



ISSUED: 05-Jan-14

**OPERATIONAL GUIDELINES FOR COUNTRY OFFICES**

**APPENDIX B - COUNTRY OFFICES CONTACT DETAILS**

| COUNTRY OFFICE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ZONE OF RESPONSIBILITY                                                                                                                                                                                                                                                                      |
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| <b>CHINA Guangzhou</b><br>Phone: +862 0 3210 2358<br>+862 0 3210 2000<br>Mobile: +861 81 2238 2221<br>Fax: +862 0 3220 6081<br>Contact: Jasmine Lin<br>Email: <a href="mailto:info.guangzhou.gs@intertek.com">info.guangzhou.gs@intertek.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | China                                                                                                                                                                                                                                                                                       |
| <b>CHINA Hong Kong</b><br>Phone: +852 2 310 9923<br>Fax: +852 2 370 2284<br>Contact: Shirley Li<br>Email: <a href="mailto:info.hongkong.gs@intertek.com">info.hongkong.gs@intertek.com</a><br><br><b>Customer Service Centre - Taiwan</b><br>Phone: +886 2 6602 2888 Ext. 796<br>+886 2 6602 2796<br>Mobile: +886 9 7295 3797<br>Fax: +886 2 6602 2889<br>Contact: Serina Lu<br>Email: <a href="mailto:gsapac.tw.info@intertek.com">gsapac.tw.info@intertek.com</a>                                                                                                                                                                                                                                                                                                                       | Australia<br>China<br>Hong Kong<br>Macau<br>New Zealand<br>Papua New Guinea<br>Solomon Island<br><br>Christmas Island<br>Cook Islands<br>Fiji<br>French Polynesia<br>Heard Island<br>New Caledonia<br>Niue<br><br>Norfolk Island<br>Taiwan<br>Tokelau<br>Tuvalu<br>Vanuatu<br>Western Samoa |
| <b>CHINA Shanghai</b><br>Phone: +86 21 6887 9250<br>Fax: +86 21 5840 1622<br>+86 21 5840 1674<br>Contact: Wang Liqin<br>Cathy Zhang<br>Email: <a href="mailto:info.shanghai.gs@intertek.com">info.shanghai.gs@intertek.com</a><br><br><b>Customer Service Centre - CHINA Ningbo</b><br>Phone: +86 574 8818 3650<br>+86 574 8818 3658<br>Mobile: +86 188 6867 8262<br>Fax: +86 574 8818 3657<br>Contact: Albert Zhang<br>Email: <a href="mailto:info.ningbo.gs@intertek.com">info.ningbo.gs@intertek.com</a><br><br><b>Customer Service Centre - CHINA Qingdao</b><br>Phone: +865 32 8099 3788<br>+865 32 8099 3267<br>Mobile: +861 89 5426 9191<br>Fax: +865 32 8099 3737<br>Contact: Sarah Duan<br>Email: <a href="mailto:info.qingdao.gs@intertek.com">info.qingdao.gs@intertek.com</a> | China                                                                                                                                                                                                                                                                                       |



