

Full Name	POL01 Integrated Management System (IMS) Policy
Purpose	To set up scope of the IMS in DODO Group and declare the commitment of the DODO senior management to comply with the standards set by this Policy
Release date	January 1 st 2025
Applicable	This policy is intended for the use of DoDo Group SE. The standard is directly applicable to DODO Group SE and is also intended for implementation within the DODO group. The management of the DODO group companies will ensure the implementation of this standard into their internal documentation, which is binding for their employees.
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Replaces	-

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1 Introduction

This document defines Integrated Management System (IMS) of DODO Group.

The IMS Policy applies to all business activities within the scope of the Integrated Management System.

2 IMS Scope

IMS in DODO Group consists of:

- **Quality Management System (QMS)** according to ISO 9001:2015 standard,
- **Food Safety Management System (FSMS)** according to the FSSC 22000 v6 standard,
- **Information Security Management System (ISMS)** according to ISO 27001:2022 standard.

Additionally, DODO manages its processes to comply with the best standards in environmental, health and safety and energy efficiency management according to ISO 14001, ISO 45001 and ISO 50001 standards, but these standards are currently not formally included in the IMS certification scope.

3 Policy and Commitment

Executive management of DoDo Group SE and all its subsidiary companies (DODO Group) commits to:

- Act as a reliable business partner for services in last-mile logistics and related product development
- Ensure the permanent satisfaction of our business partners
- Guarantee business partners quality products and services
- Maintain a stable position on the market in the last-mile logistics and develop it
- Maintain the reliability of our business processes, strong and long-term business relationships
- Constantly improve the quality management system according to the ISO 9001 standard, demonstrate compliance with the required standards, ensure quality products and services
- Constantly improve the food safety management system according to the FSSC 22000 standard, demonstrate compliance with the required food safety legislative standards, HACCP, ensure food safety of transported goods in the whole last-mile logistics operation
- Always maintain highest IT Security standards according to the ISO 27001 standard
- Make decisions with respect to the environment, health and safety and energy efficiency of our services
- Promote risk-based thinking and constant identifying of opportunities for improvement throughout the whole organization and processes
- Always comply with EU and respected local countries legislation

4 Objectives and Goals

To achieve the objectives and goals defines by the IMS Policy, DODO Group companies' management does:

- Support the strategic plans and visions of the company's management and their implementation with the active participation of all employees
- Provide proven quality products and services
- Provide flexible technical and advisory service by highly qualified employees
- Adhere to the principles of the quality management systems and develop them throughout the whole DODO group, support the implementation of quality systems that assure the customer that the health and safety and quality of the product are not violated (HACCP, FSSC 22000) while meeting legal, social, environmental and energy efficiency requirements

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- Analyze the sources of risks of individual processes in the DODO group, evaluate possible threats and opportunities for improvements and take measures to address them
- Adhere to the announced Compliance principles in the DODO group, ethical and anti-corruption principles stated in the Ethical Codex
- Continuously train and increase the professional level of employees
- Support awareness, transfer of information and economic and technical data using the company's information and communication systems, with regard to information security (OIS Policy)

To achieve the objectives of the IMS Policy, the company management annually announces quality goals, conducts audits within the DODO Group, internal audits, inspections of supplied services, and reviews the integrated management system.

5 Responsibilities

5.1 Management Liability

The organization's Board of Directors appoints the Group Head of Quality and Compliance as a representative for the implementation of this policy in all company processes.

Management is responsible for creating conditions for Head of Quality and Compliance by establishing an overall IMS Policy in the organization and promoting and supervising its compliance.

5.2 Responsibility of the Group Head of Quality and Compliance

The Group Head of Quality and Compliance is responsible for:

- Creating and maintaining organizations quality and food safety systems within the scope of this IMS Policy
- Preparing the quality and food safety concept, vision and strategy of the DODO group
- Implementing an effective way of managing quality and food safety in the organization
- Create organizational standards, procedures and recommendations in the quality and food safety field
- Promote process approach and support other departments in setting and continuously improve their internal processes
- Ensure harmonization of relevant internal processes across all local entities within the DODO Group
- Administrate company's internal standards, organize formal checks, comments procedures and publishment of internal standards, ensure administration of company internal guidelines databases
- Internal audits with a focus on processes and system requirements (compliance with legislation, scope of this IMS Policy, internal standards and requirements), cooperation with other departments on the implementation of corrective and preventive measures
- Preparing company for external third-party audits (customer, certification, etc.)
- Communication with customers and state authorities regarding compliance in the quality and food safety
- Preparing materials for yearly IMS management review
- Promote risk-based thinking and organize periodical risk analysis of company processes
- Training of company employees and relevant stakeholders in the area of IMS, GHP, HACCP

5.3 General Responsibility

All employees of the organization or other entities acting for the organization must:

- Act according to this Policy in all aspects of their work
- Fully comply with this Policy and related internal standards
- Provide full cooperation and support in implementing this Policy in the whole organization