

Kaixin Certification (Beijing) Co., Ltd.

凯新认证（北京）有限公司

**Certification Procedures for Sustainable
Textile (Textile Exchange & GOTS)**

**可持续发展纺织品认证程序（Textile
Exchange & GOTS）**

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Approved by: Zhao Shufang

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Foreword/前言


Kaixin Certification (Beijing) Co., Ltd. (KCB for short), formerly Hartford Global Standard Certification (Beijing) Company, was established in 1998 and was one of the first CNCA registered certification body in 1998. KCB is registered with CNCA under registration CNCA-R-2020-069 and was accredited by CNAS in 2002 with the following registration number: CNAS-069. / 凯新认证(北京)有限公司(KCB), 前身为哈特福德全球标准认证(北京)有限公司, 成立于1998年, 是中国国家认监委(CNCA)首批注册认证机构之一。KCB在CNCA注册, 注册号为CNCA-R-2020-069, 并于2002年获得CNAS认可, 注册号为CNAS-069。

KCB strictly implements the regulations of the People's Republic of China on Certification and ISO/IEC17065 accreditation requirements as well as other relevant accreditation norms. KCB does not engage in any activities that impair impartiality, provides services to all certification applicants on an equal basis, and is fully committed to the CCAA requirements industry self-discipline. / KCB严格执行《中华人民共和国认证条例》和ISO/IEC17065认证要求及其他相关认证规范。KCB不从事任何有损公正性的活动, 平等为所有认证申请人提供服务, 接受CCAA行业自律的管理要求。

This KCB procedure was developed to cover all relevant certification requirements for the following sustainable textiles certification schemes: GOTS and Textile Exchange. This procedure describe the certification process and requirements for companies that wish to become certified against the relevant sustainable textile certification requirements and are part of KCB contractual agreement for GOTS and/or Textile Exchange certification schemes. / KCB此程序是为了满足以下可持续纺织品认证方案的所有相关认证要求而制定的: GOTS和纺织交易协会。本程序描述了希望根据相关可持续纺织品认证要求获得认证的公司的认证过程和要求, 该认证是KCB GOTS和/纺织交易认证计划合同协议的一部分。

Note: 注:

- CNCA-Certification and Accreditation Administration of the People's Republic of China
- CNCA-中国国家认证认可监督管理委员会的英文缩写
- CCAA-China Certification and Accreditation Association
- CCAA-中国认证认可协会的英文缩写
- KCB - Kaixin Certification (Beijing) Co., Ltd.
- KCB—凯新认证(北京)有限公司的英文缩写

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This procedure is version A/1, issued on July 10, 2020, and implemented on July 10, 2020./此程序文件是 A/1 版本，于 2020 年 7 月 10 号发布，2020 年 7 月 10 号实施。

KCB requires all departments and all employees (including full-time/part-time auditors and technical experts) to conscientiously implement the company's quality policy and strictly implement the provisions and requirements of this procedure. / KCB 要求各部门和全体员工(包括全职/兼职审核员和技术专家)认真贯彻公司的质量方针，严格执行本程序的规定和要求。


All KCB staff are required to carefully study and implement the instructions for implementing this procedure. /要求 KCB 全体人员认真学习并贯彻对此文件发布实施的指令。

General Manager: Zhao Shufang

总 经 理：赵舒芳

July 10, 2020

2020 年 7 月 10 号

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1. Scope/范围

This procedure sets forth the basic principles and impartiality commitment followed by KCB in the implementation of audit and Sustainable Textile certification services, and makes clear provisions for KCB clients to ensure compliance with all relevant certification requirements. /本程序阐述了KCB 在实施纺织品认证审核和可持续认证服务时所遵循的基本原则和公正承诺，并为 KCB 客户确保符合所有相关认证要求作出了明确规定。

This procedure is an integral part of KCB contractual agreement for both the Global Organic Textile Standard (GOTS) and Textile Exchange certification schemes. /本程序是 KCB 的全球有机纺织品标准(GOTS)和纺织品交易协会认证计划合同协议的组成部分。


