Quality

Wastewater & Effluent Treatment
- Effluent & Waste Compliance
- Wastewater & Effluent Treatment Plants

Engineering
- Specialist Water Engineering
- Water Treatment Systems
- Design & Installation
- Reverse Osmosis
- Cooling Tower Maintenance
- Water Softeners
- Pump Services
- Pre-Treatment Plant

Training
- Water Compliance Training
- Legionella Compliance Training
eLearning
- IOSH
- COSHH
EDUCATION

This top five university demonstrates exemplary fire safety compliance. We test, inspect and certify a whole range of fire safety measures including detection, alarm and suppression systems. We protect 22,000 students, nearly 10,000 staff and 150 academic departments.

Last year there were 19,410 fires reported by UK businesses to the Fire & Rescue Service at a cost of over £1bn to our economy.
Marlowe Fire & Security Group is the fire safety, security and property protection division of Marlowe Critical Services. We ensure the safety and protection of your people and property.

Our ongoing commitment to compliance and best practice ensures that every industry standard and all current legislation is adhered to, providing you with peace of mind throughout our partnership. Consisting of five established and complementary brands, we are experts in all aspects of fire safety and security, life and property protection.

**WHAT WE DO**
Operating 24/7, on a national basis from locations throughout the UK, we provide a total, end-to-end, fire safety, security and compliance solution. From initial risk assessment, design, supply and installation of systems, through to the ongoing compliance, maintenance and monitoring, we are equipped with the resources and expertise to help prevent, detect and monitor your fire safety and security risks and ensure your facilities are safe and compliant.

We work with leading manufacturers including: ANSUL, GENT, NOTIFIER, Siemens Advanced, FirePro, Hochiki, Fike, Paxton, Dahua, HIKVISION, CSL, Panasonic, Texecom.

**Fire Protection**
- Fire Detection and Alarm Systems
- Aspirating Systems
- Emergency Lighting
- Fire Extinguishers
- Fire Risk Assessments
- Fire Safety Training
- Gaseous Extinguishing Systems
- Room Integrity Testing
- Kitchen Fire Suppression Systems
- Dry / Wet Risers
- Hydrants
- Sprinkler Systems
- Emergency Voice Communication (EVC) and Disabled Call Systems
- Sauna Suppression Systems

**Security Systems**
- Intruder Alarms
- Access Control
- CCTV Systems
- Intercoms
- Panic Alarm / Assistance Call
- Gates and Barriers
- Keyholding
- ANPR/Parking Management
- Integrated Building Solutions
- Visual Verification Systems

**Remote Monitoring & Connected Services**
- Intruder Alarm Monitoring
- Fire Alarm Monitoring
- CCTV Monitoring
- Critical Services Monitoring
- Panic Alarm Monitoring
- Lone Worker Systems
- Asset Tracking
- Staff Safe
- Video Analytics

Fire & Security **Compliance. Assured.**
We work with 29% of all UK councils and Local Authorities

PUBLIC SECTOR

We test, inspect and maintain ducting, ventilation and extract systems for some of the largest council organisations in the UK. We test fire & smoke dampers and clean ventilation extract systems so that air quality is improved and safety is assured.
Ventilation Compliance Services

DCUK FM, the UK’s leading Ventilation Hygiene & Compliance specialist, makes up part of the Air Testing & Quality division of Marlowe Critical Services.

We ensure that your systems are safe and compliant and that your sites are appropriately maintained (to comply with Section 17 of the Fire Safety Regulatory Reform Order) by carrying out essential ventilation, ductwork and kitchen extract cleaning & management. We are the UK’s leading specialist in fire damper testing, inspections and maintenance, in accordance with BS 9999:2017.

Unmaintained ducting systems are one of the primary causes of fires and the spread of fire throughout buildings. Unhygienic ducting & ventilation systems, which have not been regularly maintained, can lead to poor air quality which does not comply with TR19 causing harm to the health and wellbeing of a buildings occupants.

We continually lead the market in innovation and can supply high-tech ductwork deposit monitoring systems providing complete compliance, safety and air quality for clients nationwide.

WHAT WE DO
Our BESA accredited technicians are trained in-house at our state of the art training centre to implement a compliance service which ensures that your ventilation systems are safe, clean and compliant, that your fire and smoke dampers are operating in line with regulation and the air quality in your premises conforms with TR19 standards.

Key Services
- LPS:2084 approved Ductwork Cleaning
- Kitchen Extract Cleaning
- Ventilation Management
- Fire & Smoke Damper Inspections
- Decontamination of Hazardous Material
- Fire Risk Management in Ventilation Systems
- Pre-commission Cleaning
- LEV Maintenance

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TRANSPORT

We work with one of the largest transport operators in the world to implement a complete asbestos management & water hygiene service. Our Asbestos services range from consultancy & inspections, to lab analysis through to the full remediation of asbestos risk.

In the UK, the Health & Safety Executive puts the number of asbestos-related deaths at around 5,000 per year.
Asbestos Management Services

The Marlowe group is a market leader in asbestos compliance services. We can deliver the full range of asbestos management capabilities from audit, consultancy and lab analysis through to the complete remediation of hazardous materials to ensure compliance with the ‘Duty to Manage’ regulations.

Incorporated in 1986 and operating as an independent consultancy accredited by UKAS (accredited testing and inspection services (ISO/IEC 17020:2012 and ISO/IEC 17025:2017) Tersus provides trusted advice in the delivery of hazardous materials consultancy, asbestos surveys, air monitoring and clearance testing, bulk identification & sampling, project management and training.

