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Zhongtian Hongtu International Certification Co., LTD

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catalogue

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1. Introduction to Zhongtian Hongtu International Certification Co., LTD

In international certification co., LTD. (hereinafter referred to as ZTHT) in international certification co., LTD is approved by the national certification and accreditation regulatory commission (approval number CNCA-R-2020-628) from ISO9001 quality management system, ISO14001 environmental management system, ISO18001 occupational health and safety management system, GB / T50430 construction enterprise quality management system of the third party certification body.

Zhongtian Hongtu International Certification Co., Ltd. is in response to the country to vigorously develop the economy of the central and western regions, for the national revitalization of the central and western regions of enterprises and institutions into the international environment to make contributions to the company's company.

The center has all kinds of professional audit personnel and expert team, sufficient human resources, strong technical force, we will win your trust with professional and sincere; with professional level and rigorous style to ensure audit fair, effective and authority; we will abide by professional ethics and industry norms, adhere to objective, fair, independent, honest service purposes, to provide realistic, efficient, economic technical service, excellent service, the pursuit of customer satisfaction, the pursuit of customers and our common development.

Certification basis: quality management system requirements, engineering construction enterprise quality management standards, environmental management system requirements and use guidelines, occupational health and safety management system requirements and the requirements of the client (the auditor), other relevant laws and regulations require to provide the corresponding certification services.

Zhongtian Hongtu International Certification Co., LTD. (ZTHT) implements the general manager responsibility system under the leadership of the board of directors. Establish and improve the organization

structure, set up the Marketing Department, audit department, technology department, comprehensive department four departments to complete the realization of the certification procedures. Zhongtian Hongtu International Certification Co., LTD. (ZTHT) has a group of high-quality national registration audit personnel, for enterprises and clients to provide quality management system, environmental management system, occupational health and safety management system and its integrated management system certification service.

In tian hongtu international certification co., LTD. (ZTHT) since its inception, relying on its skills, high quality personnel, standard, scientific, rigorous work attitude and the spirit of professional, personalized service, successful certification of dozens of well-known enterprises in the industry, won the praise and trust of organizations from all walks of life, enjoy high authority and credibility.

Zhongtian Hongtu International Certification Co., LTD. (ZTHT) Our services meet the national accreditation requirements without any other conditions, open to all applicants within the scope of national certification business.

Zhongtian Hongtu International Certification Co., LTD. (ZTHT) makes a confidentiality commitment to all the enterprises applying for certification, and keeps the technology, management, business secrets and certification process of the applicants strictly confidential.

Zhongtian Hongtu International Certification Co., LTD. (ZTHT) strictly abide by the relevant national laws and regulations, in accordance with the international practices, pursue the objective, fair, independent, honest purposes, to provide enterprises with realistic, efficient and economic services.

2. Management system certification work flow chart

No

Yes



Yes

Recertification (three year expiration)

3. Management system certification fees

According to the international certification Co., Ltd., the certification audit cost, the certification fee is as follows:

- 1. The certification fee shall not be less than 3000 yuan per system for each system. According to the number of enterprises, the risk level, the complexity of the product, and the degree of the integration of the enterprise system.
- 2. No low-price and malicious competition.
- 3. The transportation expenses and accommodation expenses of the audit team shall be borne by the audit party;
- 9. The certificate printing / change fee is 50 yuan / piece.