- Global Organic Textile Standard (GOTS)/全球有机纺织品标准 (GOTS)
- Textile Exchange: Founded as Organic Exchange in 2002, it became Textile Exchange in 2010. Textile Exchange is a global non-profit organization that works closely with all sectors of the textile supply network. TE identifies and shares best practices regarding farming, materials, processing, traceability, and product end-of-life in order to create positive impacts on water, soil, air, animals, and the human population created around the world by the textile industry. As of 2020, TE members include 210 companies and organizations from more than 25 countries. TE owns and administrates a number of standards including the Content Claim Standard (CCS), the Organic Content Standard (OCS), the Global Recycled Standard (GRS), the Responsible Down Standard (RDS), and the Responsible Wool Standard (RWS). These standards have been developed to ensure that appropriate chain of custody can be ensured for sustainable materials and to provide labelling tools for final product claims./ 纺织品交易协会: 2002年以有机交易协会的名称成立, 2010年更名为纺织品交易协会。纺织交易协会是一个全球性的非营利性组织, 与纺织供应网络的所有部门紧密合作。TE确定并分享有关农业、材料、加工、可追溯性和产品寿命结束的最佳做法, 以对世界各地的纺织业造成的水、土壤、空气、动物和人口产生积极影响。截至2020年, TE成员包括来自25个国家的210家公司和组织。TE拥有并管理多项标准, 包括内容声明标准(CCS)、有机含量标准(OCS)、全球回收标准(GRS)、责任羽绒标准(RDS)和责任羊毛标准(RWS)。制定这些标准是为了确保可持续材料的适当监管链, 并为最终产品声明提供标签工具。

2. Reference Standards/引用标准

The terms and conditions in ISO/IEC 17065 are referred to in this document as terms and conditions in this manual./ ISO/IEC 17065 中的条款和条件在本文件中被称为本手册中的条款和条件。

3. Term and definition/术语和定义

Audit/审核: An evaluation undertaken by a certification body to verify conformity with a Standard. It may be conducted on-site or remotely and may involve visual inspection, interviews and/or

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document reviews./ 认证机构为验证是否符合某一标准而进行的评价。审核可以在现场进行，也可以远程进行，还可能包括目视检查、面谈和/或文件审查。

Auditor/审核员: A certification body representative who conducts audits./进行审核的认证机构代表

Certification Body/认证机构: An accredited third-party carrying out auditing and certification in accordance with the provisions set out in the applicable Standard and the ACP. An accredited certification body may issue scope certificates and transaction certificates./ 获认可的第三方根据适用的标准及核心计划所载的条文进行审核及认证。经认可的认证机构可以颁发范围证书和交易证书。

Certification/认证: The provision by an independent certification body of written assurance (a scope certificate) that the product, service or system in question meets specific requirements./由独立的认证机构提供书面保证(范围证书)，证明所涉及的产品、服务或系统满足特定要求。


Certified Organization/认证组织: An organization which holds a scope certificate./持有范围证书的组织。

Organization/组织: A legal entity which is certified to or in the process of becoming certified to a Standard. 已达到或正在达到某一标准的法定实体。

Scope Certificate (SC)/范围证书(SC): A document issued by the certification body which verifies that an organization is competent to produce and sell specified claimed materials in conformity with a Standard./ 由认证机构发出的证明某个组织有能力生产和销售符合标准的特定声明材料的文件。

Standard/标准: Global Standard gGmbH owns the Global Organic Textile Standard, and the relevant Textile Exchange-owned standard, which may be any of the following: the Content Claim Standard (CCS), Organic Content Standard (OCS), Recycled Claim Standard (RCS), Global Recycled Standard (GRS), Responsible Down Standard (RDS), Responsible Wool Standard (RWS) or any other standards that come under the ownership of Textile Exchange./ 全球有机纺织品标准须知拥有全球有机纺织品标准，及相关纺织交易协会拥有以下标准，这可能是下列：含量声明标准(CCS)、有机含量标准(OCS)、回收声明标准(RCS)、全球回收标准(GRS)、责任羽毛标准(RDS)、负责羊毛标准(RWS)或任何纺织交易协会所有权下的其他标准。

