

The management system of

Companhia de Electricidade de Macau – CEM S.A.

Edificio CEM, Estrada D. Maria II, Macau



has been assessed and certified as meeting the requirements of

ISO/IEC 20000-1:2011

For the following activities

**IT Service Management System that supports the provision of the
Helpdesk Services, IT Infrastructure Management Services and
Application Management Services to the internal customers of CEM S.A.**

Further clarifications regarding the scope of this certificate and the applicability of
ISO/IEC 20000-1:2011 requirements may be obtained by consulting the organization

This certificate is valid from 8 January 2016 until 7 January 2019
and remains valid subject to satisfactory surveillance audits
Re certification audit due before 13 November 2018
Issue 1. Certified since 8 January 2016

Authorised by



SGS Hong Kong Limited Systems & Services Certification
5/F., Manhattan Centre, 8 Kwai Cheong Road,
Kwai Chung, New Territories, Hong Kong