4. Fairness statement

According to the relevant requirements of the accreditation body, in order to ensure the credibility, objectivity, impartiality and non-discrimination of the certification activities in the management system certification work, the agency and its audit personnel make the following commitments:

- 1. Understand the importance of impartiality management in certification activities:
- 2. Identify and analyze any existence and potential conflicts of interest in the certification activities, and form a report;
- 3. Manage any existing and potential conflicts of interest identified and take proactive responses to ensure the effectiveness of impartiality management with the following measures during the operation of the institution:
- 3.1 Strictly abide by the relevant national management system certification and quality, environment, occupational health and safety related laws, regulations and standards, comply with the relevant accreditation requirements of the national management system certification body, and act according to the third-party certification system standards;
- 3.2 Adhere to the management system certification services are open to all application organizations, without attaching excessive financial or other conditions to hinder or refuse the applicant's certification application;

- 3.3 The management system audit shall follow the requirements of the certification standards or the reference documents related to its functions, strictly implement the procedures, and objectively reflect the facts;
- 3.4 Carry out certification activities, adhere to the focus of customers and social needs, do not use improper means to contract business, adhere to the paid services for the purpose of profit, only introduce the recognized certification business with the application organization, do not belittle or refer to other certification bodies against professional ethics;
- 3.5 Those who do not engage in one-stop activities of certification and consultation and have provided consulting services to the certification application organization two years before the certification shall not participate in the certification audit activities of the application unit;
- 3.6 The contract shall be negotiated according to the certification auditor / day and cost standards stipulated by the state, and shall not accept the financial support of any applicant, internal and external relevant personnel or organizations;
- 3.7 independent and objectively to carry out the certification audit, audit conclusion, certification decision work is not affected by any external factors, strictly regulate staff, certification audit personnel professional ethics and professional behavior, keep the applicant of business, management, technology and certification audit secret, resist unhealthy practices, fraud, dereliction of duty or discipline, illegal behavior resolutely serious processing;

5. Certificate management after obtaining the certification of the certification organization management system

- 1. Zhongtian Hongtu International Certification Co., Ltd. will issue the management system certification certificate to the qualified units approved by the company after the evaluation by the technical committee. Within the validity period of the management system, the operation of the certificate to verify that the approved certification units continue to meet the certification requirements.
- 1.1 The validity period of the certification certificate according to the relevant national regulations is three years. From the date of obtaining the certificate, Zhongtian Hongtu International Certification Co., Ltd. supervises and reviews the operation of the management system of the certified enterprises every year, The supervision audit of the certified organization shall be conducted at least once a year, The first supervisory audit after the initial certification shall be conducted within 10 months from the last day of the second phase audit, The second supervision and audit time shall be conducted within the 10th month of the last audit time, The third arrangement within 6 months before the validity of the certificate, Combined with recertification, For the seasonal production of enterprises, To arrange for the audit during the production period, However, the time interval of all supervisory audits shall not exceed 12 months, The total number of supervision times is not less than twice within the validity period of the certificate, Under special circumstances (major changes in the system or adverse consequences in the system operation), Increase the frequency of supervision and audit; After the first and second supervision and audit, the certificate, the certification mark and the corresponding qualification notice shall be valid at the same time, The third time and the certification certificate.

According to GB / T19001 "Quality Management System Requirements" and GB / T50430 "Engineering Construction Enterprise Quality Management Code" to carry out the quality management system certification of engineering construction enterprises. Enterprises applying for the certification of project construction quality management system shall be:

- 1) The construction quality management system has been established and operated in accordance with the requirements of GB / T19001 Quality Management System Requirements and GB / T50430 Quality Management Code for Engineering Construction Enterprises, and the internal audit and management review covering all procedures have been implemented;
- 2) When required, accept the witness review and confirmation review of CNAS and provide the necessary support.
- 1.2 The certified enterprise shall propose to the Marketing Department of the company 6 months before the expiration of the certificate, confirm the Customer Information Confirmation Letter, conduct a comprehensive re-certification audit of its management system according to the relevant provisions, and handle the replacement procedures according to the regulations after the re-certification.
- 2. The reccertification procedure refers to the initial review procedure. When there is a major change in the management system, the certified organization, or the operating environment (etc.
- 3. If the certified enterprise has made major changes to its management system or changes affecting its certification basis, the supervision activities can be arranged for irregular supervision and audit by our company according to the specific situation. When the effectiveness of the certified organization management system may be out of control, it shall be carried out according to the special audit regulations. Generally, the certified enterprise shall report the actual situation to our company, such as:
- a) Change of the legal representative and management representative;
- b) The coverage of the management system changes;
- c) Major modification of the management system documents;
- d) Major quality, environment, occupational health and safety accidents occurred /

- the product quality / pollution emission was unqualified by the certified organization;
- e) The organization has made major adjustments (including important personnel, equipment, facilities or other important resources).
- f) The complaint complaints about the certified organization, causing serious consequences or concealing the truth.