Suspension/暂停: The limitation of a scope certificate or accreditation due to a specific non-conformity or issue. A suspension may be lifted when the non-conformity or issue is resolved, and the scope certificate or accreditation becomes active again immediately./ 因特定不合格或问题而限制证书或认可范围的。当不合格或问题得到解决时，可以解除暂停，范围证书或认可立即重新生效。

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Withdrawal/撤销: The revocation of a scope certificate or accreditation due to a specific non-conformity or issue, or at the request of the accredited/certified party. Following a withdrawal of accreditation/certification, a new assessment/audit is required for accreditation/certification to return to an active status./ 因特定的不符合规定或问题，或应被认可/认证方的要求而撤销范围证书或认可资格。撤销认可/认证后，认可/认证须重新进行评审/审核，以使认可/认证恢复有效状态。

Transaction Certificate (TC)/交易证书 (TC) : A document issued by a certification body that verifies that products being sold or shipped from one organization to another conform to a given Standard and may be treated as claimed materials by the receiver. /由认证机构签发的文件，用以验证从一个组织出售或运送到另一个组织的产品是否符合给定的标准，并可被接收方视为声明的材料。

4. General Requirements/总体要求

4.1 Legal and contractual matters/法律及合约事宜


4.1.1 Certification agreement/认证协议

KCB signs a legally binding certification agreement with all its customers, which is formulated in accordance with the relevant requirements of ISO17065 and the certification and approval procedures of TE and GOTS. This procedure is an integral part of the contractual agreement between KCB and each customer for the TE and/or GOTS schemes./ KCB 根据 ISO17065 的相关要求和 TE、GOTS 的认证审批程序，与所有客户签订了具有法律约束力的认证协议。此程序是 KCB 与客户之间关于纺织交易协会和/或 GOTS 计划的合同协议的组成部分。

The customer shall sign the agreement to contract demonstrate its commitment to comply with the requirements of the relevant certification scheme. KCB will not be in a position to offer any certification services prior to the agreement being signed by both parties./ 客户须签署合约协议，以显示其遵守有关认证计划要求的承诺。在双方签署本协议之前，KCB 无法提供任何认证服务。

The agreement can be terminated as follow: /本协议终止方式如下:

- KCB's customer has the right to withdraw from the certification agreement through formal written notification with at least 30 days notification./ KCB 客户有权在 30 天内以正式书面形式通知撤销认证协议。
- KCB reserves the right to terminate the certification agreement for failure to pay the agreed certification fees or if the organization fails to comply with the certification requirements as outlined in this document./ KCB 保留终止认证协议的权利，如果该组织未能支付约定的认证费用或未能遵守本文件中概述的认证要求。

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KCB specifically requires its customers to keep records of all complaints related to certification requirements and provide these records to KCB./ KCB 特别要求客户保存所有与认证要求有关的投诉记录，并将这些记录提供给 KCB。

During the audit, the customer complaint records are regularly checked./ 在审核过程中，定期检查客户投诉记录。


Related document:/相关的文件

KCB-TR05-Terms and Conditions of Service for Textile Certification

4.1.2 Management of Impartiality/公正性管理

In compliance with ISO 17065 requirements, KCB is committed to provide impartial certification services while managing any potential conflict of interest. KCB has implemented procedures that do not discriminate or limit access to certification. KCB's services are open to all applicants whose activities are within the scope of KCB's operations. KCB does not restrict the implementation of certification to the size of the customer, the membership of an association or body, or the number of certificates already issued. Top management makes the following commitment to impartiality in certification service: / 遵照 ISO 17065 的要求，KCB 致力于提供公正的认证服务，同时管理任何潜在的利益冲突。KCB 实施了不歧视或限制获得认证的程序。凡在 KCB 经营范围内活动的申请人，均可享受 KCB 的服务。KCB 不以客户规模、协会或机构的会员资格或已颁发证书的数量来限制认证的实施。最高管理层对认证服务过程中的公正性声明如下：

