CODIX Policy Statement

CODIX develops, implements, and supports its software solution for event-driven case management, iMX solution. Through its international presence and expertise, CODIX is committed to delivering high-quality products and services while ensuring the protection of information assets entrusted to the organization.

In support of its strategic direction, CODIX is committed to sustainable business growth, innovation, operational excellence and customer satisfaction while adapting to the evolving needs and expectations of customers, other interested parties, and the changing business environment.

Top Management recognizes that quality and information security are essential to the success, reputation, and long-term sustainability of the company. Consequently, CODIX has established and maintains a Quality Management System (QMS) and an Information Security Management System (ISMS) in accordance with applicable standards, legal requirements, regulatory obligations, and contractual commitments.

Our objective is to continuously improve our products, services, processes, and management systems while ensuring customer satisfaction and protecting the confidentiality, integrity, and availability of information.

1. Our Commitments

1.1 Customer Satisfaction, Quality and Innovation

CODIX is committed to:

- Understanding and meeting customer needs and expectations;
- Delivering high-quality products and services that create value for customers;
- Providing expertise and best-practice recommendations that support customer success;
- Maintaining close customer relationships through local presence and proactive engagement;
- Continually improving the quality of the iMX solution, services and business processes;
- Encouraging innovation and the continuous enhancement of the iMX solution;
- Monitoring market, technology and regulatory developments to anticipate customer needs;
- Aligning quality objectives with the organization's strategic direction;
- Supporting sustainable growth and operational excellence.

Quality Objectives

In accordance with its commitment to customer satisfaction, operational excellence and its strategic direction, CODIX establishes quality objectives based on the following principles:

Principle	Objective
Customer Focus	To listen to our customers and meet their needs and expectations.
Quality of Products and Services	To improve the quality of products and services provided for better customer satisfaction.
Company Growth	To carry on our growth locally and internationally.
Motivation and Involvement of Staff	To motivate and involve all CODIX staff to maintain our progress.
Continual Improvement	To be in a process of continuous improvement in order to move closer to total quality.
External Communication	To develop our brand awareness through website presence and targeted trade fair participation.

1.2 Information Security

CODIX is committed to:

- Protecting information assets against loss of confidentiality, integrity, or availability;
- Protecting customer and cloud-hosted information managed within the scope of CODIX services;
- Managing information security risks through appropriate risk assessment and treatment activities;
- Maintaining a secure working environment for employees, customers, partners, suppliers, and other authorized users;
- Promoting awareness and accountability for information security throughout the organization;
- Maintaining business continuity and resilience to minimize the impact of security incidents.

Information Security Objectives

In accordance with its commitment to information security, CODIX establishes the following objectives:

- Protect information assets against loss of confidentiality, integrity, or availability;
- Protect customer and cloud-hosted information managed by CODIX within the scope of its services;
- Mitigate risks associated with theft, loss, misuse, damage, or abuse of information assets;
- Ensure compliance with applicable legal, regulatory, and contractual information security requirements;
- Promote information security awareness and responsibilities throughout the organization;
- Provide a secure working environment for employees and authorized users;
- Maintain business continuity and minimize the impact of security incidents.

1.3 Compliance and Governance

CODIX is committed to:

- Complying with applicable legal, regulatory, contractual, quality, and information security requirements;
- Maintaining effective management systems and ensuring their continual improvement;
- Providing the resources, competencies, and support necessary to achieve quality and information security objectives;
- Establishing measurable objectives and monitoring performance through Key Performance Indicators (KPIs);
- Ensuring that business decisions are aligned with the organization's strategic direction and organizational context while considering customer expectations, quality and information security risks and opportunities, legal and contractual obligations, and continual improvement objectives.

2. Management Principles

The partially integrated management system is based on common management principles shared by ISO 9001 and ISO/IEC 27001, including:

- Leadership and commitment;
- Customer and interested parties focus;
- Process approach;
- Risk and opportunity-based thinking;
- Quality culture and employee engagement;
- Ethical behavior and integrity
- Competence and awareness;
- Evidence-based decision making;
- Compliance with applicable requirements;
- Continual improvement.

While selected governance and management processes are shared between the QMS and the ISMS, quality-specific requirements and information security-specific requirements remain managed within their respective management systems.
Information security activities are additionally based on the following principles:

Confidentiality: Ensuring that information is accessible only to persons authorized to have access.
Integrity: Safeguarding the accuracy, completeness, and reliability of information and processing methods.
Availability: Ensuring that authorized users have access to information and associated assets when required.

3. Responsibilities

CODIX recognizes that its employees play a major role in achieving its business, quality, and information security objectives. The company therefore provides the resources, support, and training necessary to enable personnel to perform their responsibilities effectively.

In return, all employees are expected to comply with the requirements of the Quality Management System and the Information Security Management System and to actively contribute to their continual improvement.

The ISO Group Manager is appointed as Top Management Representative to oversee the management systems, report on their performance, and support their maintenance and continual improvement.

This Management Policy Statement applies to all employees, contractors, suppliers, business partners, and third parties who interact with CODIX processes, services, systems, or information assets.

To periodically assess the effectiveness of the management systems, CODIX establishes Key Performance Indicators (KPIs), aligned with its strategic objectives, which are reviewed during Management Reviews.

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