Decision to increase the audit frequency according to the above situation.

- 4. If Zhongtian Hongtu International Certification Co., Ltd. finds serious inconformity or other important problems in the supervision and audit, the following decisions may be made depending on the seriousness of the case and the correction situation:
- A) written notice of the use of certification certificates and certification marks;
- B) give a written notice to resume the use of certification certificates and certification marks:
- C) give a written notice to revoke the use of certification certificates and certification marks.
- 5. Maintenance of the certification certificate:
- A) The certified organization does not violate the requirements of the national certification system and CNAS;
- B) Effective corrective and preventive measures have been taken and verified; keep the registration management system sound and effective, with continuous improvement mechanism and meet the requirements of registration standards;
- C) No excessive violations, no major environmental / safety / quality accidents and serious complaints from relevant parties;
- D) Accept the supervision, review and re-certification in accordance with the provisions of the Company;
- E) The certified organization shall timely provide the Company with major changes that may affect the compliance of its management system certification, as well as relevant information and materials:
- F) The use of the certificate and mark meets the relevant requirements of the certification, and the publicity of the certification meets the requirements of the

Company;

- G) Pay the relevant fees of certification on time;
- 6. Expansion and reduction of certification certificates:
- a) The expansion and reduction of certification includes the expansion and reduction of the products and activity sites / areas covered, and changes in the process, equipment, materials and system standards of products or activities.
- b) ZTHT to apply any of the following:
 - (1) Add a new product after the certificate, and has the normal batch production or operation conditions;
 - (2) Increase the normal control and management of the site that has been incorporated into the system;
- c) ZTHT will reduce the scope of certification in any of the following:
 - (1) Products or production process methods that are officially eliminated by the state;
 - (2) Products or production processes that are banned or restricted;
 - (3) Products or activities that are not qualified to continue production and lose the necessary qualifications;
 - (4) Products or activities that the certified organization decides not to produce and loses the necessary qualification;
 - (5) Places that have been out of the organizational control of the registration system;
 - (6) Resources are not equipped with the production conditions, and also do not carry out the business.

The certificate holder must apply for change to the company (fill in the application for change of certification registration information) and attach the corresponding basis materials and system documents. ZTHT will determine the scope of these changes according to the situation and re-plan the implementation plan, evaluate and replace the certificate in accordance with the procedures. The cost of changing the scope of the certification shall be borne by the certified organization. If the certified organization does not apply to the Company in any of the above

circumstances, it may lead to the suspension of the certificate.

7. Replacement of the certification certificate:

Changes in the certification requirements may be due to the following reasons:

Where the system certification standards, certification scope and other holders of certificates have changed, there are several reasons for the replacement:

- A) legal status, business status, customer status or ownership;
- B) customers and management (e. g. critical management, decision making or technical personnel);
- Cc) registered address, business address and place;
- D) the operation scope covered by the certification management system;
- E) Major changes in the management system and process;
- F) Modification and change of international standards;
- G) Changes in the national certification system;
- H) changes to the certification requirements in the accreditation criteria or corresponding specifications of the China National Accreditation Council for Conformity Assessment (CNAS);
- I) The Company changes the certification registration procedures and requirements according to the relevant national certification system, accreditation norms and relevant regulations and requirements.

