



Certificate



Certificate number: 2019-034

Certified by EY CertifyPoint since: July 25, 2019

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017, the Information Technology Service Management System as defined and implemented by

Classmethod, Inc.*

located in Tokyo, Japan is compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2018

Issue date of certificate: July 24, 2025

Re-issue date of certificate: August 24, 2026

Expiration date of certificate: July 24, 2028

Last certification cycle expiration date: July 24, 2025

EY CertifyPoint will, according to the certification agreement dated May 27, 2025, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

**The certification is applicable for the assets, services and locations as described in the scoping section at the back of this certificate.*

DocuSigned by:

Jatin Sehgal

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J. Sehgal | Director, EY CertifyPoint

This certificate is not transferable and remains the property of Ernst & Young CertifyPoint B.V., located at Antonio Vivaldistraat 150, 1083 HP, Amsterdam, the Netherlands. Any dispute relating to this certificate shall be subject to Dutch law in the exclusive jurisdiction of the court in Rotterdam. The content must not be altered and any promotion by employing this certificate or certification body quality mark must adhere to the scope and nature of certification and to the conditions of contract. Given the nature and inherent limitations of sample-based certification assessments, this certificate is not meant to express any form of assurance on the performance of the organization being certified to the referred ISO standard. The certificate does not grant immunity from any legal/ regulatory obligations. This certificate does not authorize the labelling of products or services. All rights reserved. © Copyright

Classmethod, Inc.

Scope for certificate 2019-034

The scope of this ISO/IEC 20000-1:2018 certification is limited to the IT Service Management System (ITSMS) that comprises of the following:

Scope	Description
Service	The development, maintenance, and customer support processes for the provisioning of Classmethod's Members Portal site of Members' Service
Organization	Classmethod, Inc.
	Classmethod Operations, Inc.
People	133 FTEs

The Information Technology Service Management System is centrally managed out of Tokyo, Japan, and applies to the following locations:

- ▶ Office HQ: 26F, Hibiya Fort Tower, 1-1-1 Nishishinbashi, Minato-ku, Tokyo 105-0003, Japan
- ▶ Sapporo Office: 10F, Sapporo Brick Cube, 1-1-1, Kita-Sanjo-Nishi, Chuo-ku, Sapporo-shi, Hokkaido 060-0003, Japan
- ▶ Sendai Office: Room 1304, JMF Building Sendai 01, 4-10-3 Chuo, Aoba-ku, Sendai-shi, Miyagi 980-0021, Japan
- ▶ Joetsu Office: 3F, HIDA Office, 5-1-31, Yamato, Joetsu-shi, Niigata 943-0861, Japan
- ▶ Nagoya Office: 8F, Round Terrace Fushimi, 1-17-26 Nishiki, Naka-ku, Nagoya-shi, Aichi 460-0003, Japan
- ▶ Osaka Office: 8F, Mitsubishi UFJ Trust and Banking Corporation Building, 3-6-3 Fushimimachi, Chuo-ku, Osaka-shi, Osaka 541-0044, Japan
- ▶ Fukuoka Office: 4F, Maizuru Square, 3-9-39 Maizuru, Chuo-ku, Fukuoka-shi, Fukuoka 810-0073, Japan
- ▶ Okinawa Office: 4F, Yugaf Biz Tower Urasoe Minatogawa, 512-55 Minatogawa, Urasoe-shi, Okinawa 901-2134, Japan
- ▶ Hibiya Satellite Office: 4F-7F, 11 Toyo Kaiji Building, 1-5-11 Nishi-Shinbashi, Minato-ku, Tokyo 105-0003, Japan

The Information Technology Service Management System mentioned above is restricted as defined in "Management System Scope" version 2.1.2, dated April 21, 2026.

This scope is only valid in connection with certificate 2019-034.