

NÚMERO 2021/SGI.0024

Number



O Sistema de Gestão de Serviços de Tecnologias de Informação da
The Information Technology Service Management System of

B2B – SERVIÇOS PARTILHADOS, LDA.

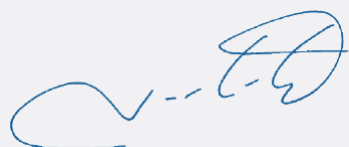
Sede do Sistema Gestão – Tojal
Tojal - Management System Head Office
Rua Arquiteto Dias Coelho, 52/54
2660-394 SÃO JULIÃO DO TOJAL
PORTUGAL

Maia – Filial
Maia – Branch
Rua Cardosas 1579
4425-510 MAIA
PORTUGAL

implementado na prestação de Serviços na área de Sistemas de Informação da B2B, a partir das instalações da organização no Tojal e filial da Maia, às empresas do Grupo Trivalor: i) Suporte de 1º nível: HelpDesk, Suporte Aplicacional e Manutenção Corretiva a aplicações e a infraestruturas de sistemas de informação; ii) Suporte de 2ª nível: Manutenção Evolutiva - Desenvolvimento - a aplicações e a infraestruturas de sistemas de informação; iii) Manutenção Preventiva e Proteção da Informação aos sistemas de informação de acordo com o catálogo de serviços em vigor, cumpre os requisitos da norma

implemented in the provision of Services in the area of B2B Information Systems, of the organization's facilities in Tojal and Maia branch, to the companies of the Trivalor Group: i) 1st level support: HelpDesk, Application Support and Corrective Maintenance to applications and information systems infrastructures; ii) 2nd level support: Evolutionary Maintenance - Development - to applications and infrastructures of information systems; iii) Preventive Maintenance and Protection of Information to information systems, according to the service catalog in force, meets the requirements of the standard

ISO/IEC 20000-1:2018



José Leitão
CEO

Emitido em 2024-05-13
Date of issue
Válido até 2027-05-26
Valid until

NÚMERO 2022/GI.0073

Number

MEMBER OF



O Sistema de Gestão da Segurança da Informação da
The Information Security Management System of

B2B – SERVIÇOS PARTILHADOS, LDA.

Maia (Escritórios e Data Center)

Maia (Office and Data Center)

Rua Cardosas, 1579
4425-510 MAIA
PORTUGAL

Tojal (Sede SG e Data Center)

Tojal (MS Head Office and Data Center)

Rua Arquiteto Dias Coelho, 52/54
2660-394 SÃO JULIÃO DO TOJAL
PORTUGAL

implementado na prestação de serviços na área de Sistemas de Informação da B2B a partir do Tojal e da Maia, com infraestruturas geridas no Datacenter do Tojal e Maia e através da gestão de contratos de prestação de serviços relativos aos demais sistemas de informação relevantes para o serviço prestado pela B2B SI e de acordo com a declaração de Aplicabilidade MX04_V2025, cumpre os requisitos da norma

implemented in the provision of services in the area of B2B Information Systems from Tojal and Maia, with infrastructures managed at the Datacenter in Tojal and Maia and through the management of service provision contracts relating to other information systems relevant to the service provided by B2B SI and in accordance with the statement of Applicability MX04_V2025, meets the requirements of the standard

ISO/IEC 27001:2022



José Leitão
CEO

Emitido em 2025-06-04

Date of issue

Válido até 2028-06-22

Valid until



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

APCER has issued an IQNet recognized certificate that
the organization

B2B – SERVIÇOS PARTILHADOS, LDA.

Tojal - Management System Head Office

Rua Arquiteto Dias Coelho, 52/54
2660-394 SÃO JULIÃO DO TOJAL
PORTUGAL

Maia – Branch

Rua Cardosas 1579
4425-510 MAIA
PORTUGAL

has implemented and maintains an

Information Tecnology Service Management System

for the following scope:

Provision of Services in the area of B2B Information Systems, of the organization's facilities in Tojal and Maia branch, to the companies of the Trivalor Group: i) 1st level support: HelpDesk, Application Support and Corrective Maintenance to applications and information systems infrastructures; ii) 2nd level support: Evolutionary Maintenance - Development - to applications and infrastructures of information systems; iii) Preventive Maintenance and Protection of Information to information systems, according to the service catalog in force

which fulfils the requirements of the following standard

ISO/IEC 20000-1:2018

Issued on: 2024-05-13

Expires on: 2027-05-26

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number: PT- 2021/SGI.0024



Alex Stoichitoiu
President of IQNet

José Leitão
APCER CEO



IQNet Partners*:

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CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA
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IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE-SIGE México PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

Certificate

APCER has issued an IQNET recognized certificate that the organization:

B2B – SERVIÇOS PARTILHADOS, LDA.

Maia (Office and Data Center)

Rua Cardosas, 1579
4425-510 MAIA
PORTUGAL

Tojal (MS Head Office and Data Center)

Rua Arquiteto Dias Coelho, 52/54
2660-394 SÃO JULIÃO DO TOJAL
PORTUGAL

has implemented and maintains an

Information Security Management System

for the following scope:

Provision of services in the area of B2B Information Systems from Tojal and Maia, with infrastructures managed at the Datacenter in Tojal and Maia and through the management of service provision contracts relating to other information systems relevant to the service provided by B2B SI and in accordance with the statement of Applicability MX04_V2025

which fulfils the requirements of the following:

ISO/IEC 27001:2022

Issued on: **2025-06-04**

Expires on: **2028-06-22**

Registration Number: **PT-2022/GI.0073**



Alex Stoichitoiu
President of IQNET



José Leitão
APCER CEO

This annex is only valid in connection with the original certificate number mentioned above.

IQNET Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CCC** Cyprus **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC**
Colombia **ICS** Bosnia and Herzegovina **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea **LSQA** Uruguay **MIRTEC** Greece
MSZT Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE** México **PCBC** Poland **Quality Austria** Austria **SII** Israel **SIQ** Slovenia **SIRIM**
QAS International Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

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