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15 August 2022 14 August 2025 10457248

Original approval(s): ISO/IEC 20000-1 - 15 August 2019

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Certificate of Approval

This is to certify that the Management System of:

Borica AD

41 Tsar Boris III Blvd., 1612 Sofia, Bulgaria

has been approved by LRQA to the following standards:

ISO/IEC 20000-1:2018

Approval number(s): ISO/IEC 20000-1 - 00021695

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

The scope of this approval is applicable to:

Service management system of Borica AD, that supports the provision of all services in the Service Catalogue to external customers.

Paul Graaf

Area Operations Manager, Europe

Issued by: LRQA Limited





Location

Headquarters

1612 Sofia

1784 Sofia

Bulgaria

Bulgaria

41 Tsar Boris III Blvd.

117 Tzarigradsko Shose Blvd.

Certificate Schedule

Service management system of Borica AD, that supports

Service management system of Borica AD, that supports

the provision of all services in the Service Catalogue to

the provision of all services in the Service Catalogue to

Activities

ISO/IEC 20000-1:2018

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external customers.

Certificate number: 10457248

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