Where belong to a, b, c, d, e terms, by the enterprise to submit a written application (fill in the certification registration information change application), after the Zhongtianhongtu International Certification Co., Ltd. according to the corresponding provisions and approved after the replacement;

For the terms f, g, h, i, it is necessary to make appropriate changes to the certification requirements of the company in order to meet the requirements of accreditation agencies and standard changes. The Company will make the following arrangements:

- (1) Notify the certified customers of the changed certification standards and certification rules requirements, explain the transition time limit for meeting the new standard requirements, and provide public training related to the changes in the certification requirements;
- (2) Communicate and contact with the certified customers timely to understand the required plan and progress of the management system;
- (3) Verify whether the certified customer meets the new requirements according to the plan combined with supervision, certification audit or separately arranged audit;
- (4) Replace the certification certificate after passing the qualification according to the procedures.

When the certified customer expresses in writing that he is unwilling to track the changed new standard requirements, according to the limited time of the standard requirements, the certification contract will be terminated and the certification qualification will expire.

8. Suspension of the certification certificate:

Under any of the following circumstances, Zhongtian Hongtu International Certification Co., Ltd. will suspend the qualification of the certification organization to use the certification certificates and marks for 3 months, and the extension application can be extended to 6 months.

- A) The certified organization has made changes to the approved management system without the approval of Zhongtian Hongtu International Certification Co., Ltd., and this phenomenon affects the compliance of the system, or the management system documents are not compliant due to other factors;
- B) The supervision and evaluation finds that the management system of the certified organization fails to meet the requirements of the provisions, and cannot take effective corrective measures within the prescribed time limit, but the severity does not constitute the cancellation of the certification qualification;
- C) The use of system certification certificates and marks by the certification organization does not comply with the relevant regulations of Hongtu International

Certification Co., Ltd.;

- D) The certified organization fails to accept the supervision and audit or fails to pay the supervision and audit fee, and fails to correct after being pointed out;
- E) Relevant parties complain about major quality, environment and safety problems and cause serious consequences;
- F) major quality, environment and safety accidents occur, or the state fails to check the quality, environment and safety supervision of the certified organization;
- G) Serious non-conformance occurs in the supervision and audit, and corrective measures are not implemented as required; or the certified organization fails to submit corrective measures on time after supervision and audit, and is not completed after indicating;
- H) fails to accept the normal annual supervision and audit, does not accept or cooperate with the on-site confirmation and audit of CNCA and Accreditation Commission, and fails to accept the supervision and audit within 12 months from the date of passing the on-site audit without justifiable reasons;
- I) temporarily cannot meet the requirements of newly issued laws, regulations and standards of the state or false information provided by enterprises for obtaining certification;
- J) The effectiveness of the quality management system is affected by the unapplicable standard clauses;
 - K) continuous production for more than half a year (except planned production);
 - L) voluntarily request for suspension;
- M) The administrative license qualification has expired and the application has been submitted but has not been approved;
 - N) Other violations of the system certification procedures occur.
- 9. Restoration of the certification certificate:

If the certified organization has taken effective corrective / corrective measures during the suspension and proves to eliminate the cause of the suspension, Zhongtian Hongtu International Certification Co., Ltd. shall cancel the suspension treatment and give written notice to resume the use of certification certificates and marks.

10. Cancellation of the certification certificate:

Zhongtian Hongtu International Certification Co., Ltd. will revoke the certified organization from using the certificates and marks under any of the following circumstances:

- A) The certified organization fails to take effective corrective measures as required within 3 months after the suspension of using the certification certificate.
- B) The supervision and review finds that the management system of the certified organization seriously does not meet the prescribed requirements, and corrective measures cannot be taken effectively in a short time;
- C) The use of the certification certificate and mark seriously violates the rules and fails to correct after the warning;
- D) serious consequences or significant social impact caused by product quality, enterprise environment or safety problems.
- E) Transfer of certification certificates and marks;
- F) lose the legal status, qualification, failed to notify the certification body, do not accept supervision and administration;
- G) seriously violate the provisions of the certification contract and provide false certification materials;
- H) Other relevant information that constitutes the cancellation of the certification certificate and the use qualification of the mark.

