



Certificate



Certificate number: 2022-026

Certified by EY CertifyPoint since: December 13, 2022

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017, the Information Technology Service Management System as defined and implemented by

Amazon Web Services, Inc.*

and its affiliates (collectively referred to as Amazon Web Services (AWS)) are compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2018

Issue date of certificate: December 13, 2022

Re-issue date of certificate: May 16, 2024

Expiration date of certificate: December 12, 2025

EY CertifyPoint will, according to the certification agreement dated April 1, 2022, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

**The certification is applicable for the assets, services and locations as described in the scoping section at the back of this certificate.*

DocuSigned by:

Jatin Sehgal

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J. Sehgal | Director, EY CertifyPoint

Amazon Web Services, Inc.

Scope for certificate 2022-026

The scope of this ISO/IEC 20000-1:2018 certification is bounded by specified services of Amazon Web Services, Inc. and specified facilities. The Information Technology Service Management System (ITSMS) is centrally managed out of Amazon Web Services, Inc. headquarters in Seattle, Washington, United States of America.

The in-scope applications, systems, people, and processes are globally implemented and operated by teams out of an explicit set of facilities that comprise Amazon Web Services, Inc. and are specifically defined in the scope and bounds.

The Amazon Web Services, Inc. ITSMS scope includes the services as mentioned on <https://aws.amazon.com/compliance/iso-certified/>, the locations and Supporting Resources are stated in the following section of this certificate.

The Information Technology Service Management System mentioned in the above scope is restricted as defined in "AWS Integrated Information Management System (IIMS) Manual" version 2024.02, dated April 18, 2024.

This scope is only valid in connection with certificate 2022-026.

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Locations in scope:

AWS Services are offered and available across multiple geographic regions around the world. The scope of AWS infrastructure includes corporate headquarters, data center facilities, network and server hardware, and resources which support the datacenter operations. AWS data centers house the hardware supporting the AWS Services listed above.

AWS Data center Locations in:

- ▶ Australia: Asia Pacific (Sydney) (ap-southeast-2), Asia Pacific (Melbourne) (ap-southeast-4)
- ▶ Bahrain: Middle East (Bahrain) (me-south-1)
- ▶ Brazil: South America (São Paulo) (sa-east-1)
- ▶ Canada: Canada (Central) (ca-central-1), Canada West (Calgary) (ca-west-1)
- ▶ England: Europe (London) (eu-west-2)
- ▶ France: Europe (Paris) (eu-west-3)
- ▶ Germany: Europe (Frankfurt) (eu-central-1)
- ▶ Hong Kong: Asia Pacific (ap-east-1)
- ▶ India: Asia Pacific (Mumbai) (ap-south-1), Asia Pacific (Hyderabad) (ap-south-2)
- ▶ Ireland: Europe (Ireland) (eu-west-1)
- ▶ Israel: Israel (Tel Aviv) (il-central-1)
- ▶ Italy: Europe (Milan) (eu-south-1)
- ▶ Indonesia: Asia Pacific (Jakarta) (ap-southeast-3)
- ▶ Japan: Asia Pacific (Tokyo) (ap-northeast-1), Asia Pacific (Osaka) (ap-northeast-3)
- ▶ Singapore: Asia Pacific (Singapore) (ap-southeast-1)
- ▶ South Africa: Africa (Cape Town) (af-south-1)
- ▶ South Korea: Asia Pacific (Seoul) (ap-northeast-2)
- ▶ Spain: Europe (Spain) (eu-south-2)
- ▶ Sweden: Europe (Stockholm) (eu-north-1)
- ▶ Switzerland: Europe (Zurich) (eu-central-2)
- ▶ United Arab Emirates: Middle East (UAE) (me-central-1)
- ▶ United States: US East (Northern Virginia) (us-east-1), US East (Ohio) (us-east-2), US West (Oregon) (us-west-2), US West (Northern California) (us-west-1), AWS GovCloud (US-East) (us-gov-east-1), AWS GovCloud (US-West) (us-gov-west-1)

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AWS Edge Locations in:

- ▶ Amsterdam, Netherlands
- ▶ Anyang-si, South Korea
- ▶ Ashburn, United States
- ▶ Atlanta, United States
- ▶ Ballerup, Denmark
- ▶ Bangalore, India
- ▶ Bangkok, Thailand
- ▶ Barcelona, Spain
- ▶ Barka, Oman
- ▶ Bekasi, Indonesia
- ▶ Berlin, Germany
- ▶ Bogotá, Colombia
- ▶ Boston, United States
- ▶ Brisbane, Australia
- ▶ Brussels, Belgium
- ▶ Bucharest, Romania
- ▶ Budapest, Hungary
- ▶ Caba, Argentina
- ▶ Canberra, Australia
- ▶ Cape Town, South Africa
- ▶ Chennai, India
- ▶ Chicago, United States
- ▶ Clonshaugh, Ireland
- ▶ Columbus, United States
- ▶ Dallas, United States
- ▶ Denver, United States
- ▶ Dubai, United Arab Emirates
- ▶ Dublin, Ireland
- ▶ Dusseldorf, Germany
- ▶ El Segundo, United States
- ▶ Elk Grove Village, United States
- ▶ Espoo, Finland
- ▶ Fortaleza, Brazil
- ▶ Frankfurt, Germany
- ▶ Franklin, United States
- ▶ Fujairah, United Arab Emirates
- ▶ General Pacheco, Argentina
- ▶ Greenwood Village, United States
- ▶ Haifa, Israel
- ▶ Hamburg, Germany
- ▶ Hanoi, Vietnam
- ▶ Helsinki, Finland
- ▶ Hillsboro, United States
- ▶ Ho Chi Minh, Vietnam
- ▶ Hong Kong, SAR
- ▶ Houston, United States
- ▶ Huechuraba, Chile
- ▶ Hyderabad, India
- ▶ Inzai, Japan
- ▶ Irvine, United States
- ▶ Irving, United States
- ▶ Jakarta, Indonesia
- ▶ Johannesburg, South Africa
- ▶ Kansas City, United States
- ▶ Kolkata, India
- ▶ Koto City, Japan
- ▶ Kropia, Greece
- ▶ Kuala Lumpur, Malaysia
- ▶ Lagos, Nigeria
- ▶ Las Vegas, United States
- ▶ Lisbon, Portugal
- ▶ London, United Kingdom
- ▶ Los Angeles, United States
- ▶ Madrid, Spain
- ▶ Manchester, United Kingdom
- ▶ Manila, Philippines
- ▶ Marseille, France
- ▶ Melbourne, Australia
- ▶ Miami, United States
- ▶ Milan, Italy
- ▶ Milpitas, United States
- ▶ Minneapolis, United States
- ▶ Montreal, Canada
- ▶ Mumbai, India
- ▶ Munich, Germany
- ▶ Nairobi, Kenya
- ▶ New Delhi, India
- ▶ New Taipei City, Taiwan

