

KICK OFF ONLINE CERTIFICATION ADMINISTRATION

1 SEPTEMBER 2022

HOW AND WHY?

This project was developed according to EOQ's vision, ambition and mission in accordance with its values :

- Togetherness
- Simplify
- Pragmatic
- We make things happen!

DIGITIZING PLASTIC CARDS AND PRINTED CERTIFICATES :

- TOGETHERNESS

- EOQ wants to contribute to the environment. We replace plastic cards and printed certificates with their digital equivalent, eliminating printing and postage costs for all parties.
- If you would nevertheless like to continue issuing plastic cards and printed certificates, make sure that you apply the following EOQ standards:
 - Plastic cards: **EOQ digital layout and PVC card. CR.80 - 760 MICRAS**
 - Printed certificates: **EOQ digital layout and use A4 240 gr. white paper** with the stars-template

NEW CERTIFICATE PROCESS :

- SIMPLIFY

- Through digitalization, most manual actions (order confirmations, invoices and certificates) are executed automatically
- Printing and postal shipments taking time and costs are eliminated
- back-and-forth communication on data checks / corrections is eliminated

CAN THE DIGITAL CERTIFICATE BE SHOWN ON A SMART PHONE?

- PRAGMATIC

- Yes : the digital certificate sent to the CC agents (in pdf format) can be displayed on a smartphome, using an app of your choice.
- To be clear: EOQ is not developing an app for smartphones, but a B2B web application.

VERIFICATION OF THE VALIDITY OF CERTIFICATES :

- WE MAKE THINGS HAPPEN!

- The **unique registration number** is the conclusive proof of validity (as before).
- All valid certificates with their unique registration number can be consulted on the public website (www.eoq.org) or via the web application (<https://agents.eoq.org>), where also the certificate holders who did not wish to be published can be found.

QUESTIONS & ANSWERS

1: Security and account access

How is the security of the portal guaranteed?

- In addition to the standard website security (username/password), a two factor authentication (2FA) is provided for the EOQ staff.
- The application is hosted on a cloud server at Combell and will be fully managed by Pandafish.
- Data will be stored in the European Community.
- How can EOQ prevent non-payment?
 - In case of non-payment, the CC Agents' access to the web application is closed and no new order can be placed until the previous order has been paid.

QUESTIONS & ANSWERS

2: **GDPR**

- Is EOQ in line with related GDPR regulations?
 - Yes, Kristof Vosters, developer of the new web application is a certified data protection officer and guarantees correct compliance with the GDPR rules.
- GDPR concerning the CC Agents
 - Explicit consent to EOQ's privacy policy is requested upon first access. The correctness of the data entered is the responsibility of the CC Agent.
- GDPR concerning the Certificate holders
 - Each certificate is identifiable by a unique registration number (as before).
 - If certificate holders do not wish to be registered on the public EOQ website, this must be indicated by the CC Agent in the web application, as a result of which these persons will not be published.

QUESTIONS & ANSWERS

3: Roles and responsibilities : 3.1 : CC Agents

- The CC Agent is responsible for the correct online entry of all data.
- The data entered by the CC Agent is the data that appears on the certificate.
- The new system allows direct issuance of certificates without additional EOQ administration review.
- As before, each CC agent is responsible for the distribution to the certificate holder.

QUESTIONS & ANSWERS

3: Roles and responsibilities : 3.2 :EOQ

- EOQ is responsible for the proper functioning of the web application (back-office)
 - ensuring correct and updated information on the web application,
 - providing digitalized invoicing and issuing of certificates,
 - organizing user and account management and
 - providing a uniform template layout
- EOQ carries out the monthly upload of the valid certificates on the public website.
- EOQ covers the costs for modifications to the original web application as well as for annually recurring licenses.
- EOQ shall invest in further development of the certificate administration and improvement of services.

In short : EOQ is responsible for the proper execution of the certification administration process according to the SLA.