If the company is suspended or revocation of the management system certification qualification, Zhongtian Hongtu International Certification Co., Ltd. shall make an announcement on the website and notify the organization in writing.

VI. Information Notification system

- 1. The certified organization promises to abide by the information notification system. In any of the following situations in the management system, it shall timely notify Zhongtian Hongtu International Certification Co., Ltd. The notification method is instant notification:
 - A) Major complaints from the customer and related parties;

- B) The products or services produced are determined by the law enforcement and supervision authorities to do not meet the legal requirements;
- C) the quality, environment and safety accidents of products or services;
- D) The organizational structure has been significantly adjusted (legal status, production and operation status, organizational status, ownership change, enterprise name, management system documents, changes of important personnel, equipment, facilities or other important resources);
- E) the change of the administrative license qualification, compulsory certification or other qualification certificates obtained:
- F) Change of legal representative, top manager, management representative and main contact person;
 - G) Change of workplace of production, operation or service;
 - H) Change of the activity scope covered by the management system;
 - I) Major changes in the management system and important processes;
- G) Other important situations affecting the operation of the management system, such as changes in mailing address and telephone number, etc.
- 2. Zhongtian Hongtu International Certification Co., LTD., one of the following circumstances should immediately transfer the information to the certified organization;
 - A) Changes in the relevant national certification policies and regulations;
 - B) the change of the national management system certification standards;
 - C) Change of mailing address and telephone number;
 - And d) Changes in other related matters.

7. Use of certification certificates and marks

1. The mark of the certification certificate issued by Zhongtian Hongtu International Certification Co., Ltd. is owned by Zhongtian Hongtu

International Certification Co., Ltd. Its use, replacement, cancellation, suspension, resumption and cancellation shall be carried out in accordance with the relevant provisions. Company certification and logo patterns can be available on the company's website at http://www.ztht.net.cn/query;

- 2. The inquiry way of the certified enterprises and the enterprises with the certification status change: the enterprises certified by our company are published on the company website, website: http://www.ztht.net.cn/. Can or in the corresponding national website inquiry;
- 3. The certified organization approved by the Company can only use the same company mark and company recognition mark as the certification certificate held, but the certified organization can not use the IAS recognition mark or IAF international mutual recognition mark alone.
 - 3.1 China Sky Hongtu (ZTHT) company logo



ZTHT sign

3.2 IAS and IAF approval marks





MSCB-315

The IAS and IAF landmarks

4. After the organization has obtained the certification of quality, environment and occupational health and safety management system, the

certified organization can only use the prescribed marks according to the requirements of the company. Certification certificates and accreditation marks can be used in advertising, trade fairs, orders or promotional materials, and can also be displayed. Management system certification mark can be used in postal letters, advertisements and other publicity materials, the mark can also be directly printed on the certification organization's letters, documents, instructions and various documents and materials:

- 5. Management system certification certificates and certification marks are only allowed to be used by certified organizations, and are not allowed to be transferred, sold, borrowed or falsely used in any way. When using the mark, the certificate number should be indicated simultaneously.
- 6. The certified organization shall not use the certification certificate outside the scope of the certification and on all kinds of products and all kinds of publicity media, and shall not misdirect the wrong reference of the certificate status or the misleading use of certification documents, marks or audit reports. Preventing incorrect use includes false claims of certification and misuse of marks, which can lead to suspension or revocation of accreditation. It is not allowed to imply that the certification body has certified the product (including services) or process. However, the mark shall not be used on the product or the product packaging seen by the consumer, or in any other way that can be interpreted as indicating product conformity; nor shall it be used in reports or certificates of laboratory testing, calibration or inspection. The Company will take other legal measures against publication infringement, publish violations and if necessary.

