

## CERTIFICATE OF REGISTRATION

This is to certify that the Management System of:

**POSITIVE doo**

Danila Kiša 5, 21000 Novi Sad, Serbia

Has been approved by ISOQAR

**ISO 20000-1:2011**  
**SRPS ISO 20000-1:2014**

Scope of Activities:

**The service management system supporting the provision of support and maintenance services for customer's infrastructure**

**Certificate Nr:**  
**11941**

Initial Registration Date: **2/12/2016**

Expiry Date: **2/12/2019**



Signed  
(On Behalf of ISOQAR)



**Stefanos Spanos**  
Regional Manager



This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards requirements may be obtained by consulting Alcumus ISOQAR Ltd.

*This Certificate is a property of Alcumus ISOQAR Ltd and must be returned on request*