



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: 25-10-2022

Certification / Recertification cycle start date: 26-12-2022

Subject to the continued satisfactory operation of the
organization's Management System, this certificate expires on: 25-12-2025

Certificate No.: TR012132

Version: 1

Issue Date: 26-12-2022

İBRAHİM TAGAY
Certification Manager



Local Office: Esas Maltepe Ofispark Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8

Maltepe, İstanbul, 34843 Turkey

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