



Certificate



Certificate number: 2019-012

Certified by EY CertifyPoint since: February 11, 2019

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017, the Information Technology Service Management System as defined and implemented by

iret, Inc.*

located in Toranomon Hills Mori Tower 7F, 24F 1-23-1 Toranomon, Minato-Ku, Tokyo 105-6307 Tokyo, Japan, is compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2018

Issue date of certificate: February 11, 2019

Re-issue date of certificate: February 24, 2021

Expiration date of certificate: February 10, 2022

EY CertifyPoint will, according to the certification agreement dated October 9, 2018, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

**The certification is applicable for the assets, services and locations as described in the scoping section on the back of this certificate.*

DocuSigned by: 26 February 2021 | 12:39:59 PM CET

Jatin Sehgal
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J. Sehgal | Director, EY CertifyPoint

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iret, Inc.

Scope for certificate 2019-012

The scope of this ISO/IEC 20000-1:2018 certification is as follows:

- ▶ Server Hosting Management including monitoring and maintenance as well as service and support desk.

The Information Technology Service Management System is centrally managed out of Tokyo, Japan. The scope mentioned above applies to the following two locations in Japan:

- ▶ Headquarters Toranomon Hills Mori Tower 7F, 24F 1-23-1 Toranomon, Minato-ku, Tokyo
- ▶ Osaka Office Grandfront Osaka Tower A 27F, 4-20 Ofuka cho, Kita-ku, Osaka-shi, Osaka

The scope includes approximately 350 people in the two locations stated above.

The Information Technology Service Management System mentioned in the above scope is restricted as defined in "ITSMS Manual" version 2.00, dated October 26, 2020.

This scope is only valid in connection with certificate 2019-012.