

AENOR

Confía



Certificado del Sistema de Gestión de la Continuidad del Negocio



SCN-2020/0006

AENOR certifica que la organización

MARKTEL GLOBAL SERVICES, S.A.

dispone de un sistema de gestión de la continuidad del negocio conforme con la Norma
UNE-EN ISO22301-2020

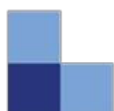
para las actividades: El Sistema de Gestión de Continuidad de Negocio (SGCN) para los procesos de diseño, implantación y la prestación de servicios de Contact Center, atención multicanal y los procesos administrativos de back-office.

que se realizan en: Direcciones indicadas en el Anexo

Primera emisión: 2020-04-27
Expiración: 2026-04-27

Última emisión: 2023-04-27

Rafael GARCÍA MEIRO
CEO



AENOR INTERNACIONAL S.A.U.
Génova, 6. 28004 Madrid. España
Tel. 91 432 60 00.- www.aenor.com



Certificado del Sistema de Gestión de la Continuidad del Negocio



SCN-2020/0006

Anexo al Certificado

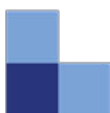
Establecimientos: **MARKTEL GLOBAL SERVICES, S.A.**
CL SALVATIERRA, 5 - 3ª PLANTA. 28016 - MADRID
MANUEL TOVAR, 35. 28034 - MADRID
CL MANUEL TOVAR, 42. 28034 - MADRID
CL ANDARELLA 1. 46014 - VALENCIA
CL ANDARELLA 2, BLOQUE 3. 46014 - VALENCIA
CL TRAGINERS, 14. 46014 - VALENCIA
CARRER DELS GREMIS, 8. 46014 - VALENCIA
(VALENCIA/VALÈNCIA)
CL ALCALDE JOSÉ MARÍA DE MIGUEL, 1. 02001 - ALBACETE
CL SALCEDO, 11. 28034 - MADRID

MARKTEL SERVIÇOS GLOBAIS, S.LU.
AV EUROPA, 6 D. 7350478 - ELVAS (Portugal)
AV DE PORTUGAL 31, Estrada do Caia 4. 7350-312 - ELVAS
(Portugal)

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Certificate

AENOR has issued an IQNET recognized certificate that the organization:

MARKTEL GLOBAL SERVICES, S.A.

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a/an
Business Continuity Management System

for the following scope:

The Business Continuity Management System (BCM) for the processes of design, implementation and delivery of contact center services, multi-channel attention and back-office administrative processes.


which fulfils the requirements of the following standard

ISO 22301:2019

First issued on: 2020-04-27 Modified on: 2023-04-27 Validity date: 2026-04-27

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number: **ES-SCN-2020/0006**



Alex Stoichitoiu

President of IQNET



Rafael GARCÍA MEIRO

CEO

AENOR
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This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

IQNET Members*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia ICS Bosnia and Herzegovina Inspecta Sertifointi Oy Finland INTECO Costa Rica IRAM Argentina JQA Japan KFO Korea LSQA Uruguay MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland NYCE-SIGE México PCBC Poland Quality Austria Austria SII Israel SIQ Slovenia SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TSE Türkiye YUQS Serbia

* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

Certificate

Annex to IQNET Certificate Number

ES-SCN-2020/0006

MARKTEL GLOBAL SERVICES, S.A.

CL SALVATIERRA, 5 - 3ª PLANTA. 28016 - MADRID

List of additional locations:

MARKTEL GLOBAL SERVICES, S.A.

CL SALVATIERRA, 5 - 3ª PLANTA.
28016 - MADRID

CL MANUEL TOVAR, 42.
28034 - MADRID

CL ANDARELLA 2, BLOQUE 3.
46014 - VALENCIA

CARRER DELS GREMIS, 8.
46014 - VALENCIA
(VALENCIA/VALENCIA)

CL SALCEDO, 11.
28034 - MADRID


MANUEL TOVAR, 35.
28034 - MADRID

CL ANDARELLA 1.
46014 - VALENCIA

CL TRAGINERS, 14.
46014 - VALENCIA

CL ALCALDE JOSÉ MARÍA DE MIGUEL, 1.
02001 - ALBACETE

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Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FAV** Brazil **FONDONORMA** Venezuela **ICONTEC**
Colombia **ICS** Bosnia and Herzegovina **Inspecta Certifointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea
LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria**
Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia


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Certificate

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Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea
LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria**
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