

IPEX is specialized in the management and processing of variable data. This data can be of a personal and/or sensitive nature.

Its primary mission is to offer and develop secure and innovative document solutions to improve traceability, accelerate digitalization, and facilitate payments for its customers.

IPEX obviously takes into account its legal obligations, including the labour legislation in force in Belgium (in line with the ILO international convention), the GDPR regulation, environmental compliance obligations as well as its contractual obligations towards its customers and service providers.

IPEX's objective is to deliver unique labels or documents, guaranteeing its customers the integrity and completeness of each order. The values instilled in all our staff to achieve this goal are - among others - thoroughness and perfection of results, all within a flexible and reactive framework.

The IPEX Management System is constantly evolving and is managed to continuously improve its effectiveness.

Quality and safety are everyone's business, and the management and all the staff are actively involved. Everyone has a share of responsibility in the search for maximum customer satisfaction. In this spirit, the personnel is kept informed of the evolution of the Management System and is invited at any time to make its contribution.

In addition, the management, concerned about the environment, is committed to an environmental protection approach, aiming at the use of clean energy, waste reduction and recycling. The traceability of raw materials, crowned by the obtaining of the FSC certification, guarantees to IPEX customers the origin of the papers used.

In addition, IPEX attaches importance to continuous training, which allows us to maintain competent personnel, to involve them in our continuous improvement process and to implement new and more efficient methods.

With this in mind, management is committed to ensuring that IPEX's Management System complies with the requirements of ISO 9001:2015, ISO 14001:2015, ISO 27001:2013 and the European regulation eIDAS " 910/201.

To achieve this, we have put in place reasonable measures and procedures that describe precisely how each person should act to meet the following objectives:

- Preserve the integrity, confidentiality, availability and traceability of information present at IPEX, whether it is internal or received from customers or suppliers,
- Assess the risks and take appropriate treatment measures,
- To be part of a continuous improvement process of our ISMS by identifying, recording and analyzing incidents in order to implement corrective and preventive actions,
- Set up a system of safety indicators,
- Respect the regulations and contractual obligations in terms of safety,
- Implement all the means to ensure the continuity of its activity.

In conclusion, in order to best meet the requirements of its customers, IPEX makes it a point of honour to offer them a personalised service. The ultimate goal of IPEX's Quality and Safety Policy is to ensure total customer satisfaction and thus customer loyalty.

Rodolphe van der Straten on 28/10/2021