

# Certificate

Management system as per  
**ELOT EN ISO 9001 : 2015**

The Certification Body TÜV HELLAS (TÜV NORD) S.A. hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization:

**ICAP OUTSOURCING SOLUTIONS S.A.**  
**2, Eleftheriou Venizelou Ave.**  
**176 76 Kallithea**  
**Hellas**



operates a management system in accordance with the requirements of ELOT EN ISO 9001 : 2015 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

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

Certificate Registration No. 041 13 0097  
Audit Report No. E-2014/2026

Valid from 2026-04-30  
Valid until 2029-04-29  
Certified since 2011



Athens, 22-04-2026

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

**TÜV HELLAS (TÜV NORD) S.A.**  
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