



BUREAU  
VERITAS

Bureau Veritas Certification

# BORUSAN LOJİSTİK DAĞITIM DEPOLAMA TAŞIMACILIK VE TİCARET A.Ş.

İSTİKLAL MAH. PİYALEPAŞA BULVARI BUL. B-C BLOK NO:22/1 İÇ  
KAPI NO: 5, İSTANBUL, TÜRKİYE

This is a multi-site certificate, additional site(s) are listed on the next page(s)

*Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

## ISO 10002:2018

Scope of certification

**CUSTOMER COMPLAINT MANAGEMENT FOR LAND  
TRANSPORTATION AND DISTRIBUTION SERVICES, PORT TERMINAL  
SERVICES, INTERNATIONAL TRANSPORTATION SERVICES,  
CHARTERING SERVICES, BOUNDED WAREHOUSE AND  
WAREHOUSE SERVICES, PDI OPERATIONS**

Original cycle start date: **08 February 2022**  
Expiry date of previous cycle: **NA\***  
Certification / Recertification Audit date: **29 November 2021**  
Certification / Recertification cycle start date **08 February 2022**

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **08 February 2025**

Certificate No. **TR011294** Version: **2** Issue date: **08 February 2023**

**İBRAHİM TAGAY**  
Certification Manager



**Local office:** Esas Maltepe Ofispark Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8 34843 Maltepe, İstanbul, Turkey  
Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call +90 216 518 40

\*Not Applicable