CERTIFICATE OF REGISTRATION

This is to certify that:

Contact Center 121
PT. Kereta Api Indonesia (Persero)

Stasiun Sawah Besar Jl. Krekot Jaya RT 07/02 Sawah Besar, Pasar Baru
Jakarta Pusat INDONESIA

(Refer to Attachment to Certificate of Registration dated 31 May 2024 for additional certified sites)

operates a

QUALITY MANAGEMENT SYSTEM

which complies with the requirements of

ISO 9001:2015

for the following scope

The provision of contact centre services, reservation services, information inquiries, and complaint respond for PT. KAI (Persero) and its subsidiaries.

Certificate Number:
QEC30119

Originally Certified:
25 October 2012

Current Certification:
31 May 2024

Issue Date:
31 May 2024

Expiry Date:
10 June 2027

ISO 9001

WWW.JAS-ANZ.ORG/REGISTER

LSSM-009-IDN

01300624LSSM009

Calin Moldovean
President, Business Assurance

SAI Global Certification Services Pty. Ltd.
Level 7 Suite 7.01 45 Clarence Street
Sydney NSW 2000
Australia

Registered by:
SAI Global Certification Services Pty Ltd (ACN 108 716 669) Level 7 Suite 7.01 45 Clarence Street Sydney NSW 2000 Australia with PT SAI Global Indonesia Graha Iskandarsyah 4th fl Jl. Iskandarsyah Raya No. 66 C Kebayoran Baru Jakarta 12160 Indonesia ("SAI Global") and subject to the SAI Global Terms and Conditions for Certification. While all due care and skill was exercised in carrying out this assessment, SAI Global accepts responsibility only for proven negligence. This certificate remains the property of SAI Global and must be returned to SAI Global upon its request. To verify that this certificate is current please refer to SAI Global On-Line Certification register at http://register.saiglobal.com/

APPENDIX TO CERTIFICATE OF REGISTRATION

These sites are registered under certificate No: QEC30119 issued on 31 May 2024.

Contact Center 121
PT. Kereta Api Indonesia (Persero)

SAI Site Cert no.	Certified Site Details	Effective Date
C-404877	**Head Office:** Jl. Perintis Kemerdekaan No. 1 Gedung E3 Lantai 2 Bandung INDONESIA Site Scope: The provision of contact center services, reservation services, information inquiries, and complaint respond for PT. KAI (Persero) and its subsidiaries. Activities covered: Call center operation (inbound), and Quality Assurance.	31 May 2024
C-152108	**Stasiun Sawah Besar:** Stasiun Sawah Besar Jl. Krekot Jaya RT 07/02 Sawah Besar, Pasar Baru Jakarta Pusat INDONESIA Site Scope: The provision of contact center services, reservation services, information inquiries, and complaint respond for PT. KAI (Persero) and its subsidiaries. Activities covered: Call center operation (inbound), Social Media Management, Email Correspondence and retention, Customer Relation (outbound), and Quality Assurance	31 May 2024

These registrations are dependent on Contact Center 121, PT. Kereta Api Indonesia (Persero) maintaining their scope of registration to ISO 9001:2015.

Registered by:
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