

CERTIFICATO n°
CERTIFICATE n° **53093**

SI CERTIFICA CHE L'ORGANIZZAZIONE
WE HEREBY CERTIFY THAT THE ORGANIZATION

CALL2NET SPA

IT-20159 MILANO (MI) - VIALE JENNER 55

NELLE SEGUENTI UNITÀ OPERATIVE / IN THE FOLLOWING OPERATIVE UNITS

IT - 10137 TORINO (TO) - CORSO TAZZOLI 215/12/B
IT - 20159 MILANO (MI) - VIALE JENNER 55

HA ATTUATO E MANTIENE UN SISTEMA DI GESTIONE DELLA SICUREZZA DELLE INFORMAZIONI CHE È CONFORME ALLA NORMA
HAS IMPLEMENTED AND MAINTAINS AN INFORMATION SECURITY MANAGEMENT SYSTEM WHICH COMPLIES WITH THE FOLLOWING STANDARD

UNI CEI EN ISO/IEC 27001:2017

PER LE SEGUENTI ATTIVITÀ / FOR THE FOLLOWING ACTIVITIES

SETTORE CODE **IAF 33 35**

Progettazione, sviluppo ed erogazione di servizi di contact center inbound e outbound multicanale, anche mediante distribuzione alla rete di call center gestiti da società controllate e di soluzioni di digital transformation. Certificato emesso in accordo con la versione della dichiarazione di applicabilità del 26/1/2022.

Design, development and provision of multi-channel inbound and outbound contact center services, also through distribution to the network of call centers managed by subsidiaries and of solutions for digital transformation. Certificate issued in compliance with the version of statement of applicability of 26/1/2022.

CERTIFICATO EMESSO IN ACCORDO CON L'ULTIMA VERSIONE DELLA DICHIARAZIONE DELL'APPLICABILITÀ
CERTIFICATE ISSUED IN COMPLIANCE WITH THE LAST VERSION OF THE STATEMENT OF APPLICABILITY

IL PRESENTE CERTIFICATO È SOGGETTO AL RISPETTO DEL REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE REQUIREMENTS OF THE RULES FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS

PRIMA EMISSIONE FIRST ISSUE	15/03/2022
DATA DELIBERA DECISION DATE	15/03/2022
DATA SCADENZA EXPIRY DATE	14/03/2025
EMISSIONE CORRENTE CURRENT ISSUE	15/03/2022



CERTIQUALITY S.r.l. IL PRESIDENTE
Via G. Giardino 4 - 20123 MILANO (MI) - ITALY



SSI n. 007 G

Membro degli Accordi di Mutuo riconoscimento EA, IAF e ILAC.
Signatory of EA, IAF and ILAC Mutual Recognition Agreements.



www.cisq.com

CISQ è la Federazione Italiana di Organismi di Certificazione dei sistemi di gestione aziendale.
CISQ is the Italian Federation of management system Certification Bodies.



CERTIFICATO n. **14363**
CERTIFICATE No

SI CERTIFICA CHE L'ORGANIZZAZIONE
WE HEREBY CERTIFY THAT THE ORGANIZATION

CALL2NET SPA

IT - 20159 MILANO (MI) - VIALE JENNER 55

NELLE SEGUENTI UNITA' OPERATIVE / IN THE FOLLOWING OPERATIVE UNITS

IT - 20159 MILANO (MI) - VIALE JENNER 55

HA ATTUATO E MANTIENE UN SISTEMA DI GESTIONE QUALITA' CHE E' CONFORME ALLA NORMA
HAS IMPLEMENTED AND MAINTAINS A QUALITY MANAGEMENT SYSTEM WHICH COMPLIES WITH THE FOLLOWING STANDARD

UNI EN ISO 9001:2015

PER LE SEGUENTI ATTIVITA' / FOR THE FOLLOWING ACTIVITIES

SETTORE
CODE

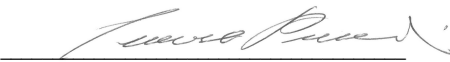
IAF 35

Progettazione sviluppo ed erogazione di servizi di contact center Inbound e Outbound anche mediante distribuzione alla rete di call center gestiti da società controllate.

Design and development of Inbound and Outbound Contact Center services developed also through distribution to the network of call centers managed by subsidiaries or franchised affiliates.