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| <b>FRANCE</b><br>Phone: +33 2 3263 3165<br>Fax: +33 2 3209 3087<br>Contact: Leila Senouoa<br>Carole Heliot<br>Email: <a href="mailto:info.paris.gs@intertek.com">info.paris.gs@intertek.com</a><br><br><b>Customer Service Centre - Sweden</b><br>Phone: +46 8 750 00 00<br>Contact: Emelie Wennstam<br>Mikael Svensson<br>Email: <a href="mailto:info.qingdao.gs@intertek.com">info.qingdao.gs@intertek.com</a> | Albania<br>Algeria<br>Andorra<br>Armenia<br>Austria<br>Azerbaijan<br>Belarus<br>Belgium<br>Bosnia and Herzegovina<br>Bulgaria<br>CIS (former Russia)<br>Croatia<br>Czech Republic<br>Denmark<br>Estonia<br>Faro Islands<br>Finland<br>France Metropolitan<br>French Southern Territory<br>Georgia<br>Greenland<br>Hungary<br>Iceland<br>Kazakhstan<br>Kosovo<br>Kyrgyzstan<br>Latvia<br>Lithuania<br>Luxembourg<br>Macedonia<br>Moldova<br>Monaco<br>Montenegro<br>Morocco<br>Netherlands<br>Norway<br>Poland<br>Romania<br>Serbia<br>Slovakia<br>Slovenia<br>Svalbard and Jan Mayen<br>Sweden<br>Tajikistan<br>Tunisia<br>Turkmenistan<br>Ukraine<br>Uzbekistan |
| <b>GERMANY</b><br>Phone: +49 40 513 275-0<br>Fax: +49 40 513 275-55<br>Contact: Irina Baerenwald<br>Email: <a href="mailto:info.hamburg@intertek.com">info.hamburg@intertek.com</a>                                                                                                                                                                                                                              | Germany                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>INDIA</b><br>Phone: +91 22 6693 4848<br>Fax: +91 22 6693 4800<br>Contact: Sridhar Raghavan<br>Gladys Manke-Pandhi<br>Rajul Navalkar<br>Email: <a href="mailto:info.mumbai.gs@intertek.com">info.mumbai.gs@intertek.com</a>                                                                                                                                                                                    | Bangladesh<br>India<br>Nepal<br>Sri Lanka                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>ITALY</b><br>Phone: +39 02 9538 3833<br>Fax: +39 02 9538 3832<br>Contact: Federica Fraquelli<br>Verdiana Brambilla<br>Email: <a href="mailto:info.milan.gs@intertek.com">info.milan.gs@intertek.com</a>                                                                                                                                                                                                       | Greece<br>Italy<br>Liechtenstein<br>San Marino<br>Switzerland<br>Turkey<br>Vatican City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>JAPAN</b><br>Phone: +81 3 5245 0665<br>Fax: +81 3 5245 0474<br>Contact: Katsumi Murakami<br>Yoko Nagashima<br>Shigeru Iwata<br>Email: <a href="mailto:info.tokyo.gs@intertek.com">info.tokyo.gs@intertek.com</a>                                                                                                                                                                                              | Japan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>JORDAN</b><br>Phone: +96 2 6577 7905<br>+96 2 6500 4444<br>Fax: +96 2 6500 4017<br>Contact: Islam Bana<br>Email: <a href="mailto:co-jordan@naouri.com">co-jordan@naouri.com</a>                                                                                                                                                                                                                               | Jordan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |



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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>KENYA</b><br>Phone: +254 20 444 9132<br>+254 20 444 9133<br>+254 20 444 9136<br>Mobile: +254 714 900 397<br>Fax: +254 20 444 9212<br>+254 20 444 6246<br>Contact: Victor Mbithi<br>Rosemary Mwangi<br>Email: <a href="mailto:info.nairobi.gs@intertek.com">info.nairobi.gs@intertek.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Benin<br>Burkina Faso<br>Burundi<br>Cameroon<br>Cape Verde<br>Central African Republic<br>Chad<br>Dem. Rep. of the Congo <sup>2</sup><br>Djibouti<br>Equatorial Guinea<br>Eritrea<br>Ethiopia<br>Gabon<br>Gambia<br>Ghana<br>Guinea<br>Guinea-Bissau<br>Ivory Coast<br>Kenya<br>Liberia<br>Mali Republic<br>Mauritania<br>Niger<br>Rep. of the Congo <sup>1</sup><br>Rwanda<br>Sao Tome and Principe<br>Senegal<br>Sierra Leone<br>Somalia<br>Tanzania<br>Togo<br>Uganda<br>Western Sahara<br>Nigeria |
| <b>KOREA, SOUTH</b><br>Phone: +82 2 775 5255<br>Fax: +82 2 775 5266<br>Contact: Monica Kim<br>Rachel Lee<br>Paul Kim<br>Email: <a href="mailto:info.seoul.gs@intertek.com">info.seoul.gs@intertek.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | South Korea                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>MEXICO</b><br>Phone: +52 55 5998 0900<br>Fax: +52 55 5358 5710<br>Contact: Rosa Marquez<br>Email: <a href="mailto:info.mexico.fts@intertek.com">info.mexico.fts@intertek.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Mexico                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>SINGAPORE</b><br>Phone: +65 6 285 7557<br>Fax: +65 6 382 8662<br>Contact: Serene Chan<br>Uraiwan Aswimpanlert<br>Email: <a href="mailto:info.singapore.gs@intertek.com">info.singapore.gs@intertek.com</a><br><br><b>Customer Service Centre - Philippines</b><br>Phone: +63 2 819 5841 to 47<br>+63 2 868 2343<br>Mobile: +63 917 591 0366<br>+63 920 952 7309<br>Fax: +63 2 813 8915<br>Contact: Alexander Javier<br>Annabelle Valdez<br>Email: <a href="mailto:info.philippines.gs@intertek.com">info.philippines.gs@intertek.com</a><br><br><b>Customer Service Centre - Thailand</b><br>Phone: +662 938 1990 Ext. 201<br>Mobile: +668 900 42003<br>Fax: +662 938 1923<br>Contact: Serene Chan<br>Suthee Kongsiriwong<br>Email: <a href="mailto:info.thailand.gs@intertek.com">info.thailand.gs@intertek.com</a> | Bhutan<br>British Indian Ocean Territory<br>Brunei<br>Cambodia<br>Cocos Island<br>East Timor<br>Indonesia<br>Kiribati<br>Laos<br>Malaysia<br>Maldives<br>Marshall Island<br>Micronesia<br>Mongolia<br>Myanmar<br>Nauru<br>Northern Mariana Island<br>Pacific Island<br>Palau<br>Philippines<br>Pitcairn<br>Singapore<br>Thailand<br>Tonga<br>Vietnam<br>Wallis and Futuna                                                                                                                             |

