



Quality, service & value



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We are an environmentally friendly cleaning and support services company with offices located in Essex and London. Integra is a family run business, built on the principle of providing a first-class service. This is achieved by combining greater emphasis on face-to-face customer care, a strong management structure and staff with 'a can-do attitude.

Here at Integra our clients are provided with peace of mind in knowing that their services are carried out promptly, efficiently and in an environmentally friendly manner. Our management team is trained and drilled to be our clients' 'eyes and ears' during the out-of-hours services we provide. We compliment the service with a thorough pro-active approach.

We pride ourselves on being able to provide understanding and flexibility to our clients' wide ranging requirements.

Integra creates tailor-made service solutions for each individual customer, ensuring that you, the client, do not need to compromise or employ multiple contractors.

Simply stated - we put you first.

A handwritten signature in black ink, which appears to read "C. G. Ravenscroft". The signature is fluid and stylized, with a large, sweeping flourish at the end.

Clive Ravenscroft
MANAGING DIRECTOR

A decorative graphic on the left side of the page consists of a large, stepped wall of 3D cubes. The cubes are arranged in a grid-like pattern, with some cubes missing, creating a staircase effect. The cubes are filled with images of nature: blue skies with white clouds, green grass, and a city skyline. The cubes are arranged in a way that they appear to be floating or standing on a reflective surface, with their reflections visible below them.

Environmental

Our responsibility to the environment

We are ISO 14001 certified, which shows our commitment to managing the environmental impact of our organisation and its operations at all levels. A copy of Integra's Environmental Policy is available on our company website.

We work closely with our clients to reduce their ecological footprint by promoting environmental awareness and helping them to adopt sustainable business practices.

Our aim is to minimise the use of harmful chemicals where possible by introducing alternative high performing and eco-friendly products. In addition, we can provide waste management solutions including mixed-waste recycling, confidential shredding and IT equipment disposal.

We have successfully initiated recycling programs for several of our existing clients, helping them in their pursuit of achieving their sustainable development goals. If it's time for your company to "go green" we would welcome the opportunity to discuss your needs and build a service plan tailored to you.



Sustainability

Our commitment to the environment

Integra is committed to providing a long-term cleaning program that includes the careful coordination of product, cost and environmental sustainability. This means, in turn, we can enable our clients to improve their own resource efficiency and occupational health and safety management.

In the interest of compliance, our operatives are fully trained in the correct usage of chemicals. We have been working hard with our suppliers to ensure that many of the products we use are specially formulated to have minimal impact on the environment. This includes manufacturers complying with ISO standards and EU regulations, covering production, consumption and protection of biodiversity and natural habitats. The use of recycled materials is always encouraged, as is the reduction of energy used during production and transport. If a material is unable to be recycled, it is disposed of in a safe and compliant manner.

Innovation

Investing in industry leading technologies

We offer management dedication to client contracts at all levels, providing immediate on-site or over the phone responses when necessary. With the advantage of an in-house Quality Management System, we are continually monitoring and improving our operations to achieve efficiency in staff and services, to bring you value for money.

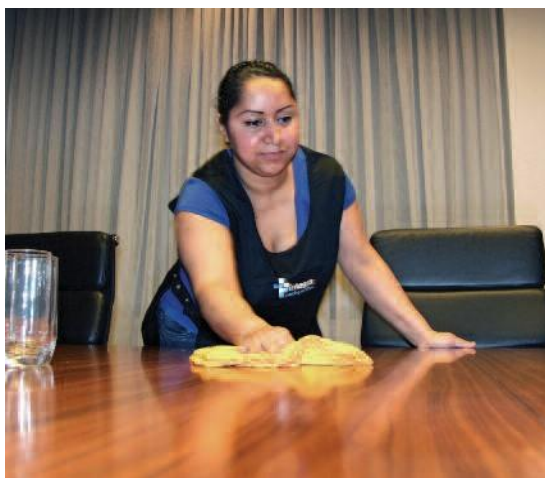
Integra prides itself on being at the forefront of industry innovation, constantly sourcing new machinery and products to ultimately drive down prices, without impacting on productivity. We use the latest software available for audits and health & safety matters. Our management team have access to our CRM, work schedules and HR systems on mobile compatible applications so they can always stay one step ahead.



