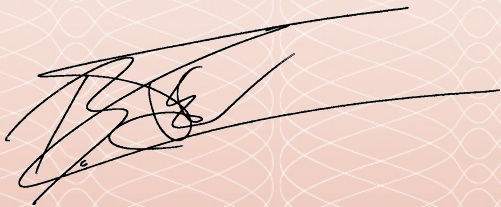


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This is to certify that
Joao Paulo De Lima Saraiva
Has achieved the
ITIL® Foundation Certificate
in IT Service Management

Effective from
25 March 2014

Registration number
5020478.20262856



drs. Bernd W.E. Taselaar
Chief Executive Officer