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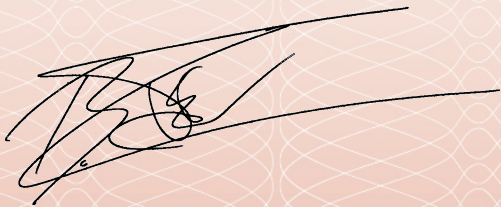
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This is to certify that  
**Rolf Simonis**

Has achieved the  
**ITIL® Continual Service  
Improvement Certificate**

Effective from  
15 January 2014

Registration number  
4823968.20238399



drs. Bernd W.E. Taselaar  
Chief Executive Officer