

安骐认证服务（上海）有限公司
Anqi Certification Service (Shanghai) Co., Ltd.

信息交换程序

Information Exchange Procedure

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信息交换程序

Information Exchange Program

1. 认证流程 Certification process

公司通过公开文件《管理体系认证注册规则》及《授予、保持、扩大、缩小、更新、暂停、撤销和注销认证的管理程序》、管理体系及服务业务各认证规则向客户提供详细的认证工作流程（包括客户申请、初次审核、监督审核、授予、保持、更新、扩大、缩小、暂停、注销或撤销及再认证）。

Through its public documents—the "Management System Certification and Registration Rules," the "Management Procedures for Granting, Maintaining, Expanding, Reducing, Updating, Suspending, Revoking, and Cancellation of Certifications," and the certification rules for management systems and service operations—the company provides customers with a detailed certification workflow (covering customer application, initial audit, supervisory audit, granting, maintenance, updating, expansion, reduction, suspension, cancellation, revocation, and re-certification).

2. 收费 Charges

公司通过公开文件《收费说明》向客户说明收费情况。

The company explains the charging situation to customers through the public document certification charging description.

3. 申诉和投诉 Complaints and complaints

公司通过公开文件《申诉及争议管理程序》向客户提供申诉和投诉渠道以及处理流程。

Grievance and complaint the company provides customers with grievance and complaint channels and handling procedures through the public document grievance and complaint management procedure.

4. 认证资格及标志的使用 Use of certification qualification and marks

公司通过公开文件《认证证书和标志使用说明》向客户说明认证证书和标志的使用规则。

The company explains the rules for the use of certification certificates and marks to customers through the public document "instructions for the use of certification certificates and marks".

5. 权利与义务 Rights and obligation

5.1 获证组织的权利和义务

Rights and obligations of certified organizations

5.1.1 权利 Right

1) 有权宣传获准认证的事实，如在 AQC 网站和认监委平台=查询证书状态，获得公司颁发的认证证书等；

You have the right to promote the fact that certification has been granted, such as checking certificate status on the AQC website and the Certification and Accreditation Administration platform, or obtaining the certification certificate issued by your company.

2) 享有由于获准认证以及使用认证认可标志取得的经济利益；

Enjoy the economic benefits obtained from the approval of certification and the use of certification and accreditation marks;

3) 获证组织对 AQC 关于认证的暂停、注销和撤销决定有权提出申诉, 有权对不规范的认证行为提出申诉。

The certified organization has the right to file appeals against AQC's decisions regarding suspension, cancellation, or revocation of certification, as well as to lodge complaints against non-compliant certification practices.

5.1.2 义务 Obligation

1) 始终遵守认证的要求;

Always comply with the requirements of certification;

2) 为实施审核做出所有必要的安排, 包括在初次认证、监督、再认证和解决投诉时, 为检查文件和接触所有过程与区域、记录及人员提供条件;

Make all necessary arrangements for the implementation of the audit, including providing conditions for the inspection of documents and access to all processes and areas, records and personnel during the initial certification, supervision, re-certification and resolution of complaints;

4) 为现场审核组成员、观察员 (如认可评审员或实习审核员) 提供必要的交通、食宿、通讯、审核期间办公场所及其它必要的工作条件;

Provide necessary transportation, accommodation, communication, office space and other necessary working conditions for on-site audit team members and observers (such as recognized reviewers or trainee auditors);

5) 提供至少三个月 (EC9000 和 EnMS 要求 6 个月) 体系运行的全部文件和资料证据, 证据应该是真实的;

Provide all documents and data evidence of system operation for at least three months, and the evidence shall be true;

6) 获证组织维持管理体系的有效运行, 按规定接受初审、监督审核、再认证审核, 并按期直接向 AQC 交纳认证合同确定的费用以保证证书有效性;

The certified organization shall maintain the effective operation of the management system, accept the preliminary review, Supervision Review and re certification review as required, and pay the fees determined in the certification contract to AQC on schedule to ensure the validity of the certificate;

6) 在证书有效期内, 当发生变更时 (如: 法律主体、组织结构、总经理、管理者代表、体系文件重大改版等变更), 应在变更后的 30 天内及时书面通知 AQC;

Within the validity period of the certificate, when the management system changes (such as changes in legal subject, organizational structure, general manager, management representative, major revision of system documents, etc.), AQC shall be notified in writing in time within 30 days after the change;