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- ▶ New York City, United States
- ▶ Newark, United States
- ▶ North Las Vegas, United States
- ▶ Osaka, Japan
- ▶ Oslo, Norway
- ▶ Palo Alto, United States
- ▶ Paris, France
- ▶ Perth, Australia
- ▶ Philadelphia, United States
- ▶ Phoenix, United States
- ▶ Piscataway, United States
- ▶ Pittsburgh, United States
- ▶ Portland, United States
- ▶ Prague, Czech Republic
- ▶ Pune, India
- ▶ Reston, United States
- ▶ Richardson, United States
- ▶ Rio de Janeiro, Brazil
- ▶ Rome, Italy
- ▶ Rosedale, New Zealand
- ▶ San Jose, United States
- ▶ Santiago de Chile, Chile
- ▶ Santiago de Querétaro, Mexico
- ▶ Santiago de Surco, Peru
- ▶ São Paulo, Brazil
- ▶ Schiphol-Rijk, Netherlands
- ▶ Seattle, United States
- ▶ Secaucus, United States
- ▶ Seoul, South Korea
- ▶ Shinagawa, Japan
- ▶ Singapore, Singapore
- ▶ Slough, United Kingdom
- ▶ Sofia, Bulgaria
- ▶ Stockholm, Sweden
- ▶ Swinton, United Kingdom
- ▶ Sydney, Australia
- ▶ Taipei, Taiwan
- ▶ Tallinn, Estonia
- ▶ Tampa, United States
- ▶ Tempe, United States
- ▶ Toronto, Canada
- ▶ Vancouver, Canada
- ▶ Vienna, Austria
- ▶ Vienna, United States
- ▶ Warsaw, Poland
- ▶ West Valley City, United States
- ▶ Zagreb, Croatia
- ▶ Zurich, Switzerland

Wavelength locations in:

- ▶ Alpharetta, United States
- ▶ Annapolis Junction, United States
- ▶ Aurora, United States
- ▶ Azusa, United States
- ▶ Berlin, Germany
- ▶ Charlotte, United States
- ▶ Daejeon, South Korea
- ▶ Dortmund, Germany
- ▶ Eufless, United States
- ▶ Houston, United States
- ▶ Knoxville, United States
- ▶ Las Vegas, United States
- ▶ London, United Kingdom
- ▶ Minneapolis, United States
- ▶ Munich, Germany
- ▶ New Berlin, United States
- ▶ Osaka, Japan
- ▶ Pembroke Pines, United States
- ▶ Plant City, United States
- ▶ Redmond, United States
- ▶ Rocklin, United States
- ▶ Salford, United Kingdom
- ▶ Seoul, South Korea
- ▶ Southfield, United States

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- ▶ Tama, Japan
- ▶ Tempe, United States
- ▶ Toronto, Canada
- ▶ Wall Township, United States
- ▶ Westborough, United States

Local zone locations in:

- ▶ Atlanta, United States
- ▶ Bangkok, Thailand
- ▶ Boston, United States
- ▶ Buenos Aires, Argentina
- ▶ Chicago, United States
- ▶ Copenhagen, Denmark
- ▶ El Segundo, United States
- ▶ Greenwood Village, United States
- ▶ Hamburg, Germany
- ▶ Helsinki, Finland
- ▶ Hillsboro, United States
- ▶ Houston, United States
- ▶ Irvine, United States
- ▶ Kansas City, United States
- ▶ Kolkata, India
- ▶ Lagos, Nigeria
- ▶ Las Vegas, United States
- ▶ Lee's Summit, United States*
- ▶ Lima, Peru
- ▶ Manila, Philippines
- ▶ Miami, United States
- ▶ Minneapolis, United States
- ▶ Muscat, Oman
- ▶ New Delhi, India
- ▶ Perth, Australia
- ▶ Philadelphia, United States
- ▶ Phoenix, United States
- ▶ Piscataway, United States
- ▶ Queretaro, Mexico
- ▶ Richardson, United States
- ▶ Santiago, Chile
- ▶ Seattle, United States
- ▶ Singapore, Singapore*
- ▶ Taipei, Taiwan
- ▶ Warsaw, Poland

*This local zone is a dedicated local zone and may not be available to all customers.

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