



# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
245388-2017-AQ-SWE-UKAS

Initial certification date:  
28 September 2017

Valid:  
29 September 2023 – 28 September 2026

This is to certify that the management system of  
**Upheads AS**  
Vestre Svanholmen 4, 4313 Sandnes, Norway  
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 Upheads for the provision of ICT services to internal and external customers according to the Service Catalogue.**

Place and date:  
London, 22 June 2023

For the issuing office:  
**DNV - Business Assurance**  
4th Floor, Vivo Building, 30 Stamford Street,  
London, SE1 9LQ, United Kingdom



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**Erie Koek**  
Management Representative



Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ACCREDITED UNIT: DNV Business Assurance UK Limited, 4th Floor, Vivo Building, 30 Stamford Street, London, SE1 9LQ, United Kingdom - TEL: +44(0) 203 816 4000.  
www.dnv.co.uk

## Appendix to Certificate

### Upheads AS

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Upheads AS	Brøsetekra 15B, 7069 Trondheim, Norway	The IT service management system of Upheads for the provision of ICT services to internal and external customers according to the Service Catalogue.
Upheads AS	Vestre Svanholmen 4, 4313 Sandnes, Norway	The IT service management system of Upheads for the provision of ICT services to internal and external customers according to the Service Catalogue.
Upheads AS	Stenersgata 1A, 0050 Oslo, Norway	The IT service management system of Upheads for the provision of ICT services to internal and external customers according to the Service Catalogue.
Upheads AS	Kvalmarka 20, 5514 Haugesund, Norway	The IT service management system of Upheads for the provision of ICT services to internal and external customers according to the Service Catalogue.
Upheads AS	Johan Berentsens vei 109, 5163 Laksevåg, Norway	The IT service management system of Upheads for the provision of ICT services to internal and external customers according to the Service Catalogue.