

# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
208029-2016-ABCM-BUD-UKAS

Initial certification date:  
24 October 2016

Valid:  
25 October 2022 – 24 October 2025

This is to certify that the management system of  
**VCC Live Group Zrt.**  
1112 Budapest, Balatoni út 2/A. 5. em., Hungary  
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Business Continuity Management System Standard:  
**ISO 22301:2019**

This certificate is valid for the following scope:  
**Development and operation of a cloud-based contact center and telecommunication solution. Sales and customer care for a cloud-based contact center solution and telecommunication services.**

Place and date:  
London, 25 August 2022

For the issuing office:  
**DNV - Business Assurance**  
4th Floor, Vivo Building, 30 Stamford Street,  
London, SE1 9LQ, United Kingdom



**Eerie Koek**  
Management Representative

## Appendix to Certificate

### VCC Live Group Zrt.

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
VCC Live Group Zrt.	1112 Budapest, Balatoni út 2/A. 5. em., Hungary	Development and operation of a cloud-based contact center and telecommunication solution. Sales and customer care for a cloud-based contact center solution and telecommunication services.
VCC Live Hungary Kft.	1112 Budapest, Balatoni út 2/A. 5. em., Hungary	Development and operation of a cloud-based contact centre and telecommunication solution. Sales and customer care for a cloud-based contact centre solution and telecommunication services.
VCC Live Germany GmbH	Gontardstraße 11, 10178 Berlin, Germany	Sales and customer care for a cloud-based contact centre solution and telecommunication services.