



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

IQNet and
AENOR

hereby certify that the organization

AVANZA EXTERNALIZACIÓN DE SERVICIOS, S.A.

SEE ADDRESSES SPECIFIED IN ANNEX

for the following field of activities

Rendering of contact center services (integrated multichannel solutions, customer services, sales and marketing), and rendering of auxiliary services for companies by contracting human resources.

has implemented and maintains a

Quality Management System

which fulfills the requirements of the following standard

ISO 9001:2015

First issued on: 1999-08-01

Last issued: 2018-02-05

Validity date: 2020-08-03

Registration Number: ES-0896/1997



Michael Drechsel
President of IQNet

Rafael GARCÍA MEIRO
Chief Executive Officer

AENOR

IQNet Partners*:

AENOR Spain AFNOR Certification France AIB-Vinçotte International Belgium ANCE Mexico APCER Portugal CCC Cyprus
CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany
FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia IMNC Mexico Inspecta Certification Finland IRAM Argentina
JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland PCBC Poland
Quality Austria Austria RR Russia SII Israel SIQ Slovenia SIRIM QAS International Malaysia
SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

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



THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNet Certificate Number ES-0896/1997
AVANZA EXTERNALIZACIÓN DE SERVICIOS, S.A.

AVANZA EXTERNALIZACIÓN DE SERVICIOS, S.A.
 PARQUE EMPRESARIAL SAN FERNANDO. AVDA DE CASTILLA, 2 EDIFICIO
 CANADA, 1ª PLANTA Esc. B, .
 28830 - SAN FERNANDO DE HENARES
 (MADRID)

CL TELLEZ, 54 OFICINA 4C.
 28007 - MADRID

AV CORTES VALENCIANAS 26, BLOQUE 5, ESC.1 Planta 1, Oficina 5. Edificio
 Estrella de les Corts.
 46015 - VALENCIA

CL JUANA DE VEGA, 10BIS LOCAL 5 IZQ.
 15003 - A CORUÑA

CL VENEZUELA, 103 3ª.
 08019 - BARCELONA

CL MONTERO CALVO, 12 1ªC .
 47001 - VALLADOLID

CL EL 4 DE AGOSTO, 14 4º A.
 50003 - ZARAGOZA

CL AVIACIÓN 18, EDF. MORERA Y VALLEJO, 1ª,
 DESPACHO 7, PI CALONGE.
 41007 - SEVILLA

CL REPUBLICA ARGENTINA, 22 - PISO 2. OFICINA 5.
 36210 - VIGO
 (PONTEVEDRA)

AVANZA PORTUGAL, LDA
 Ru JULIETA FERRO, 12 12º.
 1600-049 LISBOA
 Portugal

AVANZA COLOMBIA SAS
 CARRERA 29C No. 71A - 48 .
 BOGOTÁ
 Colombia

AVANZA EXTERNALIZACIÓN DE SERVICIOS URUGUAY, S.A
 CL VAZQUEZ, 1386.
 11200 - (MONTEVIDEO)
 Uruguay

First issued on: 1999-08-01 Last issued: 2018-02-05 Validity date: 2020-08-03

This annex is only valid in connection with the above-mentioned certificate.



Michael Drechsler
 President of IQNet

Rafael GARCÍA MEIRO
 Chief Executive Officer

AENOR

IQNet Partners*:

AENOR Spain AFNOR Certification France AIB-Vinçotte International Belgium ANCE Mexico APCER Portugal CCC Cyprus
 CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany
 FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia IMNC Mexico Inspecta Certification Finland IRAM Argentina
 JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland PCBC Poland
 Quality Austria Austria RR Russia SII Israel SIQ Slovenia SIRIM QAS International Malaysia
 SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
 IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

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



THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNet Certificate Number ES-0896/1997
AVANZA EXTERNALIZACIÓN DE SERVICIOS, S.A.

AVANZA PARAGUAY, S.A.
 J. EULOGIO ESTIGARRIBIA E/CHARLES DE GAULLE Y ROQUE GONZALES, 5086
 3º.
ASUNCIÓN
 Paraguay

First issued on: 1999-08-01 Last issued: 2018-02-05 Validity date: 2020-08-03

This annex is only valid in connection with the above-mentioned certificate.



Michael Drechsler
 President of IQNet

Rafael GARCÍA MEIRO
 Chief Executive Officer

AENOR

IQNet Partners*:

AENOR Spain AFNOR Certification France AIB-Vinçotte International Belgium ANCE Mexico APCER Portugal CCC Cyprus
 CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany
 FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia IMNC Mexico Inspecta Certification Finland IRAM Argentina
 JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland PCBC Poland
 Quality Austria Austria RR Russia SII Israel SIQ Slovenia SIRIM QAS International Malaysia
 SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
 IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

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