

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.

Further clarifications regarding the scope of this certificate and the applicability of ISO/IEC 20000-1:2018 requirements may be obtained by consulting the organisation

This certificate is valid from 8 January 2022 until 7 January 2025 and remains valid subject to satisfactory surveillance audits. Recertification audit due a minimum of 60 days before the expiration date. Issue 5. Certified since 8 January 2016

Authorised by

SGS Hong Kong Limited
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