MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:
C883062

Initial certification date:
16 July 2026

Valid:
16 July 2026 – 15 July 2029

This is to certify that the management system of

TIS GRUPA d.o.o.

Heinzelova 33, 10000 Zagreb, Croatia

has been found to conform to the IT Service Management System Standard:

ISO/IEC 20000-1:2018

This certificate is valid for the following scope:

The IT service management system of TIS GRUPA d.o.o. supporting the provision of ICT products and services to external customers in accordance with the service catalogue.

Place and date:
Barendrecht, 16 July 2026

For the issuing office:
DNV - Business Assurance
Zwolseweg 1, 2994 LB Barendrecht, Netherlands

MGMT. SYS. RvA C 024

Erie Koek
Management Representative

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689. www.dnv.com/assurance