

# MANAGEMENT SYSTEM CERTIFICATE

Site certificate No.:  
C637193-CC1

Valid:  
11 August 2025 – 10 August 2028

Belongs to main certificate number:  
C637193

This is to certify that the centrally implemented management system for

**ALMAVIVA S.p.A.**

Via di Casal Boccone, 188/190 - 00137 ROMA (RM) - 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 20000-1:2018**

This certificate is valid for the following site scope:

**The IT service management system of ALMAVIVA S.p.A. supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.**

Place and date:  
London, 15 July 2025



For the issuing office:  
**DNV - Business Assurance**  
5th Floor, Vivo Building, 30 Stamford Street,  
London, SE1 9LQ, United Kingdom



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**Erie Koek**  
Management Representative

It is the management system of the whole organisation which is certified. The validity of this certificate depends on the validity of the main certificate. Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ACCREDITED UNIT: DNV Business Assurance UK Limited, 5th Floor, Vivo Building, 30 Stamford Street, London, SE1 9LQ, United Kingdom - TEL: +44(0) 203 816 4000.  
[www.dnv.com/assurance](http://www.dnv.com/assurance)

## Appendix to Certificate

### ALMAVIVA S.p.A.

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
ALMAVIVA S.p.A.	Via di Casal Boccone, 188/190 - 00137 ROMA (RM) - Italy	The IT service management system of ALMAVIVA S.p.A. supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.
ALMAVIVA S.p.A.	Via dello Scalo Prenestino, 15 - 00159 Roma (RM) - Italy	The IT service management system of ALMAVIVA S.p.A. supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.
ALMAVIVA S.p.A.	Corso Como, 15 - 20154 Milano (MI) - Italy	The IT service management system of ALMAVIVA S.p.A. supporting the provision of support services for IT infrastructure, networking, management of applications and Call Centre Service Desk, in accordance with the service catalogue.