

AENOR Confía's DECLARATION OF IMPARTIALITY

The conduct of AENOR Confía, S.A.U. (hereinafter 'AENOR Confía') is characterised by constant impartiality. This principle is the very essence of the organisation and the cornerstone underpinning its purpose: *to contribute to the transformation of society by building trust between organisations and individuals*, through conformity assessment activities and by promoting a culture of quality and sustainability in its three dimensions (environmental, social and governance).

Since the outset of its operations, AENOR Confía **and its subsidiaries** (formerly AENOR INTERNACIONAL, S.A.U. and, prior to that, as part of the Spanish Association for Standardisation and Certification, AENOR) have maintained rigour and independence in all their actions as fundamental factors in the conduct of conformity assessment activities. Added to this is transparency in its operations, as a fundamental principle and a key element in delivering value to both public and private organisations.

AENOR Confía's funding comes from its conformity assessment activities and does not pose any threat to the impartiality required to carry out certification, **inspection, testing**, validation or verification.

AENOR Confía has an effective management system in place that guarantees sound practice and impartiality in its operations, and which includes tools for the ongoing monitoring and oversight of compliance by all AENOR Confía departments. As part of its management system, AENOR Confía has defined and implemented measures for the management and control of criminal risks associated with conformity assessment activities. These measures enhance AENOR Confía's legal certainty, preventing potential criminal convictions, and contribute to the proper functioning of the market, thereby enhancing its reputation and competitiveness. Added to this is the supervision by accreditation bodies worldwide. The result is a notable guarantee of impartiality recognised by the tens of thousands of organisations that hold its certificates.

With regard to the management of conflicts of interest relating to the outsourcing of conformity assessment services, AENOR Confía has the relevant service provision contracts in place, which include commitments from external bodies regarding confidentiality and impartiality.

Rigour and impartiality, together with the technical competence of its staff, are AENOR Confía's most important assets; as conformity assessment is an activity falling within the *services* sector, the role of individuals is fundamental and their impact on impartiality is crucial.

In view of this, the necessary safeguards have been put in place, as set out in the relevant documents, to ensure there are no conflicts of interest that could compromise the impartiality of individual actions. Every person providing services at or for AENOR Confía is obliged to accept

and sign the relevant Code of Ethics, which includes clauses relating to confidentiality and impartiality. This is complemented by a rigorous process for defining and assessing the competencies of staff involved in conformity assessment processes, as well as in the design of their continuing professional development.

AENOR Confía forms part of a group in which one of its companies carries out consultancy activities. As consultancy is an activity that poses a potential threat to impartiality, measures have been put in place to safeguard impartiality.

In this regard, AENOR Confía declares that:

- It does not carry out management system consultancy activities.
- It will not provide any conformity assessment services subject to regulatory restrictions until at least two years have elapsed since the completion of the consultancy services.
- It will not imply that its certification process will be simpler, quicker or less costly simply because the consultancy services provided within the group are used.

Furthermore, the parent company has implemented an impartiality management model which systematically analyses, manages and monitors all activities of the group's companies to ensure the complete independence and impartiality of conformity assessment activities.

Similarly, the democratic structure of the organisation's governing bodies, as well as the established decision-making system, provide a further safeguard for impartiality, both at the time of decision-making and when analysing objective and verified data and information.

The Governing Bodies, as well as the entire functional structure of AENOR Confía, are firmly convinced that impartiality and conformity assessment are inseparable; this principle forms the basis of this Declaration, which the Impartiality Committee endorses and ratifies, undertaking to ensure its compliance going forward, in line with the functions entrusted to it, and to examine any suggestions or best practices relating to impartiality.

This Declaration was reviewed and unanimously ratified at the meeting of the Impartiality Committee on 28 April 2026.