



Integral UK Limited Quality Assurance Policy Statement

Integral UK Limited is committed to the 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 that will comply fully with the contractual, statutory and regulatory requirements of each contract and will give complete satisfaction to our Clients and to achieve this objective Integral operates a Quality Management System, as described in the Quality Management System Manual, that is certificated to BS EN ISO 9001:2008.

To support the continual improvement policy the Quality Management System is subject to regular review in order to reflect best practice and the changing expectations of our customers.

Quality objectives are set and are continually monitored as part of the Management Review process of the Quality Management System.

Integral UK Limited recognises that the application of the System will be successful only with the commitment of all employees. Therefore the Company not only trains and instructs the employees to comply with the System but also encourages the employees to take an active part in its continual development.

Whilst the Managing Director holds the ultimate responsibility for the total compliance of the whole Company with both the System and the underlying International Standard, the Quality Manager carries out the detailed management of the System.

Signed:

Bryan Glastonbury Managing Director
INTEGRAL UK LTD Date: February 2010