- KCB top management has a deep understanding of the importance of impartiality in the implementation of certification activities, providing impartial and competent certification services to all parties concerned, and providing trust to all parties concerned KCB;/最高管理层深刻理解公正性在实施认证活动中的重要性，为所有认证相关方提供公正、有能力的认证服务，向所有认证相关方提供信任；
- KCB always insists on independence and impartiality, making decisions on granting or not granting certification only based on inspection evidence;/ KCB 始终坚持独立与公正，仅根据检查证据做出授予或不授予认证的决定；
- KCB fully recognizes, analyzes and documents conflicts of interest arising from certification activities, and effectively manages and controls activities and relationships that affect impartiality. To ensure that impartiality is not affected in any way by other interests or other parties (units or individuals); /KCB 对由认证活动引起的利益冲突进行充分认识和分析并形成文件，对影响公正的活动和关系进行有效管理和控制。确保公正性不受其他利益或其他各方（单位或个人）的任何影响；
- KCB does not provide consulting services in any way, does not cooperate with any consulting institutions, independently signs certification contracts, and does not imply that if the applicant chooses a consulting or training institution, it can make certification simpler, easier, faster or cheaper, nor does it allow any link or statement of consulting institutions to declare or imply;/KCB 不提供任何方式的咨询服务，不与任何认证咨询机构有合作关

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系，独立签署认证合同，更不暗示申请方若选择某家咨询或培训机构，可使认证更为简单、容易、迅速或廉价，也不允许任何咨询机构的链接或声明宣称或暗示；

- KCB certification personnel (including management and inspection personnel) who have provided certification consultation to the client shall not be used for inspection or other certification activities against the client for two years after the completion of the consultation;/KCB 的认证人员（包括管理人员、检查人员）如曾经对客户提供过认证咨询，在咨询结束后两年内，不被用于针对该客户的审核/检查或其他认证活动；
- KCB does not provide any other product and service that may impair the confidentiality, objectivity or impartiality of its certification process and decisions, and actively manages the identification, elimination and reduction of these risks./ KCB 不提供任何其他可能损害其认证过程和决策的保密性、客观性或公正性的产品和服务，并积极管理这些风险的识别、消除和减少。
- All KCB employees, whether internal or external, or members of committees and board are committed to acting impartially, disclosing any potential or existing conflicts of interest, or any situation (commercial, financial, personal or any other relationship) that may pose a risk to impartiality./ 所有 KCB 员工，无论是内部还是外部，或委员会的成员、董事会成员都致力于公正行事，披露任何潜在的或现有的利益冲突，或任何可能对公正构成风险的情况(商业、财务、个人或任何其他关系)。
- All KCB employees in any occasion will not accept gifts from certification organizations, including gifts, gifts, securities, jewelry, etc;/ KCB 所有工作人员在任何场合均不收受认证组织的馈赠，包括礼金、礼品、有价证券、珠宝首饰等；
- KCB auditors shall not participate in the banquets and entertainment arranged by the organization when performing their inspection tasks./KCB 检查人员在执行检查任务时，不参加受检查方安排的宴请和娱乐活动。


Note: KCB may decline application for certification in case of justified reasons, such as customer involvement in illegal activities, or past repeated non-compliance with certification requirements and/or product requirements./ 注:如有正当理由，如客户参与非法活动，或过去多次违反认证要求和/或产品要求，KCB 可拒绝认证申请。

Related document:/相关的文件:

KCB-TP07-Impartiality management procedure

4.1.3 Management of Confidential Information/保密信息的管理

Through the legally binding contractual agreement, KCB is responsible for the confidential management of all information obtained or generated during the certification process. All information will be treated as confidential with the following exceptions:/ 通过具有法律约束力的合同协议，KCB 负责对认证过程中获得或产生的所有信息进行保密管理。所有信息将被视为机密，但以下情况除外：

