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ZRRZ-GK	2021-06-15	2021-06-18	2023-12-19	B/1

## 4、The rights and obligations of customers who apply for certification

### 4.1Rights

#### 4.1.1 Get ZRRZ certifying public documents and Information

4.1.2 Non-discrimination in the process of applying for certification, accepting audits and making certification decisions

4.1.3 Make adjustments and changes to the audit plan arrangement and audit team members that may affect the impartiality of the certification; clarify the facts that do not meet the requirements and make comments on the audit report; have the right to report to ZRRZ certification audit work, audit conclusions and staff violations. ZRRZ until a complaint / complaint is lodged by the national supervisory authority;

4.1.4 Certified customers have the right to use the certification certificate and logo correctly; /

4.1.5 According to changes in customer products and (or ) services, management systems, etc., it has the right to propose to ZRRZ to expand or reduce the scope of certification;

4.1.6 Before the certification certificate expires, you can apply to ZRRZ for re-certification or no longer maintain certification.

### 4.2 Obligation

4.2.1 Always abide by national laws, regulations, contracts with ZRRZ and relevant regulations;

4.2.2 When the applicant decides to be certified by Zhongrui Certification (Zhejiang) Co., Ltd., it shall submit a written application, and submit the documented management system information of the organization, as well as the information related to the quality / environmental / occupational health and safety system. Conducted internal audits and management reviews covering all procedures.

4.2.3 When required, accept the witness review of the National Accreditation Administration and provide necessary support, and accept the supervision and inspection of the superior competent department in accordance with the law. The special audit of ZRRZ shall provide conditions for the admission of observers when necessary;

4.2.4 Accept ZRRZ surveillance audit and re-certification audit on schedule.

4.2.5 Pay the certification fee to ZRRZ in time according to the requirements of the certification contract .

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**4.2.6** Make necessary arrangements for the audit activities arranged by ZRRZ , including preparing and providing relevant system documents for the initial audit, surveillance, re-certification and special audits, opening all areas within the scope of certification, and providing all records of system operation (including internal audit report )and evidence, etc. ;

**4.2.7** Only publicize the scope of certification; when publicizing the certification results, ZRRZ s reputation should not be damaged, and ZRRZ should not make statements that ZRRZ considers misleading or unauthorized;

**4.2.8** When receiving a notice of suspension or revocation of certification (for whatever reason) , it should immediately stop using certification certificates and certification marks, stop certification promotion , and immediately stop using all advertising materials citing certification qualifications. When the certification is revoked, the certification certificate should be returned according to the requirements of ZRRZ ; when the scope of certification is narrowed, all advertising materials should be revised;

**4.2.9** Ensure that certification documents, signs or reports are not used or partially used in a misleading manner; references to certification content in communication media (such as documents, brochures or advertisements, etc.) shall comply with the requirements of ZRRZ; references are not allowed When certifying its management system, it is implied that ZRRZ certifies products (including services) or processes. Shall not imply that the certification applies to activities outside the scope of the certification;

**4.2.10** Certified customers should provide ZRRZ with relevant complaint records and corrective action records taken in accordance with management system standards or other reference documents;

**4.2.11** When the following changes occur in the management system of the certified client, ZRRZ shall be notified in time . For quality accidents, environmental accidents, safety accidents and unqualified conditions found in the national supervision and spot checks, ZRRZ should be reported within 2 days , and major accidents should be reported to ZRRZ within 24 hours . Changes include (but are not limited to) the following:

- a) information on legal status, business status, organizational status, or changes in ownership;
- b) Changes in the name, registered / operating address, contact address, contact details and premises of the organization;

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- c) Changes in legal representatives, management representatives and management (such as key management, decision-making or technical personnel);
- d) Information on significant changes to the management system and processes;
- e) Significant changes in the organization's business activities, products, processes, techniques, and environment;
- f) Major quality accidents, environmental accidents and safety accidents occur;
- g) Major complaints from customers / related parties related to the management system;
- h) The products or services produced are determined by the law enforcement and regulatory authorities to not meet the statutory requirements, or serious incidents or violations of the law that lead to the intervention of the regulatory authorities occur ;
- i) Information on withdrawal and handling of non-conforming products;
- j) Other changes etc.

**4.2.12** Responsible for the authenticity, comprehensiveness and accuracy of the application materials and audit evidence provided (including but not limited to the authenticity of the number of people covered by the system ), such as providing false documents or false / inaccurate / incomplete evidence or false / inaccurate The client is fully responsible for the suspension or revocation of the certificate due to incomplete data.

**4.2.13** Continue to perform the certification requirements of the management system. After receiving the notification from Party B about the change of the certification requirements, the change shall be implemented according to the requirements of Party B within the specified time, and the change audit shall be accepted by Party B. If the corresponding changes cannot be completed within the specified time Changes will result in suspension or revocation of certification .