

AENOR

IMPARTIALITY DECLARATION

The work of the AENOR INTERNACIONAL, S.A. (Unipersonal) (hereafter, AENOR) has been distinguished by its constant impartiality. This constant theme, stipulated in the statutory directives and developed in accordance with the regulations which determine the purpose, responsibility and functions of the company, is the essence of the organisation and the cornerstone that sustains its contribution to the welfare of society, through its conformity assessment activity by means of promoting a culture of quality, the environment and safety.

Since its early days, -in the product certification area in 1987 and as the precursor in Spain of systems certification in 1989-, AENOR has worked maintaining accuracy and independence as the key factors in these areas. This is as well as transparency in its work, which is the fundamental principle arising from its legal status, the essential factor in providing value to both public and private bodies, an increasing number of which trust AENOR from the start.

All the AENOR sources of financing come from the conformity assessment, training and sale of standards and publications. None of them implies a threat to impartiality required for certification, validation or verification.

Rigor and Impartiality, along with the technical competence of its personnel are AENOR's most important assets, making up the essence of an institution that aims to contribute to the welfare of society with its work. This way of working meant that AENOR was ahead of its time, as can be seen by its application of the principles relating to accreditation before they were established in international documents.

AENOR has an efficient management system that ensures diligence and impartiality in its work and includes tools for the permanent supervision and monitoring of compliance by all the AENOR Offices. It is also supervised by several accreditation institutions from all over the world. The result is a considerable guarantee of impartiality that is recognised by tens of thousands of organizations that have its certificates.

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Regarding the management of conflicts of interest relating to the outsourcing of conformity assessment services, AENOR has the relevant service provision agreements where the commitments of the external entities relating to confidentiality and impartiality are included. Moreover, each person providing services at or for AENOR is obliged to accept and sign, on an individual basis, the relevant Code of Conduct, where there are clauses relating to confidentiality and impartiality.

Furthermore, the composition of AENOR's governing bodies and the democratic system established for decision-making is another safeguard of impartiality, both at the time when decisions are taken and in the analysis of the objective and confirmed data and information on which they are based.

As conformity assessment falls within the *Services* sector, the role of individuals is vital and their effect on impartiality essential. As a result, the necessary precautions have been taken, as shown in the appropriate documents, to ensure the absence of conflicts of interests that may violate the impartiality of personal proceedings. Moreover, AENOR has a rigorous process for the definition and evaluation of competence of all personnel involved in the conformity assessment activities, as well as in the on-going training design. All contribute to the fact that none of the third party complaints received has any relation to the impartiality and independence of AENOR.

The Governing Bodies, and the functional structure of AENOR as a whole, are firmly convinced that impartiality and conformity assessment are an inseparable binomial, and this principle is the reason for this Declaration that the Committee of Impartiality guarantees and ratifies, and undertakes to hereafter ensure compliance with, in accordance with the duties that have been entrusted to it, as well as analyse any suggestion or improvement related to impartiality.

This Declaration has been approved by the Impartiality Committee in its meeting of 2017-06-13.

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AENOR'S IMPARTIALITY POLICY

Top management of AENOR, through this policy and the signature and approval of this document, declares to know the impartiality requirements that all standards state, and that they have the authority to be responsible of its fulfilment within all the organization.

AENOR has identified, analysed and documented the possible source of conflict of interest that may arise through its activities in order to guarantee the objectivity of all its actions.

The analysis is made periodically in order to identify and study possible changing situations. This identification includes all Related Entities (companies, associations...) with which AENOR is related through top management, personnel, shared resources, the financial situation or its own complementary or daily activity.

AENOR has identified, analysed, evaluated, treated, monitored and documented the risks related to the conflicts of interest arising from its certification services. This analysis is periodically reviewed by the AENOR Impartiality Committee and updated, when applicable. Moreover, this analysis includes all activities conducted by AENOR as a legal entity.

As certification/verification/validation/inspection of activities falls within the Services sector, the role of people is essential and their influence on impartiality vital. Therefore the necessary precautions, reflected in the corresponding documents, have been taken to guarantee the absence of incompatibilities that could breach the impartiality of personal acts. This is linked to a rigorous process of qualification of the certification/verification/validation/inspection team and the design of their continuous training.

General Manager of AENOR INTERNACIONAL, S.A.U.