

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: 2025-08-05

Effective Date: 2024-05-25

Expiry Date: 2027-05-24

Page: 1 of 6



...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](https://www.bsi-global.com/ClientDirectory).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

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

This certificate is valid only if provided original copies are in complete set.

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 Seventh and Eighth Floors, The Acre, 90 Long Acre, London, WC2E 9RA, UK.
A Member of the BSI Group of Companies.

Certificate No: **IS 692267**

Location	Registered Activities
Fusion CX Limited Webel IT Park Howrah West Bengal 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 Avenida las Camellias #7 Colonia San Francisco San Salvador El Salvador 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 Calle Los Abetos No 6 Colonia San Francisco San Salvador El Salvador 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 42 Bd Abdelmoumen Immeuble walili street Casablanca 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.
Fusion CX Limited 4877 Higbee Ave. NW Canton Ohio 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 515 Oakland Road Spindale North Carolina 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.

Original Registration Date: 2018-05-25

Effective Date: 2024-05-25

Latest Revision Date: 2025-08-05

Expiry Date: 2027-05-24

Page: 2 of 6

This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

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

This certificate is valid only if provided original copies are in complete set.

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 Seventh and Eighth Floors, The Acre, 90 Long Acre, London, WC2E 9RA, UK.

A Member of the BSI Group of Companies.

Certificate No: **IS 692267**

Location	Registered Activities
Fusion CX Limited 23 Guernsey Place Three Mile Cross Reading RG71FZ 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 CX Limited (Jamaica) Jamaica 153 Kingston 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.
Fusion CX Limited Webel-IT Park, Phase-II, Palasdiha Industrial Area Durgapur 713 208 West Bengal 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 791 Park of Commerce Blvd, Boca Raton FL 33487 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 Third Floor at Premises 14, Adibashi Para, Near Budhya Park, P. S. Kalyani, Nadia 741 236 West Bengal 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 Rr. e Kavajes GKAM Business Center Kati IV, 1002 Tirane 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.

Original Registration Date: 2018-05-25

Effective Date: 2024-05-25

Latest Revision Date: 2025-08-05

Expiry Date: 2027-05-24

Page: 3 of 6

This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](https://www.bsi-global.com/ClientDirectory).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

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

This certificate is valid only if provided original copies are in complete set.

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 Seventh and Eighth Floors, The Acre, 90 Long Acre, London, WC2E 9RA, UK.

A Member of the BSI Group of Companies.

Certificate No: **IS 692267**

Location	Registered Activities
Fusion CX Limited Kosovo Kompleksi Pika Exclusive, Floor 2 Prishtine 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 CRA 63 # 49A - 31 Edificio Camacol, Piso 8 Medellin Antioquia 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.
Fusion CX Limited Office No. 919, Situate on the 9th Floor Rupa Solitaire Premises Co-Operative Society Limited Millennium Business Park Thane, Belapur Road, Mumbai Maharashtra 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 CX Limited Plot No. E261 4th Floor, Industrial Focal Point Phase 8B, SAS Nagar Mohali 160 055 Punjab 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 CX Limited 24-26 Trinidad Terrace, New Kingston 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 Parivahan Nagar Matigara, PO- Matigara Landmark Beside pollution control board Dist Darjeeling 734 010 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.

Original Registration Date: 2018-05-25

Effective Date: 2024-05-25

Latest Revision Date: 2025-08-05

Expiry Date: 2027-05-24

Page: 4 of 6

This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

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

This certificate is valid only if provided original copies are in complete set.

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 Seventh and Eighth Floors, The Acre, 90 Long Acre, London, WC2E 9RA, UK.

A Member of the BSI Group of Companies.

Certificate No: **IS 692267**

Location	Registered Activities
Fusion CX Limited 2nd Flr. Bldg. 8 Embarcadero de Legazpi Victory Village Legazpi City Albay 4500 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 9702 Bissonnet Street Suite 2250 Houston TX 77036 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 7th Floor, Tower A Unitech Cyber Park Sector: 39 Gurugram 122 001 Haryana 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 Subramanya Arcade, Tower A 5th Floor, Bannerghatta Road Old Gurappanapalya, BTM Layout Bengaluru 560 029 Karnataka 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 7th Floor E-Commerce Plaza 18 Garden Road, Bagumbayan Quezon City, 1800 Metro Manila 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 71st Avenue South Between Olympic Avenue and New Street No. 1 Escalon Colony, San Salvador, 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.

Original Registration Date: 2018-05-25

Effective Date: 2024-05-25

Latest Revision Date: 2025-08-05

Expiry Date: 2027-05-24

Page: 5 of 6

This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

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

This certificate is valid only if provided original copies are in complete set.

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 Seventh and Eighth Floors, The Acre, 90 Long Acre, London, WC2E 9RA, UK.

A Member of the BSI Group of Companies.

Certificate No: **IS 692267**

Location	Registered Activities
Fusion CX Limited 145 Chetumal Street Belize City 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.
Fusion CX Limited Plot Y9, Block EP Salt Lake, Sector V Kolkata 700 091 West Bengal India	International BPO & Call Centre Services including Voice and Non Voice based Services, Information Technology, Human Resource, Administration, Legal and Regulatory, Finance and Accounts
Fusion CX Limited 601 & 602 Orient Square Bldg F. Ortigas Jr. Road Ortigas Center, Pasig City Manila 1605 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 CX Limited 7F Cybergate Bldg Fuente Osmena Cebu City, Cebu 6000 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.

Original Registration Date: 2018-05-25

Effective Date: 2024-05-25

Latest Revision Date: 2025-08-05

Expiry Date: 2027-05-24

Page: 6 of 6

This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.
Further clarifications regarding the scope of this certificate and the applicability of ISO/IEC 27001:2022 requirements may be obtained by consulting the organization.
This certificate is valid only if provided original copies are in complete set.

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 Seventh and Eighth Floors, The Acre, 90 Long Acre, London, WC2E 9RA, UK.
A Member of the BSI Group of Companies.