

# Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Tupras Genel Mudurluk  
No: 101/A  
Gulbahar Mah. Buyukdere Cad.  
Sisli-Istanbul  
Istanbul (Euro Side)  
34394  
Turkey

Holds Certificate No:

**CMS 661115**

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

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:

Theuns Kotze, Managing Director Assurance - IMETA

Original Registration Date: 2017-01-18

Latest Revision Date: 2023-01-18

Effective Date: 2023-01-18

Expiry Date: 2024-01-17

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