Hellenic Accreditation System

Annex A30/3 to the Certificate No. **185-10**

SCOPE of ACCREDITATION

of

TUV HELLAS S.A.

as a Certification Body of Customer contact centres Management System, in accordance with ΕΛΟΤ EN ISO 18295-1:2018 και ΕΛΟΤ EN ISO 18295-2:2018 (ISO 18295-1:2017 και ISO 18295-2:2017)

IAF Code[(1)]	Accredited Activity [(2)]
25	Electricity supply.
26	Gas supply.
27	Water supply.
29	Wholesale and retail trade. Repair of motor vehicles, motorcycles and personal and household goods.
31	Transport, storage and communication.
32	Financial intermediation. Real estate activities. Renting.
33	Information technology.
35	Other services

[(1)] *IAF/EA Code according to IAF ID 1:2023.*

Address of the Body : **282, Mesogeion Av., 155 62 Cholargos, Athens, Greece**
Approved Signatory : **M. Kypriotou, D. Vidalis**

This Scope of Accreditation replaces the previous one, dated 28.04.2025.
The Accreditation Certificate No.**185-10**, according to ELOT EN ISO/IEC 17021-1:2015 is valid until 04.11.2029.

Athens, 20.10.2025

Konstantinou Evangelos Apostolos
CEO of ESYD