

# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
C641381

Initial certification date:  
10 April 2022

Valid:  
10 April 2025 – 09 April 2028

This is to certify that the management system of  
**INTESA SANPAOLO S.p.A.**  
Piazza San Carlo, 156 - 10121 Torino (TO) - Italy  
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the IT Service Management System Standard:  
**ISO/IEC 20000-1:2018**

This certificate is valid for the following scope:

**The IT service management system of INTESA SANPAOLO S.p.A. supporting the provision of Documents Preservation Service to external and internal customers in accordance with the service catalogue.**

Place and date:  
London, 14 April 2025

For the issuing office:  
**DNV - Business Assurance**  
5th Floor, Vivo Building, 30 Stamford Street,  
London, SE1 9LQ, United Kingdom



**MS N°0181**

Membro degli Accordi di Mutuo Riconoscimento EA, IAF e ILAC. Signatory of EA, IAF and ILAC Mutual Recognition Agreements



**Erie Koek**  
Management Representative

## Appendix to Certificate

### INTESA SANPAOLO S.p.A.

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
INTESA SANPAOLO S.p.A.	Via Bisceglie, 120 - 20152 Milano (MI) - Italy	The IT service management system of INTESA SANPAOLO S.P.A supporting the provision of Documents Preservation Service to external and internal customers in accordance with the service catalogue.
INTESA SANPAOLO S.p.A.	Piazza San Carlo, 156 - 10121 Torino (TO) - Italy	The IT service management system of INTESA SANPAOLO S.p.A. supporting the provision of Documents Preservation Service to external and internal customers in accordance with the service catalogue.
INTESA SANPAOLO S.p.A.	Via della Toscana, 31 - 50127 Firenze (FI) - Italy	The IT service management system of INTESA SANPAOLO S.p.A. supporting the provision of Documents Preservation Service to external and internal customers in accordance with the service catalogue.
INTESA SANPAOLO S.p.A.	Via della Costituzione, 3 - 10036 Settimo Torinese (TO) - Italy	The IT service management system of INTESA SANPAOLO S.P.A supporting the provision of Documents Preservation Service to external and internal customers in accordance with the service catalogue.