

SZUTEST



Türkiye Petrol Rafinerileri A.Ş.

CERTIFICATE



Customer Complaints Management System

Certificate No: SZT.2023.SB.0.5.004

TÜRKİYE PETROL RAFİNERİLERİ A.Ş.

Kindly see the Annex for the address information.

ISO 10002:2018

**Management of Customer Complaints During Petroleum Products Sales and Services
in Tüpraş Head Office, Izmit, Izmir, Kırıkkale and Batman Refineries**

EA Code: 10-29-31

Szutest confirms with the certificate details given above, that the organization has an appropriate management system complying with the relevant standard principles. This certificate is valid until the date of certification period expiry date only provided that the management system is found successful as a result of surveillance audits.

First Issue Date	18.01.2017
Issue Date	05.10.2023
Expiry Date	17.01.2026
Period Finish Date	17.01.2026

Manager of System Certification

This certificate can be examined by scanning the square codes on the certificate with a mobile device or by verifying the numbers on the square code from the <http://public.szutest.com.tr>.

SZUTEST

Certificate No: SZT.2023.SB.0.5.004

TÜPRAŞ HEAD OFFICE: Gülbahar Mah. Büyükdere Cad. No:101/A Şişli/İstanbul/TURKEY

TÜPRAŞ İZMİR REFINERY DIRECTORATE: Atatürk Mah. İnönü Bulvarı No: 52 35800 Aliağa/İzmir/TURKEY

TÜPRAŞ İZMİT REFINERY DIRECTORATE: Güney Mah. Petrol Cad. No: 25/1 41780 Körfez/Kocaeli/TURKEY

TÜPRAŞ KIRIKKALE REFINERY DIRECTORATE: Altınova Mah. Küme Evler No:23 71480 Hacılar/Kırıkkale/TURKEY

TÜPRAŞ BATMAN REFINERY DIRECTORATE: Site Mah. Özgürlük Bulvarı No: 152 72100 Batman/TURKEY