

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2014

This is to certify that:

Tupras Genel Mudurluk
P.K.211-212
Izmit-Kocaeli
41790
Turkey

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:



Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 18/01/2017

Latest Revision Date: 18/01/2017

Effective Date: 18/01/2017

Expiry Date: 17/01/2018

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