

CERTIFICATE

Complaints management process as per
ISO 10002:2018

In accordance with the procedures of TÜV Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

Taşıyapı İnşaat Taah. San. ve Ticaret A.Ş.
Acıbadem Mah., Çeçen Sokak, Almondhill Sitesi, D Apt No 19 Z/1,
Üsküdar, TR-34696 İstanbul,
Turkey



applies a customer complaints management process in line with the above standard within the quality management system
for the following scope

**Contracting, construction and sales of infrastructure-superstructure
general construction works**

Certificate Registration No 8000317
Audit Report No TR 1711

Valid from 2020-10-06
Valid until 2023-06-06
Initial certification 2017


Certification Body
at TÜV Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2020-10-06

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of
the standard and certification contract



TÜV Teknik Kontrol ve Belgelendirme A. Ş.
Ayazmadere Cad., Pazar Sok., Bareli Plaza
No 2-4, Kat 4, Gayrettepe, Beşiktaş,
TR-34349 İstanbul
www.tuv-turkey.com tuv-nord@tuv-turkey.com

25072