



東方信
检验认证有限公司
EAST STANDARD TEST CERTIFICATION Co.,Ltd.


获证客户须知

Instructions to Certified Customers

Ver: 202401


东方信检验认证有限公司

East Standard Test Certification Co.,Ltd

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
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目录 Contents

1.致获证客户的一封信/A Letter to Certified Customers	02
2.获证客户信息通报要求/Information Notification Requirements for Certified Customers ...	05
3.认证证书和标志的使用规则/Rules for the Use of Certification Certificates and Marks	08
4.监督审核和再认证（复评）的说明/Surveillance Audit and Recertification (re-evaluation) Instructions	16
5.认证保持、扩大/缩小、暂停、撤销、恢复和换证/Certification Maintenance, Expansion/Reduction, Suspension, Revocation, Restoration, and Renewal Instructions	20
6.申诉和投诉/Appeals and Complaints	28

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

致获证客户的一封信 A Letter to Certified Customers

尊敬的获证客户/Dear Certified Customers:

感谢您选择东方信检验认证有限公司作为贵单位的认证合作伙伴，在此非常高兴的通知您获得东方信/ESTC 的认证注册，即日起我们成为荣辱与共的合作伙伴和朋友，愿我们进一步加强合作与交流，携手共同发展！


Thank you for choosing East Standard Test Certification Co.,Ltd as your certification partner. We are pleased to inform you that you have obtained the certification registration qualification of ESTC. From now on, we will become partners and friends who share weal and woe. We hope that we can further strengthen cooperation and exchanges and work together for common development!

东方信/ESTC 是独立的第三方认证机构，恪守认证公正性原则，一如既往的秉承“提供信任、服务发展”的经营理念，遵循“公正、诚信、增值”的质量方针，不断完善和提高服务质量，满足广大客户的服务需求。

ESTC, as an independent third-party certification body, adheres to the principle of fairness in certification, continues to uphold the business philosophy of "providing trust and serving development" and the quality policy of "fairness, integrity and value-added", and continuously improves and enhances service quality to meet the service demands of our customers.

提高管理水平和绩效是永恒的主题，按照标准建立管理体系并有效运行，彰显了贵单位英明的战略与前瞻性，希望贵单位沿着向管理要效益的轨道持续改进，不断追求卓越，演绎无限的发展空间，取得更加辉煌的成就。

Enhancing management level and performance is an eternal pursuit. Establishing a management system in accordance with standards and operating it effectively demonstrates your wise strategy and foresight. We hope that you will conduct continual improvement along the track of demanding efficiency from management, constantly pursuing excellence, creating unlimited development space, and achieving even more brilliant accomplishments.

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co.,Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

为确保您了解获证后的相关要求和事项，请您务必阅读《获证客户须知》。

To ensure that you understand the relevant requirements and matters after certification, please, be sure to read the *Instructions to Certified Customers*.

如您对我们的服务有任何不满意或有相关建议，请您务必告知我们，以给我们可以改进的机会，在此再次表示感谢！

If you are not satisfied with our service or have any suggestions, please let us know to give us the opportunity to improve. Thank you again!

东方信/ESTC 不断开发新的认证服务，如您有任何标准服务需求，请联系我们。


ESTC is constantly developing new certification services. If you have any standard service needs, please contact us.

谨上

Yours sincerely

东方信检验认证有限公司

East Standard Test Certification Co.,Ltd


 东方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

获证客户信息通报要求 Information Notification Requirements for Certified Customers

I. 信息通报范围/Scope of information notification

当发生下列情形时，获证客户应向东方信/ESTC 通报相关信息/In case of any of the following situations, certified customers should notify ESTC of relevant information.

- 组织名称变更/Change of organization name;
- 注册地址变更/ Change of registered address;;
- 认证场所地址变更（搬迁、增加、减少/Change of address of the certification site (relocation, increase, reduction);
- 专项资质变更（资质到期、更新、缩小、降级、暂停、撤销、吊销、失效等）/Change of special qualification (qualification expiration, renewal, reduction, regrade, suspension, revocation, cancellation, invalidation, etc.);
- 管理体系范围变更（扩大或缩小）/Change of management system scope (expansion or reduction);
- 体系文件变更（手册和程序文件或类似文件）/Change of system documents (manuals or procedure documents or similar);
- 生产经营状态（自主或被勒令停业）/Change of production and business status (voluntary or forced to stop operations);
- 与获证领域有关的事故，如环境管理体系获证组织发生环境污染事故/Accidents related to the certified field, such as environmental pollution accidents in an environmental management system certified organization;
- 重大投诉，如质量管理体系获证客户产品/服务被消费者组织投诉/Major complaints, such as complaints of quality management system certified customers' products/services by

