CERTIFICATE

Management Service Unit
of TÜV SÜD Turkey

certifies that

akyaşam

AKYAŞAM YÖNETİM HİZMETLERİ A.Ş.
(AKASYA SHOPPING CENTER)

ACIBADEM MAH. DERİN SOK. AKASYA B BLOK NO: 8B İÇ KAPI NO:212 ÜSKÜDAR 34660 İSTANBUL / TÜRKİYE

has established and applies
a Customer Complaints Management System for

BUILDING AND FACILITY MANAGEMENT

An audit was performed,
Report No: **712925730**

Proof has been furnished that the
requirements according to

ISO 10002:2018
are fulfilled.

Certificate Registration No.: **26 2 712925730**

Initial Issue Date: **21.02.2024**
Issue Date: **15.12.2025**
Certificate Validity Date: **20.02.2027**
Revision date / Rev. No: **- / -**

TÜV SÜD Turkey
Management Service Unit

Complaints Management
TÜV SÜD
ISO 10002

26-SER-00283

Further info: +90 212 347 98 10
Document No:FC-122 Revision No / Date: 02 / 09.10.2023