



COMPANY QUALITY POLICY

Proficio Limited are and will continue to be market leaders in the development of best practice relating to the sales, supply and distribution of cleaning products and services. Proficio also provide expertise in the field of alloy & metal treatment and restoration processes for industry.

Fundamental to the ongoing success and continual improvement of the company is the senior management's commitment to continually enhancing customer satisfaction through ongoing review of the business customer focus.

It is the policy of Proficio Limited to provide its customers with a fast, flexible and quality service that is the paradigm for best practice in the industry *

The following principles are applied throughout the company:

- 1) Full commitment of all personnel to reduce waste and improve Customer Service.
- 2) Full commitment of all personnel to active involvement in making Improvements.
- 3) Full commitment to using Environmentally Friendly products and promoting wherever possible, the re-cycling of old materials.
- 4) Full Commitment to ongoing training and development of staff.

- 5) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- 6) An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."

A company-wide Quality System is in operation which is designed to comply with the requirements of BS/EN/ISO 9001:2015

The ISO system defines the commitments of the company, and the complementary Quality Procedures and Method Statements detail the methods that are employed to ensure Customer Satisfaction. This policy is reviewed annually.

A handwritten signature in black ink, appearing to read 'Mark Semple', written in a cursive style.

Mark Semple, MD
01/02/2023