7) 按照认证合同的规定接受 AQC 的定期监督审核、再认证审核, 当获证组织所在区域发生自然灾害 (例如台风、海啸及地震以及其他的破坏性的有可能对组织有影响的灾害还包含但不限于恐怖主义的威胁, 恶意的电脑攻击, 地区政治的紧张, 全国流行疾病及局部工人运动等), 导致 AQC 可能不能或者能力所限无法在规定日期实施原定监督审核或再认证审核时, 获证组织应及时以邮件、电话的方式通知

AQC 客服部并接受 AQC 的后续应急回应措施。

Accept AQC's regular supervision, review and re certification review in accordance with the provisions of the certification contract, When natural disasters occur in the area where the certified organization is located (such as typhoon, tsunami, earthquake and other destructive disasters that may affect the organization, including but not limited to terrorist threats, malicious computer attacks, regional political tensions, national epidemic diseases and local workers' movements, etc.), When AQC may not be able or limited in ability to implement the original supervision audit or recertification audit on the specified date, the certified organization shall timely notify AQC customer service department by email and telephone and accept AQC's follow-up emergency response measures.

8)希望注销认证证书时, 应书面通知 AQC, 将证书交还 AQC, 办理注销手续;

If you want to cancel the certification certificate, you should notify AQC in writing, return the certificate to AQC and go through the cancellation procedures;

9)认证证书被注销、撤销后, 应停止使用 AQC 认证证书和认证、认可标志, 并向 AQC 交还认证证书。同时停止有关认证资格内容的广告和宣传。

After the certification certificate is canceled or revoked, the AQC certification certificate and the certification and approval marks shall be stopped, and the certification certificate shall be returned to the AQC. At the same time, stop the advertising and publicity about the certification of the qualification content

5.2 AQC 的权利和义务 The rights and obligations of the AQC

5.2.1 权利 Right

1) 通过审核表明不满足认证要求的, AQC 有权不颁发认证证书、不允许获证组织使用 AQC 认证标志, 但应收取已发生的认证活动费用。

If the audit indicates that the certification requirements are not met, the AQC shall have the right not to issue the certification certificate and not to permit the certified organization to use the AQC certification mark, but shall charge the certification activities already incurred.

2)如获证组织管理体系、产品发生重大变化或其他异常情况时(包括 5.1.2(6 条款的示例), AQC 有权开展特殊审核或增加审核频次;

When significant changes or abnormalities occur in the certified organizational management system or products (including the scenarios outlined in Clause 5.1.2(6)), AQC reserves the right to conduct special audits or increase audit frequency.

3)获证组织获准 AQC 认证后, 如不按认证合同履行义务时, 如支付年金和监督审核费, AQC 有权暂停、撤销获证组织的认证证书并要求获证组织停止使用并交还相关的认证证书和认证标志;

After obtaining AQC certification, if the certified organization fails to fulfill its contractual obligations—including payment of annuity fees and supervision/audit fees—as stipulated in the certification agreement, AQC reserves the right to suspend or revoke the organization's certification, order it to cease using the certification and return all relevant certification documents and marks.

4)有权在公司网站和认监委平台公布获证组织的获准、暂停、注销和撤销认证状态。

AQC Has the authority to publish on the company's website and the Certification and Accreditation Administration platform the certification status of certified organizations, including approval, suspension,

cancellation, and revocation..

5.2.2 义务 Duty

1)根据认证方案在委托的认证范围内公正、客观、科学地开展认证活动;

According to the certification program in the entrusted certification within the scope of the fair, objective, scientific certification activities;

2)派遣适宜的审核人员, 并征得获证组织同意;

Send appropriate audit personnel with the consent of the certified organization

3)通过审核表明满足认证要求后, 颁发认证证书并告知获证组织 AQC 认证证书和标志的使用规则;

After meeting the certification requirements, issue the certification certificate and inform the certified organization AQC of the use rules for the certification certificate and logo.

4)认证要求发生更改时, 书面通知获证组织;

Written notice to the certified organization when the certification requirements are changed;

5) 不受理认证申请以及在认证后做出暂停、撤销认证证书的决定时, 必须书面通知获证组织, 说明理由。

When the certification application is not accepted and the decision is made to suspend or revoke the certification certificate after the certification, the certification organization must be notified in writing to explain the reasons.