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

consumer organizations;

---与获证领域有关的行政处罚，如职业健康安全管理体系获证客户被安全生产监督管理部门或职业卫生监管部门行政处罚的/Administrative penalties related to the certified field, such as occupational health and safety management system certified customers being administratively punished by the production safety surveillance and management department or the occupational health supervision department;

---质量管理体系获证客户发生：重大的质量事故、产品召回、产品被国抽或省抽判定为不合格的/The occurrence of a major quality accident, product recall, or judgment of the product as nonconformity by national or provincial spot check in quality management system certified customers;

---与获证领域有关的媒体曝光，如产品质量、环境污染、安全生产问题被媒体曝光的 /Media exposure related to the certified field, such as product quality, environmental pollution, and production safety issues exposed by the media;

---被列入“严重违法失信企业黑名单”的/Being listed in the "Seriously Illegal and Dishonest Entities List";

---其它与获证领域有关的重大事项/Other major matters related to the certified field.


II.信息通报时间和方式/Time and method of information notification

获证组织发生以上情形后 5 个工作日内，重大/紧急时应即时通过以下方式向东方信/ESTC 通报相关信息/Within 5 working days upon the occurrence of the above situations, the certified organizations should promptly notify the relevant information to ESTC in the following methods in case of major/emergent circumstances.

(I) 电话/ Phone: 0571-87320686/18067928722

(II) 电子邮箱/ Email: 354666479@qq.com

(III) 获证客户信息通报表(东方信/ESTC 官网下载: www.estc.org.cn)/Certified customer


 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

information notification form (Downloading from ESTC official website: www.estc.org.cn)

III. 信息通报责任/Information notification responsibilities

当东方信/ESTC 发现获证组织存在未履行信息通报责任的，东方信/ESTC 有权对获证组织认证资格和证书状态做出处置，包括暂停、撤销认证证书/When ESTC finds that certified organizations have failed to perform their information notification responsibilities, ESTC reserves the right to dispose of the certification qualification and certificate status of the certified organization, including suspension or revocation of the certification certificate.

因获证组织未履行信息通报责任而造成东方信/ESTC 损失的，由获证组织承担全部责任/If certified organizations fail to perform their information notification responsibilities and cause losses to ESTC, certified organizations should assume full responsibility.

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

认证证书和标志的使用规则

Rules for the Use of Certification Certificates and Marks

I. 认证证书/Certification Certificate

认证证书所有权归东方信/ESTC 所有，当认证证书在有效期内被撤销的，或被新的认证证书替代的，获证客户应将被撤销或替代的证书原件返还给东方信/ESTC。

The ownership of the certification certificates belongs to ESTC. When certification certificates are revoked within their validity period or substituted by new ones, certified customers should return the original ones to ESTC.


东方信/ESTC 出具的认证证书为中英文两个版本（正本、副本各 1 份），其中英文版证书只在获证客户额外申请时出具。

ESTC issues certification certificates in both Chinese and English versions (one original and one duplicate each). The English version of the certificate is only issued upon additional application by certified customers.

II. 认证标志/Certification Mark

认证证书上的认证标志由认证机构标志、认证标志、认可标志、国际互认标志组成，其中未获认可机构认可的认证证书上没有认可标志和国际互认标志，尚无国际互认机制或认可/认证机构未签置互认协议的认证证书没有国际互认标志。

The certification mark featured on the certification certificate comprises the certification body logo, the certification mark itself, the accreditation mark, and the international mutual recognition mark. Besides, certification certificates that have not been accredited by an accreditation institution will neither bear the accreditation mark nor the international mutual recognition mark. Similarly, certificates that have not undergone an international mutual recognition mechanism, or where the accreditation institution/certification body has not entered into a mutual recognition agreement, will not bear the international mutual recognition mark.

