

信息通报要求

Information Reporting Requirements

1. 获证组织管理体系信息通报要求 Management system certified organization information reporting requirements

1.1. 获证组织发生下列情况之一,需及时向新世纪检验认证有限责任公司(以下简称“我公司”)通报: The certified organization shall promptly notify BCC Inc. ("Our Company" or "BCC") in one of the following circumstances:

- 1.1.1. 法律地位、经营状况、组织状态或所有权的变更; changes in legal status, business status, organizational status or ownership;
- 1.1.2. 组织、组织结构和管理层(如法人代表、最高管理者、管理者代表等关键的管理、决策或技术人员)的变更; changes in the organization, organizational structure and management (such as key management, decision-making or technical personnel such as legal representatives, top managers, management representatives, etc.);
- 1.1.3. 联系地址、注册地址、通讯地址、活动场所、多场所等的变更; changes in contact address, registered address, mailing address, place of activity, multi-place, etc.;
- 1.1.4. 行政许可资质的变更、更新、复查换证、到期、注销等情况信息; information on administrative licensing, change of compulsory qualification, renewal, review of renewal, expiration and cancellation;
- 1.1.5. 管理体系覆盖的活动范围和(或)边界的变更; the scope of activities and/or boundaries covered by the management system;
- 1.1.6. 管理体系和重要过程的变更; changes in management systems and important processes;
- 1.1.7. 客户及相关方的重大投诉; significant complaints from customers and related parties;
- 1.1.8. 消费者投诉信息; consumer complaints information;
- 1.1.9. 发生产品质量安全事故、环境污染事故、生产安全事故、食品安全事故、信息安全事故、信息技术服务事故、与能源有关的重大事故、医疗器械安全事故等事故,以及行政机关监督检查中发现不符合法定要求的产品、产品召回、劳动纠纷、违反劳动法律法规等等事件; product quality safety accidents, environmental pollution accidents, production safety accidents, food safety accidents, information safety accidents, information and information service accidents, major energy-related accidents, medical equipment safety accidents, etc., as well as products found in administrative agency supervision spot checks that do not meet statutory requirements, product recalls, labor disputes, violations of labor laws and regulations;
- 1.1.10. 受到有关执法监管部门或消协组织的处罚和通报的; Subject to penalties and public notices issued by relevant law enforcement and regulatory authorities or consumer association organizations;
- 1.1.11. 被“国家企业信用信息公示系统”和“信用中国”列入严重违法失信名单的; Being listed in the Severe Dishonesty List by the “National Enterprise Credit Information Publicity System” and “Credit China”;
- 1.1.12. 经行政监管部门确认因获证组织违规而造成产品和服务等重大质量安全事故的; A

major quality or safety incident involving products or services has been confirmed by the administrative regulatory authority to be caused by a violation committed by the certified organization.

