



CERTIFICATE

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of

**Irbid District Electricity
Co. Ltd. (IDECO).**

P.O. Box 46, Irbid 21110 Jordan.

has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 10002:2018

Scope of certification:

Complaints Customer Care, Emergency and Call Center.

Certificate number:

26/BVJO/020

Original Cycle Start Date: 01/04/2020

Last certification cycle expiry date:
01/04/2026

Recertification audit date: 25/03/2026

Current cycle start date: 31/03/2026

Expiry date: 30/03/2029

Version: 1.0

Issue Date: 31/03/2026

Accredited entity: Bureau Veritas Certification Holding SAS - UK Branch 5th Floor, 100 Lower Thames Street, London, EC3 6DL, United Kingdom
Local office: Bureau Veritas- BIVAC Jordan, Amman Gate Building - Q. Zain Sharaf St., Der Ghbar, Amman 11185 - Jordan

Further clarification regarding the scope and validity of this certificate, and the applicability of the management system requirements, please contact the local office +962 (6) 5814044/5.