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401


(I) 东方信/ESTC 认证机构标志:

ESTC Mark



(II) 东方信/ESTC 认证标志/ESTC certification marks:


ISO9001 认证	ISO14001 认证	ISO45001 认证
		
售后服务认证 After-sales service certification	ISO20000 认证	ISO27001 认证
		
其他体系认证 Other system certification	其他服务认证 Other service certification	
		

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

(III) 认可标志/Accreditation marks

中国合格评定国家认可委员会标志/China National Accreditation Service for Conformity Assessment	
美国国际认可服务委员会标志/American International Accreditation Service Board	

(IV) 国际互认标志/International mutual recognition mark


国际认可论坛多边承认协议（IAF/MLA）互认标志/International Accreditation Forum Multilateral Recognition Agreement (IAF/MLA) Mutual Recognition Logo	
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III. 认证证书和标志的使用/Use of certification certificates and marks

认证证书和认证标志可用于各种宣传场合和能力/水平证明，但应遵守以下规定
 /Certification certificates and certification marks may be utilized in a variety of promotional occasions and as evidence of capability/level, provided that their usage should adhere to the following regulations.

---不得使东方信/ESTC 和认可机构声誉受损/(I) Its usage should not tarnish the reputation of ESTC or the accreditation institution;

---不进行和不允许他人有关认证资格的误导性使用，管理体系认证只能证明其体系符合特定标准，不允许在引用管理体系认证资格时，表明或暗示产品或服务获得了认证/Its usage should not make or allow others to misleading use certification qualifications, because management system certifications can only attest that the system complies with specific standards, which are not

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

allowed to indicate or imply that products or services have been certified when citing management system certification qualifications;

---可在获证范围内的场所、宣传材料、产品包装上或附带信息中声明通过认证，如“本公司通过东方信/ESTC 质量管理体系（ISO9001:2015）认证”、“本公司通过东方信/ESTC 售后服务（五星级）认证”/The certified organization can declare the attainment of certification on the sites, promotional materials, product packages or attached information within the scope of certification, such as "Our company has passed the ESTC quality management system (ISO9001:2015) certification", "Our company has passed the ESTC after-sales service (five-star) certification";


注/Note:

1)产品包装的判别标准是其可从产品上移除且不会导致产品分解、碎裂或损坏/The package of the product should meet the criterion that it can be separated from the product without causing the product to decompose, break apart, or sustain damage;

2)附带信息的判别标准是其可分开获得或易于分离，如产品说明书等/The criterion for judging attached information is its capacity to be obtained independently or its ease of separation, as exemplified by a product manual, etc.;

3)型号标签或铭牌被视为产品的一部分，其上面不得有管理体系获证信息/The model label or nameplate is considered an integral part of the product, on which there must be no management system certification information.

---东方信/ESTC 认证标志可以用于各种形式的宣传，且应与认证标准保持一致，需要使用认可标志和国际互认标志时，可以与东方信/ESTC 认证标志一起使用（不可单独使用），使用方法应采用与东方信/ESTC 认证标志横向并列的方式/The ESTC certification mark may be utilized for various forms of promotional activities and must adhere to the established certification standards. When the accreditation mark and international mutual recognition mark are required, they can be used together with the ESTC certification mark (not alone). The method of use should be in a horizontal parallel manner with the ESTC certification mark;

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

---东方信/ESTC 认证标志、认可标志和国际互认标志不得以任何形式用于产品或包装上
 /The ESTC certification mark, accreditation mark, and international mutual recognition mark must not be used on products or packages in any manner;

---东方信/ESTC 出具的认证证书没有认可标志和国际互认标志的，不得以任何形式使用认可标志和国际互认标志/If the certification certificate issued by ESTC lacks the accreditation mark and the international mutual recognition mark, both marks must not be used in any way;

---认可标志的使用不应以任何误导的方式使人误以为认可机构、政府部门对获证组织进行了认证或批准/The usage of the accreditation mark must not lead to the erroneous perception that the accreditation institution or government department has certified or approved the certified organization misleadingly;


---认证标志的使用，不应改变标志的图形、颜色和文字/The use of certification marks should not change the graphics, colors, or characters of them;

---对于检验和校准实验室的认证，由于检验/校准/检测报告或实验室报告被视为产品，因此认证标志不能使用在这些报告上/For the certification of inspection and calibration laboratories, given that inspection/calibration/test reports or laboratory reports are deemed as products, the certification mark cannot be used on such reports;

---获证客户在其认证证书被暂停、撤销或到期失效时，应立即停止任何认证资格和认证标志的使用/When certification certificates of certified customers are suspended, revoked, or expire, they should immediately stop the use of any certification qualifications and certification marks;

