



BUREAU  
VERITAS

Bureau Veritas Certification

# BOR GÜMRÜK MÜŞAVİRLİĞİ HİZMETLERİ A.Ş.

KÜÇÜKBAKKALKÖY MAHALLESİ, DEFNE SOKAK BÜYÜKHANLI BLOK NO:3 İÇ KAPI NO:41  
ATAŞEHİR, İSTANBUL, TÜRKİYE

*Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

## ISO 10002:2018

### Scope of certification

CUSTOMER COMPLAINT & SATISFACTION MANAGEMENT FOR CUSTOMS  
CLEARANCE SERVICES

Original Cycle Start Date:	26-12-2022
Expiry Date of Previous Cycle:	NA
Certification / Recertification Audit date:	NA
Certification / Recertification cycle start date:	24-12-2025
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	25-12-2028

Certificate No.: TR015305

Version: 1

Issue Date:24-12-2025

İBRAHİM TAGAY  
Certification Manager



Head Office: Pasco Plaza Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8  
Maltepe, İstanbul, 34843 Türkiye

Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50