

SERVICE CERTIFICATE

Certificate no.:
C569435

Initial certification date:
03 November 2022

Valid:
03 November 2025 – 02 November 2028

This is to certify that the management system of

Safety21 S.p.A.

Piazza del Fanello, 18 - 05018 Orvieto (TR) - Italy

and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Management System standard:

ISO 18295-1:2017

This certificate is valid for the following scope:

Inbound and outbound multi-channel contact center and customer care activities (telephone, e-mail and social channels) dedicated to info-line services for documents issued by public and private institutions related to incomes (IAF 35, 33)

Place and date:
Vimercate (MB), 31 October 2025

For the issuing office:
DNV - Business Assurance
Via Energy Park, 14, - 20871 Vimercate (MB) - Italy



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Claudia Baroncini
Management Representative

Appendix to Certificate

Safety21 S.p.A.

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Safety21 S.p.A.	Piazza del Fanello, 18 - 05018 Orvieto (TR) - Italy	Contact center and multi-channel customer care activities (telephone, e-mail and social channels) inbound and outbound dedicated to info line services on behalf of public and private entities, regarding acts issued for revenue management
Safety21 S.p.A.	Via Giovanni Savelli, 70 - 35129 Padova (PD) - Italy	Contact center and multi-channel customer care activities (telephone, e-mail and social channels) inbound and outbound dedicated to info line services on behalf of public and private entities, regarding acts issued for revenue management
Safety21 S.p.A.	Via Fattori 10 - 50127 Firenze (FI) - Italy	Contact center and multi-channel customer care activities (telephone, e-mail and social channels) inbound and outbound dedicated to info line services on behalf of public and private entities, regarding acts issued for revenue management