QUALITY, ENVIRONMENT & SECURITY POLICY

IPEX specialises in managing and processing variable data. These data can include personal or sensitive data.

Its primary task is to identify its clients' needs and expectations to enable the company to provide tailor-made solutions that meet the requirements of every project. Ipex plays an important role in digitalization.

It goes without saying that IPEX takes all legal obligations into account, including current Belgian labour legislation (which is in line with the relevant ILO international convention), GDPR and environmental compliance obligations as well as its contractual obligations, towards its customers and/or suppliers.

The main aim of the IPEX is to deliver unique labels or documents to the company's clients, ensuring the integrity and completeness of each and every order. To achieve this objective, all IPEX employees strive to provide a rigorous service and impeccable results by combining flexibility and responsiveness.

IPEX's Management System is constantly evolving and a great deal of effort is expended to keep improving its efficiency.

Since Quality and Security are matters of company-wide importance, management and staff are all actively involved. Everyone has a responsibility to find ways to maximise client satisfaction. With this in mind, employees are kept abreast of developments in the Management System and are welcome to make suggestions for improvement at any time.

Moreover, as part of its commitment to environmental awareness, the management team has adopted an environmental protection approach aimed at using clean energy, reducing waste and promoting recycling. Thanks to the company's FSC certification, which guarantees the traceability of raw materials, IPEX's clients can be sure of the origin of the paper used.

IPEX also believes in the importance of training to enhance its employees' skills, increase employee involvement in continuous improvement initiatives and implement new and ever-more efficient methods.

QUALITY, ENVIRONMENT & SECURITY POLICY

Management is therefore committed to ensuring that the IPEX Management System meets the requirements of ISO standards 9001:2015, 14001:2015 and 27001:2013 and European regulation eIDAS » 910/201.

To achieve this goal, we have introduced appropriate measures and have set up procedures that detail exactly how everyone should act to meet the following objectives:

- to safeguard the integrity, confidentiality and availability of the information held by IPEX, whether it is internal or has been received from clients or suppliers;

- to assess risks and take appropriate action;

- to strive for continuous improvement of our ISMS by identifying, logging and analysing incidents so as to implement corrective and preventive action;

- to set up a Security indicator system;

- to comply with Security-related regulations and contractual obligations;

- to implement all means necessary to ensure the continuity of its business.

In conclusion, IPEX prides itself on offering its clients a personalised service that best suits their requirements. The ultimate aim of IPEX's Quality and Security Policy is therefore to attain 100% client satisfaction, which in turn leads to increased client loyalty.

Rodolphe van der Straten   24/04/2021