QUESTIONS & ANSWERS

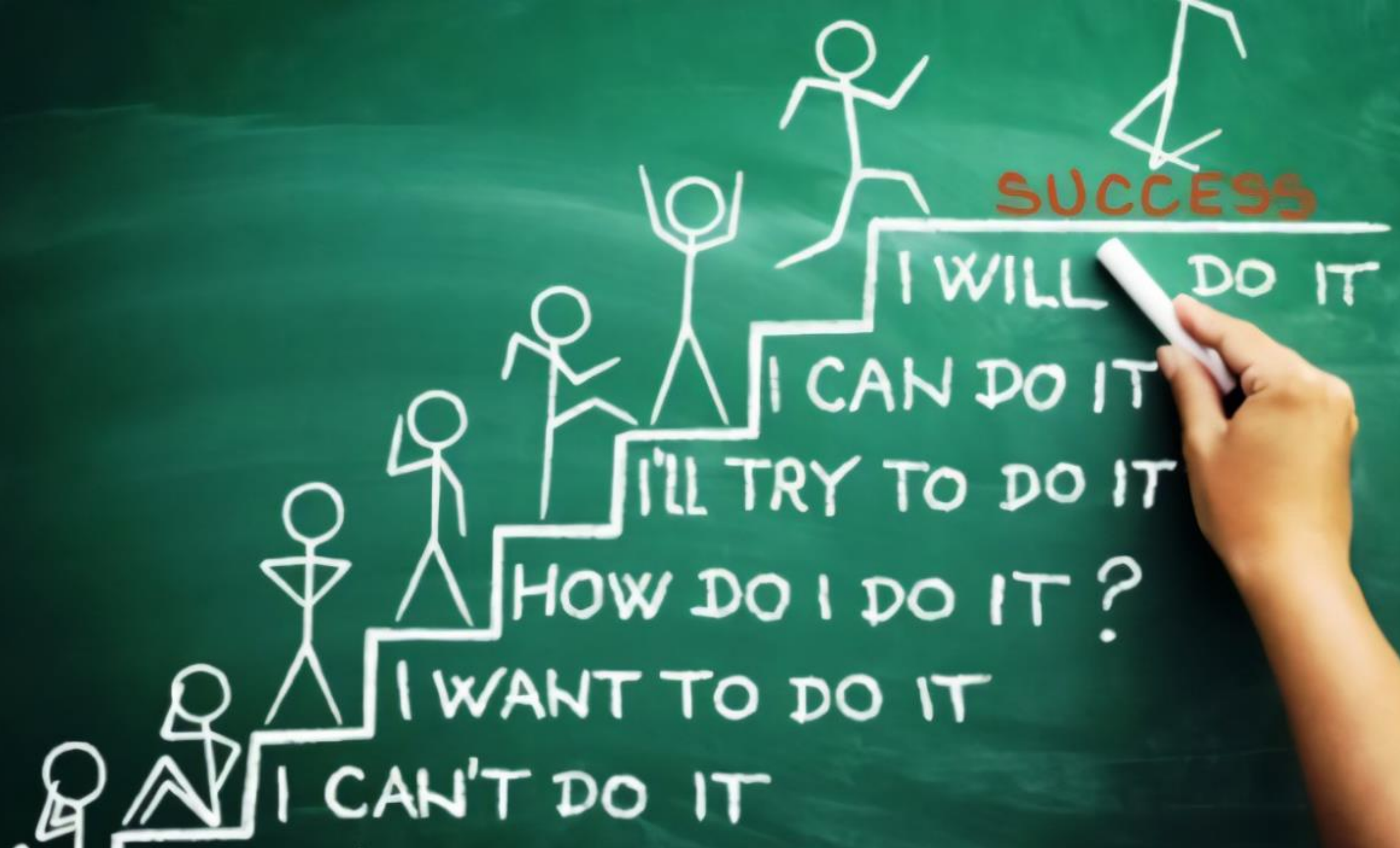
4: Data entry process

- Orders are submitted online via the web application (<https://agents.eoq.org>), where all necessary information, digital forms and procedural rules are listed.
- Orders will be invoiced once a month.
- Downloading of individual certificates and cards can be executed at any time.

QUESTIONS & ANSWERS

- **5: Investment, Costs & Benefits**

- How do CC Agents benefit from the renewal of the CC administration process?
 - Through faster delivery times, which increases customer satisfaction.
 - By saving resources.
 - Through simpler administration with a user-friendly online tool.
- Will the price of certificates for CC agents change?
 - Until further notice and depending on the outcome of an evaluation period, the price of certificates will remain unchanged.
 - However, the membership fee for CC agents also remains unchanged. This, in contrast to the other membership fees, which have been increased by 5% due to inflation.
- Investment
 - EOQ invests in the development of a user-friendly web application.
 - This investment improves the speed of the certification process and facilitates the expansion of CC agents.
 - EOQ will cover the costs for annual licensing as well as for maintenance and support.



SUCCESS

I WILL DO IT

I CAN DO IT

I'LL TRY TO DO IT

HOW DO I DO IT?

I WANT TO DO IT

I CAN'T DO IT