

MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
272551-2018-AQ-ITA-UKAS

Initial certification date:
17 September 2018

Valid:
17 September 2018 – 17 September 2021

This is to certify that the management system of

KONICA MINOLTA BUSINESS SOLUTIONS ITALIA S.p.A.

Viale Certosa, 144 - 20156 Milano (MI) - Italy
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the IT Service Management System Standard:
ISO/IEC 20000-1:2011

This certificate is valid for the following scope:

The IT Service Management System for the provision of Retail, rental, technical assistance and maintenance of equipment and systems for ICT reproduction and printing, ICT solutions and services for document management to external customers in accordance with the service catalogue.

Place and date:
London, 18 September 2018



For the issuing office:
DNV GL – Business Assurance
4th Floor, Vivo Building, 30 Stamford
Street, London, SE1 9LQ, United Kingdom

A handwritten signature in blue ink, appearing to read 'Erië Koek', written over a horizontal line.

Erië Koek
Management Representative



Certificate No: 272551-2018-AQ-ITA-UKAS
Place and date: London, 18 September 2018

Appendix to Certificate

KONICA MINOLTA BUSINESS SOLUTIONS ITALIA S.p.A. - Sede Legale e Operativa

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
KONICA MINOLTA BUSINESS SOLUTIONS ITALIA S.p.A.	Viale Certosa, 144 - 20156 Milano (MI) - Italy	The IT Service Management System for the provision of Retail, rental, technical assistance and maintenance of equipment and systems for ICT reproduction and printing, ICT solutions and services for document management to external customers in accordance with the service catalogue.
KONICA MINOLTA BUSINESS SOLUTIONS ITALIA S.p.A.	Via Cesare Pavese, 305 - 00144 Roma (RM) - Italy	The IT Service Management System for the provision of Retail, rental, technical assistance and maintenance of equipment and systems for ICT reproduction and printing, ICT solutions and services for document management to external customers in accordance with the service catalogue.