

# Certificate of Registration

## INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2022

This is to certify that:

Fusion CX Limited  
Plot Y9, Block EP  
Salt Lake, Sector V  
Kolkata 700 091  
West Bengal  
India

Holds Certificate No:

**IS 692267**

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2022 for the following scope:

Information Security Management systems of Fusion CX Limited and its Subsidiaries Fusion CX Group; covers International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts, as per Statement of Applicability Version No.: 6.1, Dated: 28.02.2025.

For and on behalf of BSI:



Michael Lam, Senior Vice President, APAC Assurance

Original Registration Date: 2018-05-25

Latest Revision Date: 2025-07-22

Effective Date: 2024-05-25

Expiry Date: 2027-05-24

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Further clarifications regarding the scope of this certificate and the applicability of ISO/IEC 27001:2022 requirements may be obtained by consulting the organization.

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Certificate No: **IS 692267**

| Location   | Registered Activities  |
|--|--|
| Window Technologies Pvt. Ltd.<br>Webel IT Park<br>Howrah<br>West Bengal<br>India   | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion BPO Services S.A. DE C.V<br>Avenida las Camellias #7<br>Colonia San Francisco<br>San Salvador<br>El Salvador<br>USA | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion BPO Services S.A. DE C.V<br>Calle Los Abetos No 6<br>Colonia San Francisco<br>San Salvador<br>El Salvador<br>USA    | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Parolis SAS, Group PHONEO<br>42 Bd Abdelmoumen<br>Immeuble walili street<br>Casablanca<br>Morocco                          | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Ameridial Inc.<br>4877 Higbee Ave. NW Canton<br>Ohio<br>USA  | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Ameridial Inc.<br>515 Oakland Road Spindale<br>North Carolina<br>USA   | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.

A Member of the BSI Group of Companies.

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| Location   | Registered Activities  |
|--|--|
| Fusion BPO Services Ltd<br>23 Guernsey Place<br>Three Mile Cross<br>Reading RG71FZ<br>United Kingdom   | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion BPO Services Ltd.<br>(Jamaica)<br>Jamaica 153<br>Kingston<br>Jamaica  | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Xplore-Tech Services Pvt Ltd.<br>Webel-IT Park,<br>Phase-II,<br>Palasdiha Industrial Area<br>Durgapur 713 208<br>West Bengal<br>India                          | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Ameridial Inc.<br>791 Park of Commerce Blvd,<br>Boca Raton FL 33487<br>USA   | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Xplore-Tech Services Pvt Ltd.<br>Third Floor at Premises 14,<br>Adibashi Para, Near Budhya Park,<br>P. S. Kalyani,<br>Nadia 741 236<br>West Bengal<br>India    | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion CX Limited<br>Rr. e Kavajes<br>GKAM Business Center, Kati IV, 1002<br>Rruga e Kavajes, Ish Kinema<br>Republika, Pall.Njesi.Ap.Kt.7<br>Tirane<br>Albania | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |

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|---|--|
| Fusion BPO Services sh.p.k,<br>Kosovo<br>Kompleksi Pika Exclusive,<br>Floor 2<br>Prishtine<br>Kosovo  | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts.                           |
| Fusion CX Limited<br>CRA 63 # 49A - 31<br>Edificio Camacol, Piso 8<br>Medellin<br>Antioquia<br>Colombia   | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts.                           |
| Xplore-Tech Services Pvt Ltd<br>Office No. 919, Situate on the 9th Floor<br>Rupa Solitaire Premises Co-Operative Society Limited<br>Millennium Business Park<br>Thane, Belapur Road, Mumbai<br>Maharashtra<br>India | IT Operation Management - IT asset management & technical support, Administration, Day to day general office administration, Human Resource, Employee Recruitment, Termination and Training, Support Function - Accounts, Finance, Sales etc. and Outsourced Activities. |
| Fusion BPO Services Ltd.<br>24-26 Trinidad Terrace,<br>New Kingston<br>Jamaica  | IT Operation Management - IT asset management & technical support, Administration, Day to day general office administration, Human Resource, Employee Recruitment, Termination and Training, Support Function - Accounts, Finance, Sales etc. and Outsourced Activities. |
| Fusion CX Pvt Ltd<br>Parivahan Nagar<br>Matigara, PO- Matigara<br>Landmark Beside pollution control board<br>Dist Darjeeling 734 010<br>India   | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts.                           |
| Fusion CX Limited<br>2nd Flr. Bldg.<br>8 Embarcadero de Legazpi<br>Victory Village<br>Legazpi City Albay 4500<br>Philippines  | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts.                           |

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| Fusion CX Limited<br>9702 Bissonnet<br>Street Suite 2250<br>Houston TX 77036<br>USA  | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion CX Limited<br>7th Floor, Tower A<br>Unitech Cyber Park<br>Sector: 39<br>Gurugram 122 001<br>Haryana<br>India  | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion CX Limited<br>Subramanya Arcade, Tower A<br>5th Floor, Bannerghatta Road<br>Old Gurappanapalya, BTM Layout<br>Bengaluru 560 029<br>Karnataka<br>India | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion CX Limited<br>7th Floor E-Commerce Plaza<br>18 Garden Road, Bagumbayan<br>Quezon City,<br>1800 Metro Manila<br>Philippines                            | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion CX Limited<br>71st Avenue South<br>Between Olympic Avenue and New Street No. 1<br>Escalon Colony,<br>San Salvador,<br>El Salvador                     | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |
| Fusion CX Limited<br>145 Chetumal Street<br>Belize City<br>Belize  | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |

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| Fusion BPO Services Phils Inc.<br>A Subsidiary of Xplore-Tech<br>Services Pvt. Ltd.<br>601 & 602 Orient Square Bldg<br>F. Ortigas Jr. Road<br>Ortigas Center, Pasig City<br>Manila 1605<br>Philippines | International BPO & Call Centre Services including Voice and Non Voice based Services, Information Technology, Human Resource, Administration, Legal and Regulatory, Finance and Accounts  |
| Fusion BPO Services Phils Inc.<br>A Subsidiary of Xplore-Tech<br>Services Pvt. Ltd.<br>7F Cybergate Bldg<br>Fuente Osmena<br>Cebu City, Cebu 6000<br>Philippines                                       | International BPO & Call Centre Services including Voice and Non-Voice based Services with support functions such as Information Technology & Help Desk, Human Resource, Training, Administration, Legal and Regulatory, Finance and Accounts. |

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