

## **PROFICI'S TOP-LEVEL POLICIES AND MISSION STATEMENT**

Profici exists to provide cost-effective, digital marketing services that meet customer expectations in all aspects of accuracy, clarity, customer care, delivery, lifespan, quality and reliability. We provide these specific business products and services in a manner that supports the strategic direction of our business whilst maintaining the best interests of our interested parties.

We are committed to implementing and operating a management system that complies at all times with the requirements of the statutory and regulatory framework within which we operate, including the requirements of the ISO 9001:2015 quality management system standard.

Profici will ensure that all our personnel are aware of the importance of compliance at all times to the policies and procedures that control our management system and our business.

We will make appropriate documentation available to our personnel, our customers and our other interested parties using management meetings, our website, social media and newsletters.

Profici will improve the effectiveness of its management system on a continual basis by involving and motivating every person connected with our organisation. Our aim is to become a leading global brand in the provision of digital marketing services.

We will communicate with each other, our customers and our other interested parties in a manner that demonstrates the utmost respect and courtesy in all matters regarding our business activities.

CEO/ Managing Director: ANTHONY O'BRIEN \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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