Why Choose Integra?

The facilities company with a modern approach to an old industry

- More than 28 years of industry experience
- Family owned, with a strong company structure
- Professional account management
- Dedicated property maintenance division
- Partnership approach with blue chip client base
- Multi-discipline support services
- Transparent accounting
- Managers trained up to BICs Levels 1 & 2
- Leaders in sustainability - carbon & waste aware company
- Regular product testing
- Software innovations relating to the contract cleaning industry
- ISO 9001, ISO 14001, SafeContractor & CHAS accredited
- Quality assurance - Standard and bespoke reporting systems
- Service level agreements
- Regular client review meetings & site inspections
- Full risk assessments & COSHH analysis completed on every site
- Health & Safety compliant – certified by Citation Ltd
- Commitment to ongoing staff training
- Self-service & helpdesk portal for clients & staff
- Training in the use and care of machinery and products
- Regional Manager / Director support for contract managers
- Friendly & fully vetted uniformed staff





Our Commitment To You

At Integra, we pride ourselves on our cutting-edge, tailor-made cleaning solutions, combined with unique personalised customer service

Our management team has been brought together to develop the business from a firm footing. It's a balanced and diverse group of leaders who have extensive knowledge of the UK's FM market, along with expertise and proven skills in the soft services industry.

It is from a foundation rooted in trust, experience, prudent management and utmost discretion that we have built a reputation of understanding and flexibility in the provision of cleaning services.

At Integra, we aim to establish a strong rapport with our clients and staff, minimising the churn rate in an industry where we believe lasting relationships are the key to joint success.



Not only are we corporate members of BICSc but we are also SafeContractor and CHAS accredited and certified to ISO 9001 and ISO 14001 standards. Integra operates at the forefront of ecological and sustainability initiatives.

We are committed to improving your business experience through innovative services, customer care and sustainable growth. When you go into partnership with Integra Cleaning Services you can be certain that you're working with industry professionals who are dedicated to maintaining the pristine presentation of your workplace, allowing you to focus on your core business.

We take your business personally

Testimonials

"When we first met Integra we were very impressed with how professional and efficient they seemed. What was also immensely reassuring was how transparent they were about staff conditions, which was important for our cleaning team who were TUPed across to Integra. They weren't the cheapest but they did represent best value for us. Since their appointment, Integra have lived up to their word and have been absolutely brilliant. Our offices always look good and everything is always done on time, to a very high standard. If there is ever any little niggle I simply email or call our Integra Manager and it is invariably dealt with the same day."



Heather O'Shea, Office Manager

"I can't praise Integra highly enough. Above all they're honest and attentive and they really understand our needs. We have an excellent rapport both with the management and with the individual operatives. They're very co-operative and flexible in their approach. If a member of staff wants to leave their desk as it is, part way through a task, Integra will clean around it. I get several calls a day offering me cleaning services but I turn them all down. If any little thing bothers us, I only have to call Integra Cleaning Services and it simply never happens again. The team has such a positive attitude. They tick all the boxes for our needs – I really can't fault them."



Danny Collins, Facilities Manager

"The quality of cleaning and level of professionalism from Integra Cleaning Services is high. I have been very satisfied with the level of cleaning they have provided. If I ever have a query I need to discuss with them, I feel they are approachable. They are good communicators and understanding of situations. I would recommend Integra Cleaning Services to any company who is looking for an honest and hardworking workforce who will get the job done."



Hilary Fung, Office Manager

"We are very happy with the cleaning services provided by Integra. They respond to our requests promptly and efficiently and also go beyond the call of duty."



K.M. Dastur

Carol Smith, Office Manager





integra

cleaning services

Quality, Service & Value

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Essex Office 01245 421300



Services Provided

- Daily office cleaning
- Periodic cleaning
- Specialist floor cleaning
- Builders cleans
- Carpet cleaning
- Upholstery cleaning
- IT equipment cleaning
- High level cleaning
- Window cleaning
- Janitorial services
- Consumable supplies
- Housekeeping services
- Residential block cleaning & maintenance
- Waste management
- Laundry service
- Car park maintenance
- Washroom services
- Re-cycling including food waste
- Kitchen deep cleaning
- Kitchen porters
- Property maintenance
- Pest control
- Manned Security Services
- PAT testing



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