

权利和义务

Rights and Obligations

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权利和义务

Rights and Obligations

1 获证组织的权利和义务 Rights and obligations of certified organization

1.1 权利 Rights

1) 有权宣传获准认证的事实;

To publicize the registration of certification;

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;

The certified organization is entitled to benefit the economic interest by being certified and using the mark;

3) 获证组织对 AENOR China 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投诉。

The certified organization has the right to appeal for the AENOR China's determination of certification's suspension, cancel and withdrawal, and to make the complaint for the improper certification behavior.

1.2 义务 Obligations

1) 始终遵守认证的要求;

Follow requirements of certification at all times

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;

To provide the arrangement for the audit conducted by AENOR China, including provide conditions for reviewing documents and access to all processes and areas, records and personnel when conducting initial, surveillance, recertification audit and resolving complaints.

3) 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;

To provide the necessary transportation, accommodation, communication, office during the audit and other necessary working conditions for audit team, observers (including the accreditation assessors or provisional auditor)

4) 提供至少三个月体系运行（高风险或特殊行业应提供六个月）的全部文件和资料证据，证据应该是真实的；

To provide all files and document evidences that the system has been implemented for at least three months (the high risk or special sectors should be six months);

5) 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，并按期向 AENOR China 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 running of management system, accept the initial audit, surveillance audit and recertification as specified, also pay the fees confirmed in certification contract to AENOR China on time in order to ensure the effectiveness of certificate;

5) 在证书有效期内，当管理体系发生变更时（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 AENOR China;

Within the effect period of certificate, the certified organization shall notify AENOR China in writing within the 30 days once the management system is changed (changes about the legal entities, organization structure, general manager, management representative, the major update of system documentation)

6) 按照认证合同的规定接受 AENOR China 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 AENOR China 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 AENOR China 并接受 AENOR China 的后续应急回应措施。

The certified organization shall accept the periodic surveillance audit, recertification as the specified in certification contract. When a natural disaster (for example, typhoons, tsunamis and earthquakes, and other destructive disasters that may affect the organization include, but are not limited to, the threat of terrorism, malicious computer attacks, regional political tensions, national epidemics and local worker movements, etc.) occurs in the area where the certified organization is located, leading to that AENOR China may not be able to implement the surveillance

audit or re-certification audit on the specified date, the certified organization shall promptly notify AENOR China by mail or telephone and accept AENOR China's follow-up emergency response measures.

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

When the certified organization requires cancel the certificate, it shall notify AENOR China in writing and return the certificate, and implement cancel procedures;

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

Certified organization shall stop using the certificate, marks and return the certificate to AENOR China when the certificate is withdrawn or canceled. At the same time, stop propagandizing about the certifications.

2 AENOR China 的权利和义务 Rights and obligations of AENOR China

2.1 权利 Rights

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

If the audit indicates that the certification requirements are not met, AENOR China has the right not to issue the certificate, and not to allow the certified organization to use the AENOR China certification mark, but should charge for the certification activities that have already occurred.

2) 如获证组织管理体系、产品发生重大变化或异常情况时（包括 1.2.6 条款的事例），AENOR China 有权增加监督审核频次；

If the management system or products of certified organization have major changes or abnormalities (including the situations stated in clause 1.2.6), AENOR China has the right to increase the frequency of surveillance audit.

3) 获证组织获准 AENOR China 认证后，如不按时支付年金和监督审核费，AENOR China 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 being certified by AENOR China, if the certified organization fails to pay the annual and surveillance audit fees on time, AENOR China has the right to suspend or

withdraw the certificate of the certified organization and require the certified organization to stop using and return the relevant certificate and mark;

4) 有权公布获证组织的获准、暂停、注销和撤销认证状态。

AENOR China has the right to publish the certification status of granting, suspending, cancelling and withdrawing of the certified organization.

2.2 义务 Obligations

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;

AENOR China should conduct certification activities with impartiality, objective and scientific within the proposed certification scope in accordance with the certification scheme;

2) 派遣适宜的审核人员，并征得获证组织同意;

To appoint the proper auditors and gain the agreement of 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 AENOR China 认证证书和标志的使用规则;

After that the audit indicates that the certification requirements are met, AENOR China issues the certificate and informs the certified organization of the rules for the use of mark of AENOR China certificate and mark;

4) 认证要求发生更改时，书面通知获证组织;

When the certification requirements have changes, AENOR China shall inform the certified organization in writing;

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。

If the application for certification is not accepted and the certification decision is suspending or withdrawing, AENOR China shall inform the certified organization in writing and explain the reasons.