---当发生认证范围缩小时，应及时检查并缩小认证资格、认证标志的使用范围，防止超范围使用/When the certification scope is reduced, the scope of use of certification qualifications and certification marks should be inspected and reduced promptly to prevent over-scope use;

---为防止错误地引用认证资格和认证标志，获证客户在使用认证证书和认证标志前，应填写《认证资格引用和认证标志使用方案备案表》（见附件 1），报东方信/ESTC 运营部审查


 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

备案，经批准后方可使用/To avoid the incorrect quotation of certification qualifications and certification marks, certified customers are required to complete the *Certification Qualification Reference and Certification Mark Usage Programme Archiving Form* (see Annex 1) prior to the use of certification certificates and marks. The form must be submitted to the Operation Department of ESTC for review and archiving, and the usage of such certificates and marks is permissible only upon approval.

认证证书和认证标志使用形式

Forms of use of certification certificates and certification marks


使用载体 Use media	认证证书及各标志的使用 Usage of the certification certificate and various marks				
	认证证书 Certification certificate	宣传语 Slogan	认证标志 Certification mark	认可标志 Accreditation mark	国际互认标志 IAF logo
网站、宣传册、广告、投标文件 Websites, brochures, advertisements, bidding documents	允许 Allowed	允许，方式举例： “本公司通过东方信/ESTC 质量管理体系（ISO9001:2015）认证”、“本公司通过东方信/ESTC 售后服务（五星级）认证” Allowed, such as "Our company has passed the ESTC quality management system (ISO9001:2015) certification" and "Our company has passed the ESTC after-sales service (five-star) certification".	允许 Allowed	允许，但不得单独使用，须与认证标志同时使用，认证证书上无认可标志时不得使用。 Allowed, provided that its usage must be accompanied by the certification mark and should not be alone, and the certification certificate should not be used without an accreditation mark.	允许，但不得单独使用，须与认证标志和认可标志同时使用，认证证书上无互认标志时不得使用。 Allowed, provided that its usage must be accompanied by the certification mark and accreditation mark, and should not be alone, and the certification certificate should not be used without an accreditation mark.
产品包装和附	不能使用	同上	不能使用	不能使用	不能使用

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

带信息 Product packages and attached information	Not allowed	Likewise, as mentioned above	Not allowed	Not allowed	Not allowed
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IV. 认证证书和认证标志使用责任/Responsibility for the use of certification certificates and certification marks

获证客户应按本文件的规则引用认证资格和使用认证证书/认证标志，当被发现违规使用时，东方信/ESTC 有权按情节严重程度做出责令整改、暂停或撤销认证证书的决定/Certified customers should quote certification qualifications and use certification certificates/certification marks in accordance with the rules of the document. In the event of any violations, ESTC reserves the right to order rectification, suspension or revocation of the certification certificates according to the severity of the circumstances.

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

监督审核和再认证（复评）的说明

Surveillance Audit and Recertification (re-evaluation) Instructions

I. 监督审核/Surveillance audit

(I)例行监督审核：客户在获得认证注册资格后，作为最低要求，第 1 次监督审核应在认证证书签发日起 12 个月内进行，此后监督审核应至少每个日历年进行一次，且两次监督审核时间间隔不得超过 15 个月。


Routine surveillance audit: After obtaining certification registration qualification, customers must undergo the first surveillance audit within 12 months from the issuance date of the certification certificate as a minimum requirement. Subsequent surveillance audits must be conducted at least once every calendar year, with the audit time interval between the two not exceeding 15 months.

(II)非例行监督审核：当发生以下情形时，获证客户应接受东方信/ESTC 的监督审核。

Non-routine surveillance audit Certified customers must undergo a surveillance audit by ESTC in the following situations.

---认证范围涉及的产品被国家质量抽查判定为不合格的，自国家市场监督管理总局发布通报起 30 日内，质量管理体系获证客户应接受监督审核/If products within the certification scope are found to be nonconforming in national quality spot checks, quality management system certified customers must undergo a surveillance audit within 30 days upon notification by the State Administration for Market Regulation;

---发生《生产安全事故报告和调查处理条例》和《国家突发环境事件应急预案》中列为一般事故/事件时，自事故/事件发生日起 30 日内，环境管理体系和（或）职业健康安全管理体系获证客户应接受监督审核/In the event of general accidents/incidents as listed in the *Regulations on the Reporting, Investigation and Disposition of Work Safety Accidents* and the *National Environmental Emergency Response Plan*, certified customers of environmental management systems and (or) occupational health and safety management systems must undergo surveillance audit within 30 days upon the occurrence of the accident/incident;

