# Quality Policy

Company policy dated 1 January 2025. Rubber-Matting.co.uk edition.

At Jigsaw Industrial Ltd, we are committed to being a trusted UK supplier of rubber matting, Non-Slip GRP Flooring and associated industrial products. Our goal is to consistently meet and exceed the expectations of our customers by delivering reliable, durable, and cost-effective products, supported by excellent service.

We achieve this through:

• **Customer Focus** - Understanding our customers' requirements and ensuring our products and services fully meet their needs.

• **Continuous Improvement** - Actively monitoring, reviewing, and improving our processes, products, and services to enhance performance and customer satisfaction.

• **Compliance & Standards** - Ensuring all operations comply with relevant UK legislation, regulations, and industry standards.

• **Employee Engagement** - Empowering our team with the skills, training, and resources required to maintain high levels of quality in everything we do.

• **Sustainable Practices** - Operating responsibly by reducing waste, maximising efficiency, and striving for sustainable production methods wherever possible.

This policy provides the framework for setting and reviewing our quality objectives. It is communicated, understood, and applied at all levels of the business and is made available to all interested parties.

Jigsaw Industrial Ltd is fully committed to maintaining an effective Quality Management System in line with ISO 9001 principles, ensuring the ongoing satisfaction of our customers and the long-term success of our company.