

Supply Chain Management

The Company is committed to maintaining an ethical approach to global human rights, labour standards, environmental protection and anti-corruption. Also to the wellbeing and conduct of our own employees.

The attitude of our suppliers, contractors and business partners towards these issues should inform our dealings with them. If any of our employees suspect a supplier or business partner of not adhering to the Company's policies, guidelines or ethics or, if any employee is offered any form of incentive or bribe, in line with the terms and conditions of employment this must be immediately reported to the Company's management. The departmental manager will provide training and advice on the practical application of this policy.

Our suppliers should:

- Support and respect the protection of internationally proclaimed human rights within their sphere of influence.
- Make sure that they are not complicit in human rights abuses.
- Uphold freedom of association and the effective recognition of the right to collective bargaining.
- Eliminate all forms of forced and compulsory labour.
- Promote the abolition of child labour.
- Eliminate discrimination in respect of employment and occupation.
- Support a precautionary approach to environmental challenges.
- Undertake initiatives to promote greater environmental responsibility.
- Encourage the development and diffusion of environmentally friendly technologies.
- Work against corruption in all its forms, including extortion and bribery.

Monitoring our supply chain

The Finance Director has overall responsibility for procurement within the business, and the finance and procurement team are responsible for supply chain management. When working with subcontractors on a project, the Company appoints a project manager to take responsibility of the subcontractor relationship, in order to provide ourselves and customers with a single point of accountability.

We monitor our suppliers and subcontractors using a three point system of audits, operational performance management meetings and customer feedback. Our ISO9001:2008 quality management system provides us with processes and procedures for reviewing supplier performance, including a rolling audit programme that includes unannounced visits to supplier premises and to customer sites.

In addition to audits we also hold quarterly performance management meetings where each individual subcontractor's performance is measured against set KPIs.

Thirdly, we encourage our customers to provide feedback on our own staff and subcontractors. This is through both a dedicated email and phone number, but also through structured feedback, which includes customer satisfaction surveys. These are collated and are a contributing element of the review meetings.

Our ethical statement

We will only do business with companies that share our commitment to treat all stakeholders fairly and ethically in accordance with the United Nations Global Compact on human rights, labour regulations, protection of the environment and Anti-corruption.

We make every effort to ensure that both Jigsaw24 and our suppliers abide by all relevant legislation, including:

- The Bribery Act 2010.
- United Nations Global Compact.
- Modern Slavery Act 2015.
- Public Contracts Regulations 2015 Directive 2014/24/EU.
- Equality Act 2010.
- Public Services (Social Value) Act 2012.

Dealing with issues in the supply chain

Non-performance is identified early at contract reviews, customer meetings or customer escalation routes available throughout the contract. The finance and procurement team will assess the issue and agree any corrective action that needs to be taken, and the degree to which the subcontractor should be monitored moving forward to avoid a repeat of the issue. Information about the issue is kept in the Company's files, with any commercial implications being dealt with by the Finance Director.

The subcontractor review process is conducted through a balanced scorecard using a traffic light system. We work through a positive action system whereby we always look to find a positive outcome with a subcontractor and ensure corrective action is taken. However, where a sub-contractor has consistently underperformed and the available support systems have not proved effective, we will look to terminate our agreement and source a new supplier. In addition to this, when a major non-conformance is identified (for example risk to the person or property), we will conduct a comprehensive investigation which may result in termination.

Modern Slavery Act 2015

Jigsaw24 are committed to eliminating modern day slavery from within our business and our supply chains, and will not support or deal with any business knowingly involved in slavery or human trafficking. We acknowledge responsibility to the Modern Slavery Act 2015, and will ensure transparency within the organisation and with suppliers of goods and services to the organisation from external businesses. As part of our due diligence processes into slavery and human trafficking, the supplier approval process will incorporate a review of the controls undertaken by the supplier. We make every effort to ensure that both Jigsaw24 and our suppliers adhere to all relevant legislation.

Our environmental policy

As a ISO14001-accredited company and full member of the WEEE-backed Distributor Take-Back Scheme, it's important to us that our suppliers share our greener operating goals. We work with our subcontractors and suppliers to prevent any avoidable pollution, decrease waste and increase the reduction, reuse and recycling of any waste that our business operations do generate. Our full environmental policy is available separately.