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

---发生被国家生态环境部、应急管理部和职业卫生管理部门检查存在环境保护、职业健康安全管理问题的，自相关部门发布通报日起 30 日内，环境管理体系和（或）职业健康安全管理体系获证客户应接受监督审核/In the event of any issues of environmental protection and occupational health and safety management found by the Ministry of Ecology and Environment, the Ministry of Emergency Management and the occupational health management departments by inspection, the certified customers of the environmental management system and (or) occupational health and safety management system should be subject to surveillance audit within 30 days from the date of the relevant departments' notification;

---对引起新闻媒体及社会广泛关注或热议的事件，由东方信/ESTC 决定是否需要对获证客户实施监督审核/For incidents that have attracted significant media and public attention, ESTC will decide whether it is necessary to conduct a surveillance audit of certified customers involved;


---特定认证方案/规则中规定的需要实施非例行监督审核的情形/Any situations specified in specific certification programmes/rules that require the implementation of the non-routine surveillance audit occur.

(III)当发生特殊情形时（如疫情、灾害等），获证客户可以申请监督审核延期，东方信/ESTC 具有是否批准延期及延期时间的权力/In case of any special situations (e.g., pandemics, disasters), certified customers may apply for a postponement of the surveillance audit. ESTC reserves the right to approve or deny the postponement and determine the duration of the postponement.

(IV)获证客户未按上以规则接受监督审核的，认证证书将被暂停（暂停期限最长为 6 个月）直至撤销/If certified customers fail to undergo surveillance audits as per the above rules, their certification certificates will be suspended (for a maximum period of 6 months) until they are revoked.

II.再认证（复评） Recertification

(I)再认证须在认证证书到期前完成审核/Recertification audits must be completed before the certification certificate expires.


 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

(II)再认证审核发现的轻微不符合项，应在规定的时间（最长 6 个月）内实施纠正和纠正措施（或制定纠正措施计划）/Minor nonconformities identified during the recertification audit finding must be addressed with corrective actions (or develop a corrective action plan) within the specified time (a maximum of 6 months).

(III)再认证审核发现的严重不符合项，应在证书到期前证实纠正措施的有效性/For major nonconformities found in the recertification audit finding, the effectiveness of corrective actions should be verified before the expiration of the certificate.

(IV)再认证证书起始日期为东方信/ESTC 批准授予再认证的日期，证书截止日期基于上一认证周期/The start date of the recertification certificate is the date on which ESTC approves the recertification, and the expiration date is based on the previous certification cycle.

(V)当发生特殊情形时（如疫情、灾害等），获证客户可以申请再认证审核延期（延期期限最长为证书到期后 6 个月），东方信/ESTC 具有是否批准延期及延期期限的权力/In the event of any special situations (e.g., pandemics, disasters), certified customers may apply for a postponement of the recertification audit (for a maximum period of 6 months beyond the certificate's expiration). ESTC reserves the right to approve or deny the postponement and to determine the duration of the postponement.

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

认证保持、扩大/缩小、暂停、撤销、恢复和换证的说明

Certification Maintenance, Expansion/Reduction, Suspension, Revocation, Restoration, and Renewal Instructions

I. 认证保持/Certification maintenance

认证证书有效期通常为 36 个月（具体以认证证书信息为准），在符合以下情形时，认证证书将被保持有效/The validity period of certification certificates is typically 36 months (subject to the specific information on certification certificates). The certification certificates will maintain effective in the following situations.


---在有效期内按规则接受监督审核并被证实持续符合认证准则的要求，且在规定的时间内完成不符合的纠正和纠正措施/The customers undergo routine surveillance audits within the validity period according to the rules and are verified to continuously meet the requirements of certification criteria, and any nonconformities are addressed with corrective actions within the specified time.

---未发生其它需暂停或撤销的情形/No other situations require suspension or revocation.

II. 认证范围扩大/缩小/Certification scope expansion/reduction

(I)当获证客户需要扩大/缩小认证范围时，应通过《获证客户信息通报表》(东方信/ESTC 官网下载：www.estc.org.cn)向东方信/ESTC 提出申请，并按东方信/ESTC 要求提交其他必要的资料、信息/When certified customers require to expand/reduce the certification scope, they should apply to ESTC through the *Certified Customer Information Notification Form* (download from ESTC's official website: www.estc.org.cn), and submit other necessary materials and information as required by ESTC.

