

ISO 18295-1:2017

Certificate of Compliance

This is to Certify that
Customer Contact Centres Management System of

CONTACT CENTRE SUD SRL

VIALE ANTONIO GRAMSCI, 5 – 80122 NAPOLI (NA), ITALY

has been assessed and found to conform to the requirements of

ISO 18295-1:2017

For the following scope :

PROVISION OF DESIGN AND DELIVERY OF CONTACT CENTER SERVICES.

PROGETTAZIONE ED EROGAZIONE DI SERVIZI DI CONTACT CENTER.

Certificate No : **25MEQUX59**
Initial Registration Date : 14/10/2025 Issuance Date : 14/10/2025
Date of Expiry : 13/10/2028
1st Surve. Due : 14/09/2026 2nd Surve. Due : 14/09/2027


Director



Magnitude Management Services Pvt. Ltd.

Third Floor, A-60, Sector-2, Noida, Gautam Budh Nagar, U.P.-201301, India. e-mail: info@mmscertification.com, website: www.mmscertification.com

*Subject to Successful Surveillance Audit, in case Surveillance audit is not allowed to be conducted, this certificate shall be suspended/withdrawn.

Certificate Verification: Please Re-check the validity of certificate at <http://www.mmscertification.com/activeclients.aspx> or www.mmscertification.com at Active Clients.
Certificate is the property of Magnitude Management Services Pvt. Ltd. and shall be returned immediately when demanded.



(Scan to Verify)

REGISTRATION SCHEDULE

ANNEXURE – 1

COMPANY'S NAME - CONTACT CENTRE SUD SRL

SITE REGISTERED:

SITE#1: VIA S.S. 18 – KM 76.500 SNC – 84091 BATTIPAGLIA (SA), ITALY

SITE#2: VIA MAR DELLA CINA, 276 – 00144 ROMA (RM), ITALY

SITE#3: VIALE DEL LAVORO, 2 – 67039 SULMONA (AQ), ITALY

STANDARD: ISO 18295:2017

SCOPE:

PROVISION OF DESIGN AND DELIVERY OF CONTACT CENTER SERVICES.

PROGETTAZIONE ED EROGAZIONE DI SERVIZI DI CONTACT CENTER.

REGISTRATION PERIOD: 14/10/2025 to 13/10/2028*

CERTIFICATE NO: 25MEQUX59

*Subject to Successful Completion of Surveillance Audits On:

1st Surve. Due: 14/09/2026

2nd Surve. Due: 14/09/2027



(DIRECTOR).