

Certificate HR21/3035

The management system of



**AGENCIJA ZA KOMERCIJALNU  
DJELATNOST, PROIZVODNO, USLUŽNO I  
TRGOVAČKO d.o.o.**

Savska cesta 31, 10000 Zagreb, Croatia



has been assessed and certified as meeting the requirements of

**ISO/IEC 20000-1:2018**

For the following activities

**The service management system of AKD d.o.o. supporting the provision of services to organizations, government and commercial customers from Savska cesta 31, 10000 Zagreb, Croatia, in accordance with the service catalogue.**

This certificate is valid from 24 November 2021 until 23 November 2024 and remains valid subject to satisfactory surveillance audits.  
Recertification audit due 60 days prior to expiry date.  
Issue 1. Certified since 24 November 2021



Authorised by

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