

CERTIFICATE

Management system as per

ISO 9001 : 2015

Quality Management Systems-Requirements

In accordance with TÜV HELLAS (TÜV NORD) S.A., procedures, it is hereby certified that

ICAP OUTSOURCING SOLUTIONS S.A.

2, Eleftheriou Venizelou Ave.

176 76 Kallithea

Hellas



applies a management system in line with the above standard for the following scope

- **Teleservices & Telemarketing**
- **HR Services to Private and Public Sector**

Certificate Registration No. 041 13 0097

Audit Report No. E-2014/2023

Valid from 2023-05-15

Valid until 2026-04-29

Initial certification 2011

A handwritten signature in black ink, appearing to read 'Markos...', is written over a horizontal line.

TÜV HELLAS (TÜV NORD) S.A. Certification Body

Athens, 2023-05-15

This certification was conducted in accordance with the TÜV HELLAS (TÜV NORD) S.A. auditing and certification procedures and is subject to regular surveillance audits.