We offer a completely managed service of all your asbestos obligations including project management and training, supported by seven laboratories located around the country along with a fleet of 30 mobile laboratories equipped to conduct on-site air monitoring.

DCUK FM is the UK’s leading asbestos removal & abatement service provider. Holders of a 3-year license, DCUK leads the industry in safety and quality standards and has worked on some of the UK’s most prestigious and complex projects.

WHAT WE DO
Taken together, Tersus and DCUK can provide customers with an end-to-end approach to risk management & compliance: from initial surveys and analysis, through evaluation and education, to high-level mitigation strategies and the complete remediation of hazardous materials. We ensure the prevention of harm to people, property and the environment.

Key Services
- Asbestos Surveys & Consultancy (UKAS accredited to ISO/IEC 17025:2017)
- Air Monitoring and 4 stage clearance (UKAS accredited to ISO/IEC 17025:2017)
- Asbestos Bulk Sampling & Analysis (UKAS accredited to ISO/IEC 17025:2017)
- Asbestos Air Testing (UKAS accredited to ISO/IEC 17025:2017)
- Asbestos Management
- Laboratory Analysis
- Mobile Laboratories
- Project Management
- Contaminated Land
- Asbestos Remediation (3 Year License)
- Matterport 3D Modelling

Asbestos Safety & Compliance. Assured.

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Each year over 1 million employees are injured at work or suffer ill health due to workplace health and safety issues.

LEISURE

Our client is a leading gym, leisure and health club operator with sites across the country. They are one of the many clients for whom we ensure water safety by testing and treating a total of 3000 commercial swimming pools and spas.
Safety Training Services

Tersus Training Services is a leading nationwide Health & Safety training provider, operating as part of the Marlowe Critical Services Health, Safety & Compliance division.

Our industry experts have a wealth of health and safety training and consultancy experience across a wide spectrum of industry sectors, which gives us the ability to create programs that will allow you to not only qualify but excel in your profession. We ensure that your people are kept safe and compliant.

We offer over 50 varied industry recognised training courses, professionally delivered by trainers throughout the UK. We also offer a bespoke training service, where the training can be tailored to suit your requirements. We deliver training courses from our dedicated centres located across the country, as well as conducting on-site training, to ensure we can deliver the training when and where you need it. We have an extensive array of clients across all sectors and benefit from in-house experience across the entire health and safety training industry.

WHAT WE DO
Our professional team of trainers and consultants provide a full suite of safety related training courses on both an open-schedule and on-site basis.

We are able to accommodate whatever needs your organisation may have including the ability to design and produce bespoke safety training programmes.

Our training team are able to offer expert advice and help ensure that you and your business are receiving the most relevant, up-to-date and accurate health and safety training ensuring your compliance.

Key Services

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Health, Safety & Compliance. Assured.
HOTELS & HOSPITALITY

This flagship hotel chain cares about safety and is fully aware of the specific risks that exist in large hotels. We partner with them to ensure fire safety, ventilation hygiene and to manage their water compliance. We test their kitchen suppression systems, sample their water systems for legionella and clean and manage their extract systems to ensure compliance and the comfort of their guests.

22% of commercial kitchen fires are caused by a failure to properly clean and maintain kitchen extract systems.
We provide compliance services for SMEs providing you with the peace of mind that your businesses approach to HR & Health & Safety remains robust and compliant.

As a specialist and highly skilled consultancy, based in Central London, we build relationships with our clients to ensure they have all the HR, Employment Law and Employee Related Health & Safety support that they need to enable them to focus on succeeding in their core business.

All our clients are looked after by a dedicated business partner, as well as the wider team of specialists. We spend time with you in your office to ensure that we tailor our service to complement your business goals and objectives. Our team consists of a diverse group of highly qualified, skilled and capable specialists who understand the issues faced by our clients and have the insight and ability to advise them.

Whilst our clients work across many different sectors, from care homes to charities and technology businesses, they all work in dynamic environments and want to focus on their business goals rather than being distracted by their people and health & safety risks and constraints.

WHAT WE DO
We provide expert, tailored and friendly HR & Employment Law services allowing you to deal with any issues that might arise; contracts, a difficult employee, or even a full-on crisis. Our Health & Safety service ensures that you are completely compliant and that your organisation has the credentials it needs to keep your people safe and demonstrate compliance.
## Key services

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Health, Safety & Compliance

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Safety Training

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Water Treatment & Hygiene

WCS Group
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Atana
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01530 830020
Hydrus House, Hilltop Industral Estate, Dromintee Road, Bardon Hill, Coalville LE67 1TX
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Water Treatment & Hygiene
01268 287477
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Fire Safety & Security

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FAFS Fire & Security
Fire Safety
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connect@fafs.biz

Flamefast Fire Systems
Fire Suppression, Kitchen Fire Safety
01933 420733
9 Brunel Close, Park Farm Industrial Estate, Wellingborough, Northants, NN8 6QX
connect@flamefastfire.co.uk

Island Fire Protection
Fire Safety
0800 294 6726
Island Fire Protection, Unit 27, The Gateway Estate, Birmingham International Airport, West Midlands B26 3QJ
info@islandfireprotection.co.uk

Ventilation Compliance

DCUK FM
Ventilation Compliance
0330 124 5671
1 Woodfield Road, Welwyn Garden City AL7 1JQ
info@dcukfm.com

Asbestos Management

Tersus
Asbestos Consultancy & Survey
0121 244 1828
1st Floor Rainham House, Manor Way, Rainham, Essex RM13 8RM
requests@tersusgroup.co.uk

DCUK FM
Asbestos Remediation
0330 124 5671
1 Woodfield Road, Welwyn Garden City AL7 1JQ
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