

Enhanced innovation and customer focus.

Our strategy is to help our customers operate their businesses and assets safely and profitably while optimising our return to the Foundation in order to fulfil our purpose to make the world a safer place.



Our strategic priorities

- Strengthen our core business in traditional markets
- Grow in adjacent markets and sectors
- Extend our value proposition from compliance to assurance and performance optimisation
- Build digital innovation for asset performance and risk management
- Transform the LR operating model to optimise commercial effectiveness and operational efficiency
- Increase customer centricity
- Invest in our people and culture

What makes us unique

- **Deep technical and industry knowledge**
We're an expert in not only understanding the potential in cutting-edge ideas, but applying this pragmatically in ways which guarantee impact today and in the long-term.
- **Dedication to assurance**
We explore every problem thoroughly with exact, analytical precision. We leave no stone unturned and no questions unanswered, to draw accurate conclusions.
- **Independence**
We're committed to doing things the right way to reach the highest standards and best outcomes for all, giving our customers confidence in our decisions every time.
- **Understanding and empathy**
We take time to understand the needs and unique circumstances of our customers and their businesses, to act with judgement, integrity, sensitivity and care.
- **Social business**
We have evolved into the 21st century model for social business – not only funding the Foundation through our profits, but also discharging some of the Foundation's charitable objectives through our work in assuring the safety of critical infrastructure worldwide.

Our stakeholders

- **Shareholder**
Our shareholder, the Foundation, has at its heart a mission to enhance the safety of life and property through its strategic themes of: supporting excellent scientific research; accelerating the application of research; promoting safety and public understanding of risk; and promoting advancement of skills and education. Successfully and effectively meeting our customers' needs generates the capital to reinforce this mission.
- **Organisation**
Our structure has three business streams each providing a portfolio of professional services progressing from compliance to providing assurance to optimising performance.
- **Sectors**
We support over 77,000 customers who operate with complex and critical infrastructure across the global supply chain, predominantly in the maritime, energy, food and beverages, manufacturing, financial services and medical sectors.
- **Customers**
We have loyal and long-standing relationships with the majority of our customers and continue to develop our partnerships.

Insights

Safety
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Sustainability
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Trust and security
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Performance and risk
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