

# MANAGEMENT SYSTEM CERTIFICATE

Certificate No:  
274384-2018-AQ-ITA-UKAS

Initial certification date:  
16 October 2017

Valid:  
16 October 2020 - 29 March 2022

This is to certify that the management system of

## **IRIDEOS S.p.A. - Sede Operativa**

Piazzale Europa, 12 - 37135 Verona (VR) - Italy  
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the IT Service Management System Standard:  
**ISO/IEC 20000-1:2011**

This certificate is valid for the following scope:

**The IT Service Management System of IRIDEOS S.p.A. supporting the provision of support services (Technical Assistance and Customer Support) to Customers provided by the Verona and Firenze offices.**

Place and date:  
London, 05 October 2020



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For the issuing office:  
**DNV GL - Business Assurance**  
4th Floor, Vivo Building, 30 Stamford  
Street, London, SE1 9LQ, United Kingdom

**Eerie Koek**  
Management Representative



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## Appendix to Certificate

### IRIDEOS S.p.A. - Sede Operativa

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
IRIDEOS S.p.A. - Sede Operativa	Piazzale Europa, 12 - 37135 Verona (VR) - Italy	The IT Service Management System of IRIDEOS S.p.A. supporting the provision of Support Services to Big Customers (Technical Assistance and Customer Support) provided by the Verona and Firenze offices.
IRIDEOS S.p.A. - Sede Operativa	Via di Limite, 50 - 50013 Campi Bisenzio (FI) - Italy	The IT Service Management System of IRIDEOS S.p.A. supporting the provision of Support Services to Big Customers (Technical Assistance and Customer Support) provided by the Verona and Firenze offices.