<sup>1</sup> Brazzaville  
<sup>2</sup> Zaire



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| <b>SPAIN</b><br>Phone: +34 94 611 3565<br>+34 94 611 3560<br>Fax: +34 94 435 6600<br>Contact: Nerea de Miguel<br>Alicia Malmierca<br>Email: <a href="mailto:info.spain.gs@intertek.com">info.spain.gs@intertek.com</a>                                 | Canary Islands<br>Portugal<br>Spain                                                                                                                                                                              |                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                      |
| <b>UNITED ARAB EMIRATES</b><br>Phone: +971 4 317 8777<br>Fax: +971 4 331 6883<br>Contact: Husny Saeed<br>Denis Tauro<br>Email: <a href="mailto:info.dubai.gs@intertek.com">info.dubai.gs@intertek.com</a>                                              | Afghanistan<br>Bahrain<br>Iraq<br>Kuwait<br>Lebanon                                                                                                                                                              | Libya<br>Oman<br>Pakistan<br>Qatar<br>Saudi Arabia                                                                                                                                                     | UAE<br>Yemen                                                                                                                                                                                                                                                         |
| <b>UNITED KINGDOM</b><br>Phone: +44 1277 223 400<br>Fax: +44 1277 223 127<br>Contact: Emma Stevens<br>Email: <a href="mailto:info.brentwood.gs@intertek.com">info.brentwood.gs@intertek.com</a>                                                        | Cayman Island<br>Cyprus<br>Gibraltar<br>Ireland                                                                                                                                                                  | Israel<br>Malta<br>UK                                                                                                                                                                                  |                                                                                                                                                                                                                                                                      |
| <b>UNITED STATES OF AMERICA</b><br>Phone: +1 305 513 3000<br>Fax: +1 305 513 3001<br>Contact: Francisco Ibern<br>Elena Contreras<br>Email: <a href="mailto:info.miami.gs@intertek.com">info.miami.gs@intertek.com</a>                                  | American Samoa<br>Anguilla<br>Antarctica<br>Antigua and Barbuda<br>Aruba<br>Bahamas<br>Barbados<br>Belize<br>Bermuda<br>Bonaire<br>Canada<br>Colombia<br>Costa Rica<br>Curacao<br>Dominica<br>Dominican Republic | Ecuador<br>El Salvador<br>Falkland Island<br>French Guiana<br>Grenada<br>Guadeloupe<br>Guam<br>Guatemala<br>Guyana<br>Haiti<br>Honduras<br>Jamaica<br>Martinique<br>Montserrat<br>Netherlands Antilles | Panama<br>Puerto Rico<br>South Georgia<br>St. Kitts and Nevis<br>St. Lucia<br>St. Pierre<br>St. Vincent & Grenadines<br>Suriname<br>Trinidad and Tobago<br>Turks and Caicos Island<br>USA<br>Venezuela<br>Virgin Island (British)<br>Virgin Island (US)<br>Nicaragua |