The criterion for product packaging is that it can be removed from the product without causing decomposition, fragmentation or damage. The criterion for the accompanying information is that it can be obtained separately or easily separated. The model number label or nameplate is considered as a part of the product. Statements should in no way imply that the product, process, or service is certified in this manner. The statement shall contain references to the following:

- -- The identity of the certified customer (e.g., the brand or name);
- --The type of management system (e. g. quality, environment) and applicable standards:
 - -- The certification body that issues the certificate.
- 7. The certification certificate shall be used together with the annual supervision qualification notice, and the anti-counterfeiting mark on the certificate shall be deemed valid. The company will issue annual confirmation anti-counterfeiting marks to enterprises with qualified in annual supervision.
- 8. The table below provides a guide for the use of a certification mark to indicate that a product is manufactured under a certified quality management system.

			On top of the large	
		On the	boxes, etc., used to	In the advertising
		product, * 1	transport products *	pamphlet, etc
			2	
	No	not allow	not allow	Allow * 5
emblema	statement	not unow	not anow	7 HIOW 3
tical	With a			
Use * 3	statement	not allow	Allow * 5	Allow * 5
	* 4			

- * 1 This itself can be a tangible product or a product in a single box, container, etc. In the test / analysis activities, it can be a test / analysis report.
- * 2 This can be a package made of thin cardboard, which can be reasonably considered that it does not reach the end user.
- * 3 This applies to those signs of specific forms that have a basic description of their applicability. In this sense, a mere word statement cannot constitute a sign. Any such wording should be true and not misleading.
- * 4 This can be a clear statement: "(the product) is manufactured in a factory with GB / T19001 (ISO9001) certification approved by the quality management system".

* 5 In promoting the certification results, we should take full attention to avoid damaging the reputation of our company, and we should not make statements that make our company think misleading or unauthorized.

9. Use of certification marks and approval marks

The approval mark shall be used in conjunction with the certification mark (including the registration number) of the certification body. The certified organization shall not use the CNAS approval mark alone or the IA F/MLA Group mutual recognition mark alone.

- 10. Termination of the use / misuse of certification certificates and certification marks
- 10.1 When the Company susp, cancels or cancels the certificate, the organization using the original certification certificate and certification mark shall immediately stop using the certification certificate and certification mark and stop issuing all products and promotional materials with packages or labels of the certification mark.
- 10.2 The following behaviors constitute the misuse of the company's certification certificate and logo:
- (1) The use without the written approval of the certification certificate of the certification body and the mark management department;
- (2) misleading publicity or false declaration of the certification certificate;
- (3) unauthorized expansion of the scope of certification without approval;
- (4) using the certification mark on the product or as a product qualified misleading:
- (5) the use of certification marks not conforming to the provisions;
- (6) Other incorrect use of signs and / or certificates.
- 10.3 After the Company obtains the information indicating that the certified organization has wrongly used the certification certificate and

mark, the corresponding department shall issue a notice to the organization to immediately stop the misuse. At the same time, the organization is required to send the written explanation of the misuse and corrective measures taken to the corresponding department of the company within one month.

- 10.4 After receiving the written explanation, the corresponding department shall deal with the case according to the circumstances and the extent of the impact of the company. If necessary, it may assign or entrust relevant personnel to investigate and verify, collect necessary evidence, notify the certified organization of the processing result, and require it to correct within a time limit.
- 10.5 If the Company fails to receive the instructions of the certified organization within the prescribed time or take corrective measures approved by the Company within the prescribed time, the Company will revoke its certification certificate and issue a Notice of Suspension / Cancellation of Certification Qualification.
- 10.6 For the certified organization requiring correction or suspension of the use of the certificate, if it takes effective measures within the specified time and is verified by the Company, the Company may make the decision to stop the suspension and issue the Notice of Restoration of the Certificate and Certification Mark.
- 10.7 The company will take effective measures to punish the certificates or signs of the organization, including the publication by the news media, the determination of infringement of publications and other necessary legal means.
- 11. Suspension and revocation of certification certificates and certification marks
- 11.1 Whatever the reason, the use of the certificates and marks shall be stopped as long as the certified organization stops paying the required certification fee or is suspended or revoked.
- 11.2 Once the certification qualification of the certified organization is suspended and revoked by the company, the certification

certificate and certification mark shall not be used externally during the suspension period. After the cancellation, we shall stop using the relevant documents and send the certification certificate to the original certification mark for the full opportunity of our company.

