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IQNet, the association of the world's first class certification bodies, is the largest provider of management System Certification in the world. IQNet is composed of more than 30 bodies and counts over 150 subsidiaries all over the globe.

CERTIFICATO N. CERTIFICATE N. 9141.ENE9

SI CERTIFICA CHE IL SISTEMA QUALITA' DI
WE HEREBY CERTIFY THAT THE QUALITY SYSTEM OPERATED BY

ENEL ENERGIA S.p.A.

VIALE REGINA MARGHERITA 125 - 00198 ROMA (RM)

UNITA' OPERATIVE
OPERATIVE UNITS

VIALE REGINA MARGHERITA 125 - 00198 ROMA (RM)

Contact Center, Punti Enel e Web

Vedere gli Allegati per le Unità Operative (n. 1 pagina)
View the Annexes for the Operative Units (n. 1 page)

E' CONFORME ALLA NORMA
IS IN COMPLIANCE WITH THE STANDARD

UNI EN ISO 9001:2008

PER LE SEGUENTI ATTIVITA'
FOR THE FOLLOWING ACTIVITIES

Vendita di energia elettrica e gas e commercializzazione di soluzioni integrate di prodotti e servizi per l'energia da canale fisico, telefonico e digitale, attraverso la gestione della relazione con il cliente
Sale of power and gas and commercialization of integrated products and energy services solutions from face, telephone and digital channels through customer relationship management

Ulteriori informazioni riguardanti l'applicabilità dei requisiti ISO 9001:2008 possono essere ottenute consultando l'organizzazione
Further clarifications regarding the applicability of ISO 9001:2008 requirements may be obtained by consulting the organization

IL PRESENTE CERTIFICATO E' SOGGETTO AL RISPETTO DEL
REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE REQUIREMENTS OF THE RULES FOR CERTIFICATION OF MANAGEMENT SYSTEMS

DATE:	PRIMA CERTIFICAZIONE FIRST CERTIFICATION	EMISSIONE CORRENTE CURRENT ISSUE	SCADENZA EXPIRY
	2010-12-23	2016-11-30	2019-12-06

L'Organizzazione dovrà ottenere la certificazione secondo la norma ISO 9001:2015 entro il 2018/09/14; in caso contrario, il presente certificato cesserà la propria validità in tale data
The Organization shall obtain the certification according to ISO 9001:2015 within 2018/09/14; otherwise the validity of this certificate will expire

IMQ S.p.A. - VIA QUINTILIANO, 43 - 20138 MILANO ITALY
Management Systems Division - Flavio Omago



IAF: 29

SGQ N°005A, SGA N°006D, SCR N°005F,
SSI N°003G, FSM N°007I, SGE N°006M,
EMAS N°003P, PRD N°005B, PRS N°006C
ISP N°063E, LAB N°012I, LAT N°02I
Membro degli Accordi di Mutuo Riconoscimento EA, IAF e ILAC
Signatory of EA, IAF and ILAC Mutual Recognition Agreements

La validità del certificato è subordinata a sorveglianza annuale e riesame completo del Sistema di Gestione con periodicità triennale
The validity of the certificate is submitted to annual audit and a reassessment of the entire Management System within three years



www.cisq.com

CISQ è la Federazione Italiana di Organismi di
Certificazione dei sistemi di gestione aziendale.
CISQ is the Italian Federation of management
system Certification Bodies.



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

IQNet and its partner
CISQ/IMQ-CSQ
 hereby certify that the organization

ENEL ENERGIA S.p.A.
 VIALE REGINA MARGHERITA 125 - 00198 ROMA (RM)
 CONTACT CENTER, PUNTI ENEL and WEB

for the following field of activities

*Sale of power and gas and commercialization of integrated products and energy services solutions
 from face, telephone and digital channels through customer relationship management*

*Further clarifications regarding the applicability of ISO 9001:2008 requirements
 may be obtained by consulting the organization*

*has implemented and maintains a
Quality Management System
 which fulfills the requirements of the following standard*

ISO 9001:2008

Issued on: 2016 - 11 - 30

Expiry date: 2019 - 12 - 06

Registration Number: IT - 73843

The status of validity of the certificate can be verified at <http://www.cisq.com> or by e-mail to fedcisq@cisq.com



Michael Drechsel

President of IQNET



Ing. Claudio Provetti

President of CISQ

IQNet Partners:**

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 IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc..

* This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

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