European compliance alliance	**EUROPEAN COMPLIANCE ALLIANCE SRL** Certification Body — ISO/IEC 17021-1:2015	**POL-IMP-01** Impartiality Policy
Section 2 — Impartiality	**ISO 17021-1 Clause: 5.2.2**	**v1.0 | July 2025**

POLICY STATEMENT

ECA IMPARTIALITY POLICY

European Compliance Alliance SRL is committed to ensuring that all its certification activities are conducted with absolute impartiality. Impartiality is the foundation of the trust that clients, interested parties and the market place in the certificates issued by ECA.

ECA actively and systematically manages any conflict of interest that may arise in its activities. No commercial, financial, personal or other interest may compromise the objectivity of ECA's evaluations and certification decisions.

This policy is mandatory for all ECA personnel, its external auditors, technical experts, certification decision-makers and any person acting on behalf of the body.

1. SPECIFIC COMMITMENTS OF ECA

Independence of auditors	No ECA auditor may audit a client to which they have provided consultancy on the management system being audited during the previous 24 months.
Independence of decision-makers	The certification decision is ALWAYS made by a person other than those who took part in the audit of the file. This separation is non-negotiable.
Prohibition of consultancy	ECA does not provide consultancy services on the management systems it certifies. See POL-NC-01.
Management of conflicts	ECA identifies, evaluates and actively manages risks to impartiality through the MRI-01, the REG-SPI-01 and the Impartiality Committee governed by COM-IMP-01.
Impartiality Committee	ECA has an independent Impartiality Committee, made up of persons external to ECA, which oversees compliance with this policy and has authority to challenge any certification decision.
Transparency	ECA makes this policy available to the public. Any interested party may request information on how ECA manages conflicts of interest.
No retaliation	ECA guarantees that no person who reports a possible conflict of interest will suffer retaliation for having done so.

2. POLICY OWNER

Impartiality Manager	Oscar Díaz — is responsible for overseeing compliance with this policy in ECA's day-to-day operations.

Committee oversight	The Impartiality Committee — made up of Ricardo Galindo, Lorena Vanegas and David Moreno — reviews compliance with this policy at each meeting.
Policy review	This policy is reviewed annually by top management in the Management Review (ACT-RD-01). It is updated in the event of regulatory changes or findings that require it.

3. VERSION CONTROL

Version	Date	Prepared by	Description
1.0	10 July 2025	EUROPEAN COMPLIANCE ALLIANCE S.R.L.	Initial creation of ECA's Impartiality Policy.
Update in the event of regulatory or process changes.			

4. APPROVAL

Prepared by:	Approved by:
EUROPEAN COMPLIANCE ALLIANCE S.R.L. Date: 10 July 2025	General Manager Date: 10 July 2025