

To all Arvato Systems Group Business Partners

June 2017

Page 1/2

## Rollout of Electronic Signatures via DocuSign at Arvato Systems

Dear Business Partner,

Arvato Systems is pleased to announce that it will use the digital platform DocuSign to sign contracts electronically. Using DocuSign supports the digital transformation of our business relation with our partners.

DocuSign is the leading e-signature platform on the market, allowing Arvato Systems and its partners to sign documents digitally faster and easier, than with manual paper based processes.

The new technique has many advantages:

- **It saves time:** Contracts can be signed quickly and easily; anywhere, anytime, from any internet-enabled device.
- **It reduces process costs:** Paper contracts do not have to be sent via mail and scanned afterwards.
- **It provides security and enforceability:** The platform meets all eIDAS Regulation requirements as well as US and European certified standards regarding protecting, encrypting and securing contracts.
- **It enhances transparency:** All parties involved can easily track the status of a contract and missing documents or data will no longer be an issue.
- **It improves usability:** It is easy, convenient and user-friendly to use DocuSign's web-based interface. Simple instructions guide the signee through the signing process.
- **It increases productivity:** Contracts can be processed easily and stored without requiring additional manual steps. This helps free up administrative resources so that you can focus on more important tasks.
- **It is environmentally friendly:** By no longer using printing material, packaging, and shipping, we save valuable resources.
- **Signing is free:** Signing a document with DocuSign is always free.

Well-respected companies like Bayer AG, Deutsche Bank, Deutsche Telekom, Microsoft and SAP already use DocuSign's platform.

### Legally Binding

Electronic signatures or e-signatures are valid and legally binding for almost all business transactions in the EU and US. DocuSign meets and exceeds the stringent requirements of the European eIDAS Regulation as well as the US ESIGN and Uniform Electronic Transaction Act.

eIDAS, the EU Regulation for Electronic Identification and Trust Services was implemented by all EU member states on July 1st, 2016.

Arvato Systems uses the simple electronic signature defined by eIDAS for all offers, contracts or other documents, as long as no explicit exception for hand written, "wet" signatures is required by law.

### **Security and Privacy**

DocuSign is a Software-as-a-Service (SaaS) in the cloud, operating from dedicated data centers in the European economic area.

Arvato Systems selected the DocuSign platform because it offers the most trusted reliable and secure digital evidence of any electronic signature company. At present DocuSign is the only ISO 27001 certified e-signature provider.

### **How does it work?**

After clarifying the content, Arvato Systems initiates the e-signature workflow for the contract via DocuSign. At this point, the named signees of the contract receive an email notification. Using the link to the platform provided in the email, they open, review and sign the document electronically. After saving the document, the workflow forwards the contract to the next signee.

It is also possible to forward the document to another person with signing privileges.

As soon as all signees have signed the document, an email notification is sent to all participants containing:

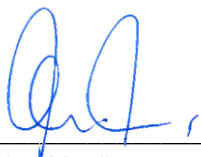
1. the electronically signed contract as a pdf
2. DocuSign`s Certificate of Completion (i.e. an audit trail of the transaction such as participants, process steps and timestamps)

DocuSign also offers alternative workflows for those who are unable to sign electronically. With DocuSign`s 'print & sign' feature users can print the document from the DocuSign platform, hand-sign it as usual and upload a scanned copy to DocuSign.

Using DocuSign is one step in the process of digitizing our shared future. We look forward to supporting you with other exciting ventures in the digital world.

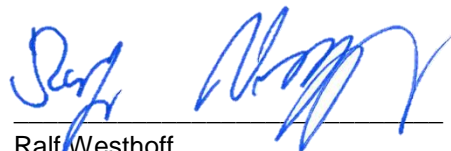
Please contact your Arvato Systems representative for further questions or visit [IT.arvato.com/eSigning-en](http://IT.arvato.com/eSigning-en) for more information.

With best regards



---

Matthias Moeller  
CEO Arvato Systems Group



---

Ralf Westhoff  
CFO Arvato Systems Group