- 1.1.13. 被有关行政监管部门责令停业整顿的； Having been ordered by the relevant administrative regulatory authorities to suspend operations for rectification;
- 1.1.14. 发生与质量相关重大舆情的； The occurrence of significant public opinion events related to quality;
- 1.1.15. 管理体系文件的变化； changes in management system documentation;
- 1.1.16. 适用法律法规及标准的变化； changes in applicable laws and regulations and standards;
- 1.1.17. 其他与管理体系运行有关的重要信息； other important information relating to the operation of the management system;
- 1.1.18. 组织的能源绩效未达到国家和地方政府发布的单位产品能源消耗限额标准要求或考核为“未完成”等级的。 The organization's energy performance fails to meet the energy consumption limit standards per unit product issued by national and local governments, or is rated as "unfulfilled" in assessments.
- 1.2. 获得食品安全管理体系和危害分析与关键控制点（HACCP）体系认证的组织除进行上述通报外，还应及时通报以下信息： Organizations that are certified for food safety management systems and hazard analysis and critical control points (HACCP) systems shall promptly inform the following information:
 - 1.2.1. 体系和过程的重大变更信息； information on significant changes to the system and process;
 - 1.2.2. 产品/工艺/环境的变化信息； information on changes in product/process/environment;
 - 1.2.3. 所在区域（周围）内发生的有关重大动、植物疫情的信息； information on major dynamic and plant outbreaks occurring in the area (surroundings);
 - 1.2.4. 官方检查或政府部门组织的市场抽查中被发现有严重食品安全问题的信息； information on serious food safety problems was found in official inspections or market spot checks organized by government departments;
 - 1.2.5. 出口的产品因卫生方面的问题被进口国（地区）主管当局通报的； hygiene problems of exported product notified by the authorities of the importing country (region) ;
 - 1.2.6. 不合格品召回及处理信息等； information on unqualified product recall and handling, etc.
- 1.3. 获得基于 ISO/IEC 20000-1 的服务管理体系认证的组织除进行上述通报外，还应
Organizations that are certified as service management systems based on ISO/IEC 20000-1 shall also :
 - 1.3.1. 每三个月应向乙方通报顾客投诉的相关信息； inform BCC the customer complaints every three months;
 - 1.3.2. 及时通报服务目录的变化情况。 inform BCC the changes in the service catalog.
- 1.4. 获得信息安全服务管理体系认证的组织除进行上述通报外，如发生了涉及认证范围中的控制措施的变更，应及时通报，以便我公司确认后予以换发认证证书。 In addition to the above-mentioned notification, the information security services management system certified organizations shall promptly notify changes in the control measures involved in the scope of certification for BCC to issue a new certification certificate after confirmation.

- 1.5. 获得知识产权管理体系认证的组织除进行上述通报外，如发生具有下列影响的知识产权事件，也应及时通报：In addition to the above notifications, organizations that have obtained the certification of the intellectual property management system should also promptly notify the occurrence of intellectual property incidents with the following impacts:
- 1.5.1. 被司法机关认定为反复恶意侵犯知识产权的事件 Cases that have been identified as repeated malicious infringements of intellectual property rights by judicial authorities
- 1.5.2. 因知识产权保护问题产生纠纷并造成不良社会影响的； Disputes arise due to intellectual property protection issues and cause adverse social impact;
- 1.5.3. 被知识产权行政主管部门予以处罚的。 Penalized by the competent administrative department of intellectual property rights. The energy management system certified organizations shall also promptly notify BCC if their energy performance does not meet the standard requirements for energy consumption limits for unit products issued by national and local governments or is assessed as "unfinished" levels.
- 1.6. 对获证组织的信息通报，我公司将采取适当的行动，通常反馈不超过 15 个工作日。 In the case of the certified organization's communications, BCC will take appropriate action usually within 15 working days.
- 1.7. 对获证组织未按要求通报的处置 Actions to the certified organization's failure to notify as required.
- 1.7.1. 如果发现获证组织未按要求进行信息通报，将根据需通报信息的内容、性质、严重程度，对获证组织予以书面告诫、对注册资格作出暂停或撤销的处置。 If it is found that the certified organization has not informed as required, the certified organization will be given written warning, suspension or withdrawal of registration qualification, depending on the content, nature and severity of the information to be informed.
- 1) 当获证组织发生了各类事故、事件、重大投诉、消费者的投或在各类监督抽查中存在不合格，如果未在三个工作日内向 BCC 进行通报，BCC 将在获知信息后两个工作日内立即对其注册资格先行办理暂停（情况严重的则直接办理撤销），同时发出书面告知书要求企业对问题事实及后续的行动（包括纠正和纠正措施）及相关部门的后续处置结果（存在时）予以书面说明。获证组织应在接到通知后三个工作日内按照通知要求如实提交相关的资料。如果在接到通知后无充分理由不予配合的，我公司将从第四个工作日起对获证组织的注册资格作出撤销的处置。同时我公司将按照认证信息通报要求向上级主管机关通报； If any accident, incident, major complaints, consumer complaints or unqualified occurred in supervision and spot checks, the certified organization failed to inform BCC within 3 working days, its registration will to be suspended (or withdrawn in serious case) by BCC immediately within two working days while BCC obtained the information. A written notice will be issued requiring the certified organization to provide a written explanation of the facts and subsequent actions (including correction and corrective actions) and the follow-up disposition results of the relevant department (if any). The certified organization shall submit the relevant information truthfully in accordance with the notification requirement within 3 working days after receiving the notice. If the certified organization refused to co-operate without sound reasons, BCC will withdraw the registration qualification from the 4th working day. BCC will report to the authority administration in accordance with the certification information requirements;
- 2) 当获证组织发生了各类事故、事件、重大投诉、消费者的投诉或在各类监督抽查中存在不合格未按上述 1) 要求向 BCC 通报，BCC 在后续的例行监督、再认证审核或其他非例行的审核/检查中按规定向获证组织了解本周期是否发生前述事故、事件、投

