



Cema International Compliance Services S.A. de C.V.

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NON-DISCRIMINATION POLICY

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Code: POL-SGI-11	Revision: 00	Update date: 17/10/2025

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1. PURPOSE

To establish the guidelines by which the certification body Cema International Compliance Services S.A. de C.V. ensures non-discriminatory access to its certification services, in accordance with the principles of impartiality, objectivity, and fairness set forth in ISO/IEC 17065:2012, as well as national and international policies on equal treatment.

2. SCOPE

This policy applies to all certification activities and services offered by the Organization, including the receipt of applications, review, auditing, decision-making, issuance, and maintenance of certificates, as well as to all working and professional relationships involving internal staff, auditors, contractors, committees, and stakeholders.

3. POLICY

3.1 POLICY STATEMENT

The Certification Body Cema International Compliance Services S.A. de C.V. declares its absolute commitment to the following principles:

1. Equal access to services:

No organization shall be rejected, excluded, or treated unequally for reasons other than compliance with the technical, regulatory, or applicable certification scheme requirements.

2. Non-discrimination:

Any form of direct or indirect discrimination based on the following is strictly prohibited:

- Nationality, gender, age, religion, language, marital status, sexual orientation, disability, ideology, economic or social status,
- Type or size of business,
- Membership in associations, unions, trade groups, or professional organizations,
- Number of previous certificates or relationship with other organizations.

3. Objective criteria:

All certification decisions are based exclusively on objective evidence derived from audits and assessments in accordance with the scheme's requirements and applicable standards.

4. Transparency and Access to Information:

It is guaranteed that any interested organization may learn about the requirements, procedures, fees, and certification processes without any discrimination.

5. Prevention of Conflicts of Interest:

Any external relationship or influence that could compromise the impartiality, objectivity, or fairness of the certification process is prohibited.

6. Inclusive Work Environment:

The Organization promotes a work environment free from harassment, bullying, and discrimination, fostering equal opportunities for its staff, auditors, and collaborators.

7. Complaint and reporting channels:

Any person or interested party may file complaints or reports related to discrimination or unfair treatment through established channels, with guarantees of confidentiality, protection against retaliation, and impartial resolution.

3.2 RESPONSIBILITIES

Position	Responsibility
General Management	Approve, promote, and review the implementation of this policy.
Fairness Committee	Ensure that non-discriminatory access to services is maintained.
Management System Coordinator	Ensure the dissemination, understanding, and compliance with this policy among staff and external parties.
All staff and auditors	Comply with this policy in all interactions with clients and stakeholders.

3.3. DISTRIBUTION

This policy is communicated to:

- All internal and external staff of the Agency,
- Current and potential clients,
- The general public via the institutional website,
- During onboarding and annual training sessions.

3.4 REVIEW

This policy will be reviewed annually or whenever there are changes to the regulatory framework, the organization's structure, or accredited certification schemes.

3.5 STATEMENT OF COMMITMENT

“At **Cema International Compliance Services S.A. de C.V.**, we reaffirm our commitment to ensuring fair, equitable treatment free from any form of discrimination in the access to and provision of our certification services. Our decisions are and will always be objective, evidence-based, and guided by the principles of impartiality, competence, and transparency.”

4. REFERENCES

- Comprehensive Management System Manual

6. RECORDS

- None