

## CERTIFICATE

Complaints management process as per  
ISO 10002:2018

In accordance with the procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

**Yıldız Entegre Ağaç Sanayi ve Ticaret A.Ş.**  
**Mersin Şubesi**  
**(Akdeniz Tesisi)**  
Burhan OSB Mah., 8.Cad., No 8, Akdeniz,  
TR-33040 Mersin,  
Turkey



applies a customer complaints management process in line with the above standard within the quality management system for the following

Scope

**Fiber Board, Particle Board, Melamine Laminated Board, Laminate Flooring, Front Panel, Impregnated Paper Product Groups, Formaldehyde, Urea Formaldehyde Resin, Urea Formaldehyde Concantrate, Melamine Formaldehyde Resin, Melamine-Urea Formaldehyde Resin Design and Production**

Certificate Registration No 8000018-001  
Audit Report No TR 1799

Valid from 2021-08-08  
Valid until 2024-08-07  
Initial certification 2018

Certification Body  
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2023-08-08

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of the standard and certification contract



TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A. Ş.  
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