诉、不合格时，获证组织再次未能如实告知，该情况一旦被发现，BCC 将根据问题的内容、性质、严重程度，立即对获证组织的注册资格作出暂停或撤销的处置。If any accident, incident, major complaints, consumer complaints or unqualified occurred in supervision and spot checks, the certified organization neither informed BCC according to the above requirements, nor truly report to BCC in the follow-up routine surveillance audit, recertification audit or other non-routine audit / inspection, BCC will suspend or withdraw the certified organization's registration qualification, depending on the content, nature and severity of the issue.

- 3) 当获证组织发生了各类事故、事件、重大投诉、消费者的投诉或在各类监督抽查中存在不合格时，只要获证组织不能证实当前是符合法律法规要求的，不论在哪个时机发现，均应立即将其注册资格进行暂停/撤销办理。If any accident, incident, major complaints, consumer complaints or unqualified occurred in supervision and spot checks, the certified organization failed to prove that it currently in compliance with the relative laws and regulations, its registration qualification shall be immediately suspended or withdrawn regardless of the time at which it is found.
 - 4) 如果发现获证组织未按要求进行信息通报不属于上述 1) 及 2) 类情况的，将对获证组织予以书面告诫，BCC 将根据获证组织的后续行动进一步采取措施，包括对注册资格作出暂停或撤销的处置。If it is found that the certified organization has not informed as required but does not fall into the categories 1) and 2) above, the certified organization will be given a written warning and BCC will take further actions, including the suspension or withdrawal of registration qualification, considering the follow-up actions taken by the certified organization.
- 1.8. 生产、销售的产品或提供的服务被质量或市场监督管理部门认定不合格的，自国家市场监督管理总局发出通报起 30 日内获证组织应接受监督审核；其他方面的不合格的参照执行。If the products produced or sold or the services provided are deemed unqualified by the quality or market supervision department, the certified organization shall accept the supervision and audit within 30 days after the SAMR issued the notification; other aspects of the unqualified shall be implemented by reference .
- 2. 新世纪检验认证有限责任公司发生下列情况应及时把信息传递给获证组织: In the following cases, BCC shall promptly transmit the information to the certified organizations:**
- 2.1. 国家有关认证政策、规定的变更；changes of national certification policies and regulations;
 - 2.2. 国家管理体系认证标准的变更；changes of the relevant management system certification standard;
 - 2.3. 获证组织不符合法律、法规要求方面的信息，新世纪检验认证有限责任公司拟采取的具体措施；BCC's actions to the information that the certified organization does not comply with legal and regulatory requirements;
 - 2.4. 通讯地址、电话等变更；changes of BCC's contact address and/or contact channels;
 - 2.5. 其他有关事项的变更。other relative changes.

3. 信息通报报送渠道: Information reporting channel:

法务技术部 联系人: 张美娟

电话: 010-58579319 邮箱 fwjs@kiwa.cn

地址：北京市东城区广渠门内大街 45 号 5 层 45-（05）-02 室

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新世纪检验认证有限责任公司

2025 年 12 月 15 日

BCC Inc.

December 15th, 2025