

# Quality Policy for Correspondence Services

External edition for clients and contractors - aligned with ISO 9001:2015

## Purpose

This policy provides clients and business partners with transparency and confidence regarding the office and correspondence services delivered by BackOffice Outsourcing Sp. z o.o. We work in accordance with ISO 9001:2015 requirements, ensuring quality, timeliness, legal compliance and alignment with our information security policy.

## Scope of services

- Collection, registration and allocation of incoming correspondence
- Preparation, dispatch and archiving of outgoing correspondence
- Support for ePUAP, e-Delivery, CRM and traditional postal channels
- Document digitisation and secure storage
- Operational reporting and SLA-based statistics

## Standards and compliance

- The document handling system is aligned with ISO 9001:2015
- We comply with the GDPR, Polish Postal Law and e-Delivery regulations
- We use the secure COK registration system (<https://cok.com.pl>)
- The entire process is subject to regular internal audits and management reviews

## Key quality objectives

- Incoming documents registered within two hours of receipt
- Outgoing correspondence dispatched on the day it is prepared
- 100% of documents covered by digitisation and system registration
- Quality indicators (KPIs) monitored and improvement actions implemented

## Infrastructure and security

Services are delivered using professional document scanners, Toshiba e-Studio devices, the backed-up COK registration system, encryption and role-based access controls.

## Complaints and notifications

Notifications: [bok@backofficeoutsourcing.de](mailto:bok@backofficeoutsourcing.de). Target complaint handling time: up to seven business days. Forms are available on the Files page.

## Territorial scope and cooperation

We serve clients throughout the European Union, both onsite and remotely. Services are provided under an outsourcing agreement or power of attorney. Staff are trained in quality, security and data protection, and each client is assigned a project manager.

## Documentation

The complete ISO 9001 correspondence-service documentation, including procedures, instructions and checklists, is available to clients on request for audit or control purposes.

Informational translation. In the event of any discrepancy, the Polish original prevails.