VIII. Complaints / complaint / dispute

Complaint: refers to dissatisfaction with our company's services or personnel, but it does not constitute a complaint.

Appeal: refers to the objection to our company's approval, suspension, registration and other decisions.

Dispute: the inconsistency between the audit team leader and the audited party in some aspect.

1. Handling of complaints

If the applicant / certification organization has any objection to the decisions of our company, he may submit a written appeal to the top management committee of our company within 30 days after receiving the decision. The director of the management committee or his authorization shall make a decision on the appeal and notify the complainant of the result in writing. The complainant still appeals to the accreditation agency for further objection.

2. Handling of complaints

The applicant / certification organization can complain to the general manager, deputy general manager, director of the technical committee and director of the management committee of our company. The complaint handling result is replied to the complainant, either in writing or orally. If you are dissatisfied with the processing result, you can appeal according to the appeal procedure.

3. Settlement of disputes

Disputes are generally resolved through on-site coordination. If the coordination fails, you can directly call us to the general manager or management representative of our company to seek a solution.

Ix. Rights and obligations of the certified organization

- (1) Rights
- 1) The certification application (entrustment) person has the right

to understand the operation basis and certification procedures of our company;

- 2) Have the right to obtain instructions and documents related the certification:
- 3) Have the right to raise objections to the audit plan and the audit members, which can be reasonably resolved;
- 4) Have the right to confirm the unqualified standards proposed by the audit team;
- 5) Have the right to question the work of the audit team and the audit conclusion:
- 6) If there is any difference between the official report approved by our company and the audit report of the audit team, we shall have the right to request our company to make an explanation;
- 7) When our company subcontracts the audit / supervision audit to external institutions, we shall have the right to give opinions or even disagree (for valid reasons);
- 8) Have the right to correctly use the certification certificates and marks;
- 9) Have the right to require our company to keep confidential and comply with the relevant regulations of our party;
- 10) Have the right to make complaints / complaints and disputes against our company / personnel;
- 11) Have the right to request our company to explain or clarify other related certification issues;
- 12) Have the right to report illegal behaviors in certification activities to the certification and accreditation supervision and administration department of The State Council and the local certification supervision and administration department.
 - (2) Obligations
 - 1) Always operate the management system in accordance with the

certification standards;

- 2) Always abide by the relevant regulations of the CNCA, the Accreditation Commission and our company;
- 3) Pay the fee on time (the fee should also be paid when the certification is not passed);
- 4) Make necessary arrangements for audit, supervision, certification and complaint resolution; including accepting review of our documents and reviewing relevant records;
- 5) Actively cooperate with the audit, and truthfully provide the information, explanations, materials, documents and records;
- 6) Correct use of certification certificates and marks, only to make a statement on the scope of approved certification;
- 7) In publicizing the certification results shall not damage the reputation of our company, and shall not make statements that make our company think misleading or unauthorized;
- 8) When the certification is suspended or revoked, the publicity involving the certification content shall be immediately stopped, and all the certification documents shall be returned as required by our company;
- 9) After the registration, we shall timely inform our company of the changes in the management system within the period of validity;
- 10) Make the change at the given time according to the change certification requirements and accept the verification of our company;
- 11) Regular internal audit and management review of the management system, and the interval shall not exceed 12 months.
- 12) Return all (expired, cancelled, cancelled) invalid certification certificates as scheduled.

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Website: http://www.ztht.net. Cn/Email: 654449866@qq.com

Bank of deposit: China Merchants Bank Co., Ltd., Changsha Mawangdui Road

Sub-branch

Account number: 731907855310201