

Quality Policy Statement



delivering
engineering
excellence

Integral UK Limited, a JLL company, is committed to delivery engineering excellence across all client accounts through provision of the installation, servicing and maintenance of building services, together with the servicing and maintenance of domestic gas appliances and the provision of contracted facilities services.

It is the overall responsibility of Integral's board 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. Within this management system will be a comprehensive suite of policies and processes implemented and reviewed as applicable.

The 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 Quality Policy and the associated processes and procedures are approved by the Managing Director on behalf of the Board as the authority for documents relating to Quality within the company.

Yash Kapila
Managing Director

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