

CERTIFICATE

Austrian Standards plus GmbH issues this certificate.

Holder of certificate: **Yury Melnikov**
1976-07-15

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