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High Level System Management Policy



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1 Purpose of the document and Applicability

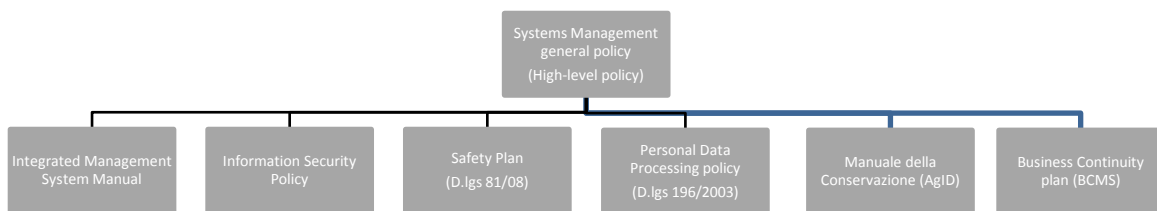
Scope of this document is to provide direct access to the General Policy that regulates the Systems managed by DOXEE S.p.a. and to highlights connections with the single System specific policy.


The contents should be available to all Doxee Personnel. Employees' clear understading of the Systems in scope enables their proper and valuable application.

The Company Mission/Vision and the High level policy provide the principles on which single policies are built for regulating the Systems managed by DOXEE S.p.a. Specific policies direct the organization toward the achievement of the System objectives.

Detailed policies defined for every managed System are included in the relative System documentation.

The following image represents the structure of the Systems Management Policies in place.



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2 General Policy for Systems Management

Doxee is a strategic partner for the design, implementation and delivery of customer communication and dematerialization services.

Through a service oriented culture and over ten years of experience working with our clients and partners, Doxee is capable of proposing a clear approach to help clients maximize the value of business communications, how a company communicates its image to the outside world, to the extent of becoming directly involved in representing it.

The introduction of advanced methodologies to build and distribute communications can help in recovering efficiency and increasing profitability, while the adoption of CRM models and integrated document processing management solutions can enable a reduction of the time to market and increase customer base loyalty.

To support the implementation of this vision and reach all the objectives it sets for itself both annually and over a period of several years, Doxee has defined its Integrated Management System Policy as follows:

DOXEE S.p.a. General Policy for Systems Management

DOXEE S.p.A commitment is expounded in maintaining, verifying and constantly improving the Integrated Management System that is based on the following fundamental principles, as regards all stakeholders.

CLIENTS

Doxee's approach is strongly oriented to clients, striving to establish long lasting relationships with them, understanding and interpreting their current and future needs at best by listening closely and by meeting their expressed needs, aiming to exceed their own expectations. To this end Doxee works with enthusiasm for successful customer relations (strategic partnership approach and natural collaboration with the client), reliable and transparent collaboration (prompt analysis of critical situation).

SUPPLIERS

Doxee is keen on establishing mutually profitable and trusting relationships with suppliers, engaging them in sharing the principles of the Quality and Information Management Systems; such a relationship contributes to enhancing the parties ability to create value.

STAFF


Doxee is a person-centric company. Every individual is considered a valuable element of growth through which the company itself grows and maximizes value created externally. This model based on sharing company objectives with personal objectives is reflected by the high degree of empathy and involvement that our people have with our clients. Direct and efficient ties are built between Doxee and client staff. This leads to establishing Doxee's soul that combines passion for all technologies, passion for services, passion for the organization and methodology, and constant focus on improvement.

PARTNERS


Doxee aims at increasing business value, pursuing to constantly improve company performances and delivered services in compliance with business best practices including lawfulness, transparency, propriety and loyalty.

Doxee is committed to guaranteeing the implementation and adequacy of the Integrated Management System Policy through a goal achievement measurement and definition activity, the results of which are reviewed regularly by Management.

In addition, an annual cycle will be used for the setting of objectives for information security, to coincide with the company budget planning cycle. This will ensure that adequate funding is obtained for the improvement

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*activities identified. These objectives will be based upon a clear understanding of the business requirements, informed by the annual management review with stakeholders.
While working to reach its objectives, Doxee places attention and addresses its resources in compliance with requirements from binding and legislative regulations, if applicable.*

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Addendum A: Document Configuration

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<i>Revision Index</i>	<i>Date</i>	<i>Description of edits</i>
1	26/11/2015	First draft
2	21/04/2017	Minor change due to organizational review
3	26/01/2018	Update for SGQ and ISMS merge in a integrated management system (IMS)