

CERTIFICATE

Complaints management process as per
ISO 10002:2018

In accordance with the procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

Yıldız Entegre Ağaç Sanayi ve Ticaret A.Ş.
(Port Tesisi)
Sepetlipınar Mahallesi, Yavuzözer Caddesi No 19
TR-41275 Başiskele / Kocaeli
Turkey



applies a customer complaints management process in line with the above standard within the quality management system for the following

Scope

Liquid Cargo, Dry Cargo, General Cargo Port Services

Certificate Registration No 8000018-006
Audit Report No TR 1799

Valid from 2021-08-08
Valid until 2024-08-07
Initial certification 2023

Certification Body
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

İstanbul, 2023-08-08

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of the standard and certification contract



TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A. Ş.
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