



BUREAU
VERITAS

Bureau Veritas Certification

ZAFER TAAHHÜT İNŞ. VE TİC.A.Ş. (CONCORDE DE LUXE RESORT)

KEMERAĞZI MAH. YAŞAR SOBUTAY BULVARI NO: 44 AKSU,
ANTALYA, TÜRKİYE

This is a multi-site certificate, additional site(s) are listed on the next page(s)

Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 10002:2018

Scope of certification

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR HOTEL MANAGEMENT,
ACCOMMODATION, FOOD & BEVERAGE AND MEETING SERVICES

Original Cycle Start Date:	22-10-2015
Expiry Date of Previous Cycle:	NA
Certification / Recertification Audit date:	21-06-2024
Certification / Recertification cycle start date:	16-10-2024
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	10-09-2027

Certificate No.: TR013785 Version: 1 Issue Date: 16-10-2024


İBRAHİM TAGAY
Certification Manager



Head Office: Pasco Plaza Altayçeşme Mah. Çamlı Sok. No:21 Kat:8
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Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50