

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

Bank Handlowy w Warszawie S.A.
ul. Senatorska 16
Warszawa
00-923
Poland

Holds Certificate No:

ITMS 561645

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

System Zarządzania Usługami IT obejmujący dostarczanie i utrzymywanie infrastruktury teleinformatycznej oraz rozwój i utrzymanie aplikacji dla klientów wewnętrznych oraz podmiotów z grupy Citi w Polsce, zgodnie z katalogiem usług.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2010-07-01

Latest Revision Date: 2022-03-02

Effective Date: 2022-03-14

Expiry Date: 2025-03-13

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Certificate No: **ITMS 561645**

Location	Registered Activities
Bank Handlowy w Warszawie S.A. ul. Senatorska 16 Warszawa 00-923 Poland	The service management system supporting provision of IT infrastructure and application maintenance services for internal customers and Citi legal vehicles in Poland, in accordance with the IT Service Catalogue.
Bank Handlowy w Warszawie S.A. ul. Goleszowska 6 Warszawa 01-260 Poland	The service management system supporting provision of IT infrastructure and application maintenance services for internal customers and Citi legal vehicles in Poland, in accordance with the IT Service Catalogue.
Bank Handlowy w Warszawie S.A. ul. Pstrowskiego 16 Olsztyn 10-602 Poland	The service management system supporting provision of IT infrastructure and application maintenance services for internal customers and Citi legal vehicles in Poland, in accordance with the IT Service Catalogue.

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An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsigroup.com/ClientDirectory

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