

# Business Continuity Policy Statement 2022



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 and the provision of contracted facilities services.

It is the overall responsibility of Integral's board 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, with key aspects of ISO 22301:2012 also applied within the IMS. Within this management system will be a comprehensive suite of policies and processes implemented and reviewed as applicable.

The 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.
- Ensuring that the business continuity plans incorporate key services internally and to all relevant and applicable interested parties – including clients.
- 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 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.
- 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 Business Continuity Policy and the associated processes and procedures are approved by the Chief Operating Officer on behalf of the Board as the authority for documents relating to the Integrated Management System within the company.



Nigel Birkinshaw  
Chief Operating Officer (Statutory Director)  
January 2022.