

# Certificate



www.cc-certification.org

This is to certify that

**Mr. Oleg Zeldin**

is an authorised Lead Auditor for the  
Austrian Standards plus GmbH.

## Scope of authorization

ECCCO CC Certification Scheme "*Certification  
procedure for Customer Contact Centres pursuant  
to EN 15838*".

This certificate attests that the holder is  
competent and authorised to audit

**Customer Contact Centers**

in accordance with of the European Standard

**EN 15838:2009**

"Customer Contact Centres – Requirements for  
service provisions".

Austrian Standards plus Certification is a  
Certification Body in accordance with EN 45011 /  
ISO Guide 65.

Austrian Standards plus GmbH is a 100 %  
subsidiary of the Austrian Standards Institute.

EN ISO 9001 certified by SQS.

[www.as-plus.at/certification](http://www.as-plus.at/certification)

Date of issue: 2013-12-01  
Date of first issue: 2010-12-01

This certificate is valid until: 2016-12-01



Dr. Peter Jonas  
Director Certification