IL PRESENTE CERTIFICATO E' SOGGETTO AL RISPETTO DEL REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE REQUIREMENTS OF THE RULES FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS

PRIMA EMISSIONE
FIRST ISSUE 24/02/2009
DATA DELIBERA
DECISION DATE 02/02/2021
DATA SCADENZA
EXPIRY DATE 09/02/2024
EMISSIONE CORRENTE
ISSUE DATE 02/02/2021


CERTIQUALITY S.r.l. - IL PRESIDENTE
Via G. Giardino 4 - 20123 MILANO (MI) - ITALY



SGQ n. 008 A

Membro degli Accordi di Mutuo riconoscimento EA, IAF e ILAC.
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CISQ is a member of



*IQNet, the association of the world's first class certification bodies, is the largest provider of management System Certification in the world.
IQNet is composed of more than 30 bodies and counts over 150 subsidiaries all over the globe.*

*For information concerning the validity of the certificate, you can visit the site
www.certquality.it*

The validity this certificate depends on annual audit and on a complete review every three years of the Management System.



www.cisq.com

CISQ è la Federazione Italiana di Organismi di Certificazione dei sistemi di gestione aziendale.
CISQ is the Italian Federation of management system Certification Bodies.



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

CISQ/CERTIQUALITY S.r.l.

has issued an IQNet recognised certificate that the organization:

CALL2NET SPA

IT - 20159 MILANO (MI) - VIALE JENNER 55

for the following scope

Design and development of Inbound and Outbound Contact Center services developed also through distribution to the network of call centers managed by subsidiaries or franchised affiliates.

has implemented and maintains a
Quality Management System
 which fulfills the requirements of the following standard
ISO 9001:2015

Issued on: **2021-02-02**

First issued on: **2009-02-24**

Expires on: **2024-02-09**

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration number: **IT-55853**



Alex Stoichitoiu
President of IQNET



Ing. Mario Romersi
President of CISQ

IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy
 CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA
 FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifointi Oy Finland INTECO Costa Rica
 IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
 NYCE-SIGE México PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
 SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

CERTIFICATO n°
CERTIFICATE n° **29188**

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IQNet is composed of more than 30 bodies and counts over 150 subsidiaries all over the globe.*

SI CERTIFICA CHE L'ORGANIZZAZIONE
WE HEREBY CERTIFY THAT THE ORGANIZATION

CALL2NET SPA

IT-20159 MILANO (MI) - VIALE JENNER 55

NELLE SEGUENTI UNITA' OPERATIVE / IN THE FOLLOWING OPERATIVE UNITS

IT - 10137 TORINO (TO) - CORSO TAZZOLI 215/12/B
IT - 20159 MILANO (MI) - VIALE JENNER 55

HA ATTUATO E MANTIENE UN SISTEMA DI GESTIONE SICUREZZA CHE E' CONFORME ALLA NORMA
HAS IMPLEMENTED AND MAINTAINS A SAFETY MANAGEMENT SYSTEM WHICH COMPLIES WITH THE FOLLOWING STANDARD

UNI ISO 45001:2018

PER LE SEGUENTI ATTIVITÀ / FOR THE FOLLOWING ACTIVITIES

SETTORE CODE **IAF 35**

Progettazione, sviluppo ed erogazione di servizi di contact center Inbound e outbound anche mediante distribuzione alla rete di call center gestiti da società controllate o affiliati in franchising.

Design and development of Inbound and Outbound Contact Center services developed also through distribution to the network of call centers managed by subsidiaries or franchised affiliates.

IL PRESENTE CERTIFICATO È SOGGETTO AL RISPETTO DEL REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE REQUIREMENTS OF THE RULES FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS

PRIMA EMISSIONE FIRST ISSUE	28/12/2018
DATA DELIBERA DECISION DATE	16/11/2021
DATA SCADENZA EXPIRY DATE	26/12/2024
EMISSIONE CORRENTE CURRENT ISSUE	16/11/2021

CERTIQUALITY S.r.l. IL PRESIDENTE
Via G. Giardino 4 - 20123 MILANO (MI) - ITALY



SCR n. 002 F

Membro degli Accordi di Mutuo riconoscimento EA, IAF e ILAC.
Signatory of EA, IAF and ILAC Mutual Recognition Agreements.



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CISQ è la Federazione Italiana di Organismi di Certificazione dei sistemi di gestione aziendale.
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THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

CISQ/CERTIQUALITY S.r.l.

has issued an IQNet recognised certificate that the organization:

CALL2NET SPA

IT-20159 MILANO (MI) - VIALE JENNER 55

for the following scope

Design and development of Inbound and Outbound Contact Center services developed also through distribution to the network of call centers managed by subsidiaries or franchised affiliates.

has implemented and maintains a
Safety Management System
which fulfills the requirements of the following standard
UNI ISO 45001:2018

Issued on: 16/11/2021
First issued on: 28/12/2018
Expires on: 26/12/2024

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration number: IT - 119482

Cisq Certificate: 29188



Alex Stoichitoiu
President of IQNET



Ing. Mario Romersi
President of CISQ

IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA
FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifiointi Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland NYCE-
SIGE México PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com