(II)认证范围扩大需要通过审核并被证实符合要求，审核可以与监督审核、再认证审核结合，也可以进行单独的扩大范围审核/Certification scope expansion requires an audit and verifying that the certification meets the requirements. The audit can be combined with a surveillance audit,

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

recertification audit, or conducted as a separate scope expansion audit.

III. 认证暂停/Certification Suspension

(I) 获证客户发生以下情形时，认证证书将被暂停/In case of the following situations occurring to certified customers, their certification certificate will be suspended.

--- 管理体系持续或严重不满足认证要求/If the management system continuously or seriously fails to meet certification requirements;

--- 未按规则要求接受监督审核的/If customers fail to undergo surveillance audits as required by the rules;

--- 被有关执法监管部门责令停业整顿的/If customers are ordered to cease operations for rectification by relevant law enforcement and regulatory authorities;

--- 发生与认证领域有关的重大事故/事件的/If major accidents/incidents related to the certification field occur;


--- 发生与认证领域有关的国家抽查不合格或被通报存在问题的，如质量管理体系获证客户产品质量被国抽定为不合格的/If nonconformities have been found in national spot checks related to the certification field or issues are reported, such as product quality of certified customers in quality management systems being determined as nonconformity in national spot checks;

--- 被认证监管部门检查发现存在问题的/If issues are identified during inspections by certification supervision departments;

--- 持有的与认证范围有关的行政许可证明、资质证书、强制性认证证书等过期失效，提交的续证申请已被受理得尚未换证/If administrative license qualification, qualification certificate, or compulsory certification certificates related to the certification scope become invalid, and renewal applications have been accepted but not yet renewed;

--- 不承担、履行认证合同中约定的责任和义务的/If customers reject to perform responsibilities and obligations agreed upon in the certification contract;

--- 违规引用认证资格和违规使用认证证书、认证标志的/If the certification qualification or certification certificate and certification mark are used improperly;

 东方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

---主动申请暂停的/If customers voluntarily request suspension;

---未按要求向东方信/ESTC 通报信息的/If customers fail to report information to ESTC as required;

---依据认证法律法规和相关认证规则，发生需要暂停认证资格的其他情形/If other situations require suspension of certification qualification based on certification laws, regulations, and related certification rules.

(II) 暂停期限最长为 6 个月，但属于 7) 项情形的暂停期可至相关单位作出许可决定之日
/The maximum suspension period is 6 months, provided that for situation (7), the suspension period may be extended until the relevant entity makes a licensing decision.


(III) 当东方信/ESTC 做出暂停决定时，将通过电子邮件或实体邮件的方式向获证客户发送《认证暂停、撤销通知书》，并在东方信/ESTC 和国家、认可机构相关网站上公示，在暂停期内获证客户应按相关要求停止引用认证资格和使用认证证书/认证标志，直至认证资格恢复
/When ESTC decides to suspend certification, a *Certification Suspension or Revocation Notice* will be sent to the certified customer via email or physical mail and such notice will be publicly announced on the ESTC and relevant national and accreditation institutions' websites. During the suspension period, the certified customer must stop quoting the certification qualification and using the certification certificate/certification mark according to relevant requirements until the certification qualification is restored.

IV.认证撤销/Certification Revocation

(I)获证客户发生以下情形时，认证证书将被撤销/In case of the following situations occurring to certified customers, their certification certificate will be revoked.

---在暂停期限内未满足恢复认证资格条件的/If the customer fails to meet the conditions for restoring certification qualification within the suspension period;

---丧失法律地位和与认证范围有关的资质、行政许可、强制性认证证书的/If the customer loses legal status or qualifications, administrative licenses, or compulsory certification certificates

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

related to the certification scope;

---被国家市场监督管理总局列入严重违法失信企业名单(黑名单)的/If the customer is listed in the "Seriously Illegal and Dishonest Entities List"(blacklist) by the State Administration for Market Regulation;

---拒绝配合认证监管部门实施的认证监督检查, 或者对有关事项的询问和调查提供虚假材料或信息的/If the customer refuses to cooperate with the certification surveillance and inspection implemented by the certification supervision department, or provides false materials or information in response to inquiries and investigations on relevant matters;

---拒绝接受与认证领域有关的国家抽查, 如质量管理体系获证组织拒绝接受国家产品质量抽查/If the customer refuses to accept national spot checks concerning the certification field, and for example, the quality management system certified organization refuses to accept national product quality spot checks;

