

Certificate HK16/00006

The management system of

Companhia de Electricidade de Macau - CEM, S.A.

Edifício CEM Estrada D. Maria II, Macau

has been assessed and certified as meeting the requirements of
ISO/IEC 20000-1:2018

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.

This certificate is valid from 08 January 2025 until 07 January 2028 and remains valid subject to satisfactory surveillance audits.

Issue 6. Certified since 08 January 2016



Authorised by
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