

Quality Policy Statement 2024



Integral UK Limited, a JLL company is committed to delivering sustainable services excellence across all client accounts through provision of the installation, servicing and maintenance of building services, building and MEP projects and cleaning services.

It is the overall responsibility of Integral's Senior Leadership Team for establishing and implementing this quality policy throughout the organisation. All colleagues employed by or working on behalf of Integral are responsible for the promotion of quality, as well as full comprehension and application of this policy within the activities they perform.

Integral is committed to fulfilling all contractual, statutory, business, and other applicable requirements through the establishment of an effective Integrated Management System that conforms to ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 which contains a comprehensive suite of policies, processes and procedures.

Integral's commitment also extends to:

- The continual improvement of all service lines and support functions across all sectors using quality principles to regularly monitor our process effectiveness, compliance obligations and client satisfaction.
- The review of this policy at appropriate intervals to ensure that it remains appropriate to Integral's strategic direction and is accessible and communicated to all personnel working for or on behalf of Integral.
- Ensuring Integral has relevant quality objectives established at appropriate levels where necessary.
- Identifying and mitigating risks where applicable and using a risk-based approach to process development.

This Policy Statement and the associated processes and procedures are approved by the Managing Director as the authority for documents relating to Quality within the organisation and will be reviewed at appropriate intervals where necessary.

Managing Director
January 2024.