---出现与认证领域有关的重大事故, 经执法监管部门确认是获证客户违规造成的/If major accidents concerning the certification field occur, which are confirmed by the law enforcement and regulatory authorities to be caused by the violation of regulations by the certified customer;


---没有执行认证有关要求或者已不具备执行条件的/If the related requirements of certification are not performed or the conditions for performance are no longer insufficient;

---获证客户未能在规定的时间内完成不符合项的整改/If the certified customer fails to complete the rectification of non-conformities within the specified time;

---获证客户存在提供虚假、隐瞒和虚报认证所需信息的/If the certified customer has provided false, concealed or falsely reported the information required for certification;

---获证客户存在与认证领域有关的严重违法行为的/If the certified customer has serious illegal acts concerning the certification field;

---依据认证法律法规和相关认证规则, 发生需要撤销认证资格的其他情形/If other situations require revocation of certification qualification based on certification laws, regulations, and related certification rules.

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

(II)当东方信/ESTC 做出撤销决定时，将通过电子邮件或实体邮件的方式向获证客户发送《认证暂停、撤销通知书》，并在东方信/ESTC 和国家、认可机构相关网站上公示，获证客户应按相关要求停止引用认证资格和使用认证证书/认证标志，并将认证证书原件返还给东方信/ESTC/When ESTC makes a revocation decision, a Certification Suspension or Revocation Notice will be sent to the certified customer via email or physical mail and such notice will be publicly announced on the ESTC and relevant national and accreditation institutions' websites. The certified customer should stop quoting certification qualifications and using certification certificates/certification marks according to relevant requirements and return the original certification certificate to ESTC.


V.认证恢复/Certification qualification restoration

(I)认证资格被暂停的，需在暂停期限内消除被暂停的原因，并经东方信/ESTC 验证符合要求后，由东方信/ESTC 作出恢复认证的决定，东方信/ESTC 将通过电子邮件或实体邮件的方式向获证客户发送《认证资格恢复通知书》，并在东方信/ESTC 和国家、认可机构相关网站上公示/If the certification qualification is suspended, the reason for the suspension should be eliminated within the suspension period. After verification by ESTC that the requirements are met, ESTC will make a decision to restore the certification. ESTC will send a *Certification Qualification Restoration Notice* to the certified customer by email or physical mail, and publicize it on the relevant websites of ESTC, the country, and the accreditation institution.

(II)认证资格被撤销的，不能恢复原有认证资格，重新申请认证的需按初审程序执行/If the certification qualification is revoked, the original certification qualification cannot be restored. Renewed certification applications should be conducted based on the initial certification audit procedure.

VI.换证/Replacement of certificate

(I)当发生以下情形时，东方信/ESTC 将向获证客户换发认证证书/In case of any of the following situations, ESTC will replace the certification certificate to the certified customer.


 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

---获证客户名称、地址、认证范围发生变更，东方信/ESTC 通过必要的方式核实、验证符合换证条件的/If the name, address or certification scope of the certified customer changes, ESTC will review and verify that the renewal conditions are met through necessary means;

---原有认证证书认可状态发生变化的，如东方信/ESTC 获得认可资格时，东方信/ESTC 将出具带有认可标志的证书替换无认可标志的证书，如东方信/ESTC 缩小认可资格时，将出具无认可标志的证书替换带有认可标志的证书/If the accreditation status of the original certification certificate changes, for example, when ESTC obtains accreditation qualifications, ESTC will issue a certificate with the accreditation mark to replace the certificate without the mark; when ESTC reduces its accreditation qualifications, it will issue a certificate without the accreditation mark to replace the certificate with it;

---获证客户证书遗失、污损的，可以向东方信/ESTC 申请补发、换发认证证书/If certified customers lose or deface the certificates, they can apply to ESTC for a replacement or renewal of the certification certificates;

(II)换发证书时，获证客户应将被替换的认证证书返还给东方信/ESTC，并根据新证书引用认证资格、使用认证证书/认证标志/When the certificate is renewed, the certified customer should return the replaced certification certificate to ESTC and quote the certification qualification and use the certification certificate/certification mark based on the new certificate.

