



## The Belgian driving licence

To comply with European regulations, the Belgian Federal Public Service (FPS) for Mobility and Transport has entrusted Zetes with the production, personalisation and distribution of the new driving licence. This new document meets very stringent security and service continuity standards.

### Harmonisation at European level

In December 2006, the European Parliament and the Council adopted a Directive relating to driving licences. It sets out, first and foremost, to improve road safety and, in particular, to introduce the production of a uniform document in all Member States. It will replace the 110 models currently in circulation within the Union.

Directive 2006/126/EC of the European Parliament and of the Council proposes to:

- improve the free circulation and freedom of establishment of European citizens while guaranteeing and facilitating the mutual recognition of all licences
- limit the possibilities of fraud
- improve road safety.

### Security and service continuity

To comply with this directive, the Belgian FPS for Mobility and Transport has drawn up detailed specifications while making extremely stringent demands in terms of security, the level of services provided and the continuity of these services.

### Key figures

- Production of around **800,000** driving licences per annum (temporary and definitive permits)
- Delivery within **2 days**
- Proof of delivery within **15 minutes**
- A back-up personalisation site ready to take over within **24 hours** in the event of failure of the main site

### The project in a few dates – years 2012 & 2013

- 22 November: contract awarded
- 1 February: personalisation of the first licences for the pilot communes
- 4 February: delivery of the first driving licences to the communes
- 20 April: personalisation and delivery extended to all the communes

At the end of the selection procedure, Zetes was entrusted with the production of the documents in polycarbonate and the personalisation of the Belgian driving licence. These processes are carried out on the Group's top security sites.

Furthermore, Zetes has set up its own secure logistical service to handle the delivery of the documents to the different communes across the country.

### Express logistical service

To meet the deadlines set by the FPS Mobility and Transport for the delivery of the documents and the communication of information, Zetes has set up its own secure logistical service to deliver the new driving licences to the communes.

In addition, the Zetes drivers are equipped with an electronic proof of delivery solution. Developed by the Group's division dedicated to supply chain optimisation, it makes it possible to inform the FPS for Mobility and Transport of the arrival of the documents in a commune no more than 15 minutes after their receipt.

The Zetes solution also guarantees:

- Ultra fast delivery: the communes receive the licences within 2 days of the submission of an application
- Almost immediate proof of delivery: the data are transmitted within 15 minutes of the arrival of the driving licences in the communes.
- A "disaster recovery plan": in the event of failure of the main production site, a back-up site in Belgium will be ready to take over in less than 24 hours.

A secure web application has also been set up to liaise with the FPS Mobility and Transport in order to check at all times the status of production, the volumes issued, etc.

The first licences were delivered in February 2013 and around 800,000 documents will be produced, personalised and distributed every year.

### Proven expertise in secure documents

Zetes has far-reaching experience in projects involving the production and personalisation of secure identity and travel documents. To this end, the Group operates several sites that meet stringent protection and access standards staffed by highly qualified personnel. These sites produce the Belgian eID, kids-ID (the identity card for children under 12) and the health card, the biometric electronic passport for the Ivory Coast and the Israeli identity card.

Zetes' know-how also extends to the other processes linked to people ID:

- Biometric census
- Data centralisation
- Management of centralised databases
- Biometric deduplication on the basis of the AFIS/ABIS systems
- Creation of national registers
- Data control

### The ISO 27001 standard

Zetes holds ISO27001 certification for the production of electronic travel and identity documents (passports, visas, etc.).

This certification has come to be considered the de facto standard to guarantee the best practices at international level in terms of information security management systems (ISMS). It lays down more than 130 criteria to be respected, serves as a guarantee and gives us the edge among suppliers of people ID solutions.

In addition to protecting stakeholders against major threats such as organised crime, it minimises the risk of financial losses caused by a system failure or the loss of data.



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13. Sample Sample	A3	-----	-----	
14. Sample Sample	A	01.08.06	01.08.16	
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	BE	-----	-----	
	C1E	-----	-----	
	CE	01.08.09	01.08.14	
	D1E	-----	-----	
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	G	01.08.09	01.08.14	
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