intertek
Total Quality. Assured.

INFORMATION ON HANDLING OF REQUESTS FOR INFORMATION

Purpose 目的

To provide an overview of Intertek's process for handling requests for information related to Business Assurance activities

提供与 BA 活动有关的 INTERTEK 信息需求处理过程的概述

Scope 范围

Intertek has a comprehensive process to handle requests for information. This process satisfies the requirements of both ISO/IEC 17021-1 and 17065.

INTERTEK 拥有处理信息需求的完整过程。本过程满足 ISO/IEC 17021-1 和 17065 的需求

Note 备注

As per the requirements of both above-referenced standard, information related to certified organizations is confidential except for the confirmation of the certification status and the content of the certificate.

基于上述所引用标准的要求，除获证组织的认证状态和证书内容外，其他信息均应保密。

Process 过程

1. Any party may request information from Intertek via Email (directly or via the website), by phone or in writing/Email
   任何人可以使用邮件或者电话向 Intertek 查询信息
2. Personnel receiving the request may, as appropriate, direct the requestor to the appropriate section(s) of Intertek's website or forward it to appropriate Intertek personnel.
   接收到查询信息的人员，依据情况，可以指导信息需求者访问 Intetek 网站的相应内容或者转发需求给相应的 Intertek 人员
3. In all cases Intertek shall ensure that the requestor is provided with the requested information, as long as it does not violate any confidentiality requirements and that such information is to be provided as per the requirements of the above referenced standards.
   在所有情况下，只要不违反任何保密要求并且依据上述参考标准的要求，Intertek 应确保提供信息给需求者。

Types & Sources of Information 信息的种类和来源

1. Information related to certified organizations: 与获证组织有关的信息

Upon request, Intertek will confirm the status of a given certification as well as the information appearing on the certificate.

INFORMATION ON HANDLING OF REQUESTS FOR INFORMATION

Document #: GOP217-INFO	Release Date: 13-DEC-2019	Page 2 of 3
Document Owner: Global Marketing Director	Approver: Global Marketing Director	

依据需求，Interek 将确认认证状态以及证书上的信息

Such requests can be made by clicking on the QR code appearing at the bottom of the certificates or by sending a request by Email at: certificate.validation@intertek.com

你可以点击证书底部的二维码，或者通过电子邮件发送请求到 certificate.validation@intertek.com

Or by addressing inquiries directly using the Email link provided on the website at:

或直接使用网站上提供的电子邮件链接处理查询：

https://www.intertek.com/business-assurance/certificate-validation/

NOTE: In exceptional cases, access to certain information can be limited on request by the client (e.g. for security reasons).

备注：特殊情况下，可以按照客户的要求限制一定信息的访问（比如：安全原因）

2. **Intertek Personnel Contact information**
   Intertek 人员联系信息

Requestors may find contact information on the website at:

查询者可以从如下网站查询联系信息

http://www.intertek.com/contact/

Requestors may address inquiries directly using the Email link provided on the website at:

查询者可以使用如下网站中提供的邮件链接进行查询

http://www.intertek.com/contact/inquiry/

3. **Other General information available on the website**
   网站可以查询的其他信息

Intertek personnel may re-direct the requestor to the following web page or provide the information contained on the page to the requestor directly:

Intertek 员工可以引导信息需求者访问如下网页或者直接提供网页中的信息

   a) audit processes 审核过程: http://www.intertek.com/auditing/management-systems/six-steps-to-certification/

   b) processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing
      授予、拒绝、保持认证、更新、暂停、 恢复或者撤销认证

   c) certification or expanding or reducing the scope of certification:
      认证，扩展或者缩小认证范围

INFORMATION ON HANDLING OF REQUESTS FOR INFORMATION

Document #: GOP217-INFO	Release Date: 13-DEC-2019	Page 3 of 3
Document Owner: Global Marketing Director	Approver: Global Marketing Director	

http://www.intertek.com/auditing/management-systems/six-steps-to-certification/

d) types of management systems and certification schemes in which intertek operates:
Intertek 可以实施认证的的管理体系类型以及认证项目
http://www.intertek.com/auditing/accreditation-for-management-systems-certification/

e) the use of the Intertek's name and certification mark or logo;
Intertek 企业名字，认证标志及 logo 的使用
http://www.intertek.com/auditing/management-systems/policy/

f) processes for handling requests for information, complaints and appeals:
处理信息需求，投诉和上诉过程
http://www.intertek.com/auditing/management-systems/policy/

g) policy on impartiality 公正性方针: http://www.intertek.com/auditing/management-systems/policy/

4. **Other General information provided upon request only**
   其他信息仅根据需求提供
   a) general information on the fees charged to applicants and to clients;
   向申请人或者客户收取费用的信息
   b) a description of the means by which the certification body obtains financial support
   说明认证机构获得资金支持的方式

REVISION LOG 变更清单		
Revision # 版本号	Description of Change 变更描述	Release Date
1	Re-write of the document 重新编写	28-SEP-2016
2	Addition of a reference to the QR code appearing on the certificate 增加二维码查询	13-DEC-2019