



The Human Change Management Institute certifies that

ISABEL MIRALLES GONZÁLEZ

attended Change Management Qualification Program, was formally evaluated demonstrating expertise in the Human Change Management Body of Knowledge, and is hereby granted the credential of

HCMBOK - CERTIFIED PROFESSIONAL

26 December 2014

A handwritten signature in blue ink, appearing to read "João Vicente de Almeida Gonçalves", is written over a horizontal line.

João Vicente de Almeida Gonçalves
Human Change Management Institute
President

Certification: HCMBOK-3-1094