

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

Enerjisa Toroslar Elektrik Perakende Satış Anonim Şirketi
Güzelyalı Mahallesi, Turgut Özal Bulvarı, 81060 Sokak, No:44/C,
Çukurova, Adana
Turkey

operates a management system in accordance with the requirements of ISO 10002 : 2018 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

Electrical energy and/or electrical capacity sales activities regarding the eligible customers with bilateral agreements and regarding the regulated customers with national tariffs.

Certificate Registration No 8000020-002
Audit Report No TR 1949

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

Valid from 2024-04-20
Valid until 2027-04-11
Initial certification 2017

Istanbul, 2024-04-20

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



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