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

申诉和投诉

Appeal and complaint

I. 申诉/Appeal


(I)获证客户对认证决定持有异议时，可向东方信/ESTC 提出申诉，申诉必须在认证决定得出后 10 个工作日内以书面形式提出/When certified customers have any objection to the certification decision, they can submit appeals to ESTC. The appeals must be submitted in writing within 10 working days after the certification decision is made.

(II)东方信/ESTC 接获申诉后三个工作日内组建申诉处理小组，申诉处理小组成员实施回避原则并向获证客户公开且征求申诉方的意见/ESTC should set up a complaint handling team within three working days upon receipt of the appeal. Members of the appeal handling team should implement the avoidance principle, disclose to certified customers and solicit the opinions of the appellants.

(III)申诉处理小组与获证客户沟通，详细了解申诉内容和申请要求，并对认证过程进行复核，在 60 个工作日内做出有根据的公正裁决，经东方信/ESTC 总经理批准后反馈给获证客户/The appeal handling team should communicate with the certified customers to understand the appeal content and application requirements in detail and should review the certification process to make a well-founded and fair ruling within 60 working days to feed back to the certified customers upon approval of the general manager of ESTC.

(IV)申诉方若对东方信/ESTC 对申诉处理过程和结果不满意时，可以向认证监管部门申诉，认证证书带有认可标志的，也可以向认可机构申诉/If the appellants are not satisfied with ESTC's complaint handling process and results, they can appeal to the certification supervision department. If the certification certificates have accreditation marks, they can also appeal to the accreditation institution.

(V)申诉处理的合理支出费用由双方按照在申诉事项中所应承担的责任负担/Reasonable

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

expenditure for the appeal handling should be borne by both parties based on their responsibilities in appeal matters.

II. 投诉/Complaint


(I) 投诉类型: 对东方信/ESTC 认证活动的投诉、相关方对获证客户的投诉/Type of complaints: Complaints of ESTC certification activities, and complaints from stakeholders to certified customers

(II) 东方信/ESTC 接获投诉后一周内三个工作日内组建投诉处理小组, 投诉处理小组成员实施回避原则并向获证客户公开且征求投诉方的意见/ESTC should set up a complaint handling team within three working days upon receipt of the appeal. Members of the appeal handling team should implement the avoidance principle, disclose to certified customers and solicit the opinions of the appellants.

(III) 投诉处理小组与投诉方沟通, 详细了解投诉缘由、内容, 并对投诉内容进行复核, 在 10 个工作日内完成调查/The complaint handling team should communicate with the complainants to understand the reason and content of the complaint in detail and review the content of the complaint to complete the investigation within 10 working days.

(IV) 投诉处理小组在 60 个工作日内做出有根据的公正的处理决定, 经东方信/ESTC 总经理批准后将调查结果和处理决定反馈给投诉方, 必要时, 东方信/ESTC 将向认证监管部门、认可机构、认证协会通报相关情况/The complaint handling team will make a well-founded and fair handling decision within 60 working days. Upon the approval of the general manager of ESTC, the investigation results and handling decision will be fed back to the complainant. When necessary, ESTC will report the related condition to the certification supervision department, accreditation institution and certification association.

(V) 投诉方若对东方信/ESTC 的调查和处理结果不满意时, 可以向认证监管部门继续投诉, 认证证书带有认可标志的, 也可以向认可机构投诉/If the complainants are not satisfied with the investigation and handling results of ESTC, they can continue to make a complaint to the certification


 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

supervision department. If the certification certificates have accreditation marks, they can also complain to the accreditation institution.

电话与邮箱/Phone and Email:

---电话/ Phone: 0571-87320686/18067928722

---电子邮箱/Email: 354666479@qq.com

 東方信 检验认证有限公司 <small>EAST STANDARD TEST CERTIFICATION Co., Ltd.</small>	获证客户须知 Instructions to certified customers	
	文件编号 Document No.	ESTC/OM-11
	版本 Version	202401

认证资格引用和认证标志使用方案备案表
Certification qualification reference and certification mark usage programme archiving form

获证客户名称（盖公章） Name of the certified customer (with official seal)	
认证领域 Certification fields	
认证资格引用方案（详细描述认证资格将应用于什么地方、如何引用）： Certification qualification reference programme (describing where and how the certification will be applied in detail):	
认证标志使用方案（详细描述认证标志将应用于什么地方，请提供图样）： Certification mark usage programme (describing where the certification mark will be applied in detail, please provide pattern):	
东方信/ESTC 备案审批意见： ESTC archive approval opinions:	
签名/日期： Signature/Date:	