

## Quality Assurance Statement

### Our Company

MorganFranklin combines business and technology expertise to deliver a unique blend of professional services and IT solutions for business and government leaders facing high-stakes financial, operational and IT challenges. Our teams combine expertise in accounting and finance, operations and management, advanced technology and systems with a track record of performance in high-stakes environments to consistently surpass clients' expectations. Working together our professionals pledge to our clients a relentless commitment to frank communication and creative problem solving. It all happens in an atmosphere of mutual respect and camaraderie, both here and outside of work.

### The MorganFranklin Vision

The MorganFranklin vision is to be internationally recognized as a premier execution oriented company that consistently surpasses customer expectations and maintains the highest standards of excellence with honesty and integrity. We are a diversified professional services company committed to improving the competitiveness and efficiency of our commercial and government clients by providing applicable and scalable solutions through a comprehensive array of business advisory, management consulting and technology integration services.

Achieving these goals will require a dynamic, streamlined organization, continued growth in revenues and profits, and expansion and diversity in our customer and employee bases. As a professional services firm, our people are our most valuable resource and will be the cornerstone of our growth initiatives. Therefore, we will strive to attract multi-faceted, self-starting, highly motivated individuals who possess a flair for innovation with the commitment to continuously improving themselves, the organization and the client. Each team member should also possess a quiet confidence in their own abilities and a modest pride in their teammates.

Attracting model employees will be accomplished by creating a positive environment where everyone shares in the success and development of the organization and understands that all employees are valuable contributors. Regardless of individual standing within the organization, all ideas will be welcomed and considered equally. We will build an organization where advancement opportunities and challenging work are abundant and rewards are obtainable without undue sacrifice of family or other personal endeavors. We will encourage each employee to keep abreast of the latest concepts, trends, and technologies in order to further promote professional growth.

We will develop customer relationships in the form of business partnerships where our success is predicated upon our clients' success. We will strive to continuously improve our clients' business operations through our enterprise approach relating the interdependencies of business advisory services, management consulting and technology implementation. We team with our customers to identify requirements and provide solutions that are efficient, cost-effective and applicable to their needs. Through our people and our continuous commitment to improving our customers we are confident that the results we achieve and the manner by which they are produced will result in an organization that separates itself from the pack and is recognized as a premier player in our field.

## **MorganFranklin Guiding Principles**

### **Unmatched customer service and support**

- Our client's mission is our top priority.
- By having a clear focus on our customers, we position ourselves to be responsive, adaptable and resourceful.
- We continuously interact and integrate with our customers to fully understand and provide efficient, cost-effective and applicable solutions to their unique requirements.
- We develop long term business partnerships with our customers where everyone benefits from a job well done.
- We leverage off of internal as well as external sources of information to provide the best possible solutions.

### **An atmosphere of teamwork**

- We recognize people as our most valuable resource and as the cornerstone of our success.
- We empower our people to offer ideas and solutions and we value highly motivated, self-starting employees.
- We believe a diverse, multi-faceted workforce provides a robust environment for innovation and creativity.
- We encourage each employee to keep abreast of the latest concepts, trends and technologies in order to further promote professional and personal development.
- We believe a healthy work-to-life balance is essential to building an effective team.
- We are sensitive to the many perspectives and situations in a team environment.
- We resolve conflicts in a professional manner.

### **The highest standards of ethical behavior**

- We are an action-oriented company with the highest levels of honesty and integrity.
- We are fair and provide equal opportunity for all our employees.
- We understand that everyone in the organization is a valuable contributor regardless of standing in the organization, and we promote upward, downward and lateral communication.
- We are consistent in what we say and do.

### **Continuous improvement in all aspects of our business**

- We are constantly looking for new ways to create value for the firm and our clients.
- We continuously seek constructive feedback from our customers, our people and our vendors.
- We review, redesign and improve critical policies and procedures.
- We are committed to providing continual education, training and development to our employees to promote professional growth.
- We continue to invest actively and wisely in technology, systems and other capital investments.