

Business Continuity 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 Business Continuity Policy throughout the organisation. All colleagues employed by or working on behalf of Integral are responsible for the 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, ISO 45001:2018, which contains a comprehensive suite of policies, processes and procedures with key aspects of ISO 22301:2012 also applied.

Integral's commitment also extends to:

- Ensuring that robust business continuity plans are developed, applied, and tested throughout the organization at periodic intervals with subsequent improvement opportunities noted and acted upon.
- The continual improvement of the business continuity management system (as part of the IMS) across all sectors using relevant risk management, business continuity, and audit principles to regularly monitor our business and client resilience, compliance obligations and client satisfaction.
- The review of this statement 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.
- Implementing relevant controls to improve Integral's capability to manage disruptive incidents.
- Ensuring Integral has relevant business continuity objectives established at appropriate levels and in line with the wider integrated management system.
- Identifying and mitigating risks where applicable and using a risk-based approach to process development and management.
- Ensuring appropriate and competent personnel are available within the organization to advise on business continuity and risk related items.

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

Managing Director
January 2024.