

# CERTIFICATE

Austrian Standards plus GmbH issues this certificate.

**Holder of certificate:** Oleg Zeldin

**Function:** Lead Auditor

**Scope:** AS Certification Scheme S03  
Customer Contact Centres according to ISO 18295-1

AS Certification Scheme S03.1  
Customer Service Organisations according to ISO 18295-1 and ISO 18295-2

This certificate attests that the holder of the certificate meets the competency requirements and is authorised by Austrian Standards to perform audits under the above listed certification scheme(s).

**Date of issue:** 2017-08-03

**Date of initial issue:** 2016-02-01

**Expiry date:** 2020-08-03



**Dipl.-Ing. Dr. Peter Jonas**  
Director Certification