

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2014

This is to certify that:

Tüpraş Genel Mudurluk
P.K.211-212
Izmit-Kocaeli
Kocaeli
41790
Türkiye

Holds Certificate No:

CMS 661115

and operates a Customer Satisfaction Management System in compliance with ISO 10002:2014.

Management of customer complaints for petroleum products sold and services offered at TUPRAS Headquarters, Izmit, Izmir, Kirikkale, Batman Refineries and affiliated terminals

For and on behalf of BSI:



Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2017-01-18

Latest Revision Date: 2020-01-14

Effective Date: 2020-01-18

Expiry Date: 2021-01-17

Page: 1 of 1



...making excellence a habit.™