



This Certificate is awarded to

The Contact Company

On successful audit of the customer contact
centre against the requirements of
CCA Global Standard[®]

CCA Global Standard[®] is a set of key principles, which have been defined and agreed by industry experts and stakeholders that use contact centres as the main communication point with their customers.

Independent assessment and accreditation provides organisations the opportunity to demonstrate its commitment to customers.

SIGNED:

A handwritten signature in black ink, which appears to read 'Anne Marie Forsyth', is written over a light blue horizontal line.

Anne Marie Forsyth
CEO, CCA

DATE: 20/03/2018