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- Information disclosed by the customer itself or as agreed between KCB and the customer, if in response to a complaint./ 客户自身或 KCB 与客户达成协议，因投诉而披露的信息。
- When KCB is required to make publicly available information that maybe considered as confidential information, KCB will notify the client in advance./ 当 KCB 被要求公开可能被视为机密信息的信息时，KCB 将提前通知客户。
- When KCB is required to disclose some information based on legal requirements. KCB will notify the customer or individual concerned of the information provided, unless restricted by law./ 当 KCB 根据法律要求需要披露某些信息时。除非法律另有规定，否则 KCB 会将所提供的资料通知有关客户或个人。

Information about customers obtained from sources other than customers (such as complainants, regulatory authorities) shall be treated as confidential information./ 从客户以外的来源(如投诉者、监管机构)获得的客户信息应被视为机密信息。

Files presented to any relevant KCB committees are prepared in such a way that no details are included that may identify the client or the products in question and all sensitive information is removed./ 提交给 KCB 任何相关委员会的文件均不包括可能识别客户或相关产品的细节，并删除所有敏感信息。


Related document: /相关的文件:

KCB-TR05-Terms and Conditions of Service for Textile Certification

4.1.4 Disclosure of public information/公开信息的披露

KCB (through a public file, website, or other means) provides the following information upon request by relevant stakeholder: /KCB(通过公开文件、网站或其他方式)应相关利益相关者的要求提供以下信息:

- a) KCB is committed to making information publicly available regarding its management structure, certification procedures, appeals and complaints procedures. /KCB 致力于将其管理结构、认证程序、申诉和投诉程序等信息公开。
- b) Information about (or relating to) certification programmes, including evaluation procedures, rules and procedures for approving, maintaining, extending or reducing the scope of certification, suspending, withdrawing or refusing certification; /有关(或与)认证计划有关的资料，包括批准、维持、扩大或缩小认证范围、暂停、撤销或拒绝认证的评估程序、规则和程序；
- c) Description of KCB general information on fees charged to applicants and clients;/ KCB 对申请人和客户收取的费用的一般资料说明；
- d) Description of the rights and obligations of the applicant and the client, including requirements, constraints or restrictions on the use of the KCB name and certification mark and the manner in which the certification conclusion is referred;/ 申请人和客户的权利和义务的描述，包括对使用 KCB 名称和认证标志的要求、约束或限制，以及提交认证结论的方式；
- e) Information on complaints and appeal procedures./ 有关投诉及申诉程序的资料。

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f) KCB will inform organisations about any change or update to the relevant certification standard or procedure./ 有关认证标准或程序的任何变更或更新，KCB 都会通知相关组织。

g) No information related to a specific product or supplier shall be provided to any organization without the written consent from the relevant supplier./ 未经相关供应商的书面同意，不得向任何组织提供与特定产品或供应商相关的信息。

Related document: /相关的文件:

KCB-TR05-Terms and Conditions of Service for Textile Certification/KCB-TR05-纺织品认证服务条款和条件

Certification scheme procedures (including standards)/认证程序文件（包括认证标准）

KCB-ZYT13- Publicly Available Information/KCB-ZYT13-公开可获取信息

4.1.5 Use of certificates and marks of conformity/证书和合格标志的使用

Compliance certificates and mark usage requirements are defined in certification contract and certification scheme’s specific labeling guidelines. By accepting the certification contract, the customer undertakes to meet all relevant requirements./ 符合性证书和商标使用要求在认证合同和认证计划的特定标签指南中有定义。通过接受认证合同，客户承诺满足所有相关要求。

Any inappropriate or deceptive reference or use will be investigated by KCB. If the mark is used improperly, it will be punished including withdrawal or suspension of certification documents or legal procedures./ 任何不适当或欺骗性的引用或使用将由 KCB 调查。如果使用不当，将受到吊销或中止认证文件或法律程序等处罚。

Related document 相关文件:

KCB-ZYT08- Sustainable Textile Trademark Use & Claims


4.1.6 Derogation to certification requirements/认证要求的减损

KCB will not grant any derogation against any certification requirements. In case when a specific situation may warrant an exception or derogation, KCB will refer the case back to the relevant scheme owner./ KCB 不会对任何认证要求给予任何减损。如有特殊情况需要例外或减损，KCB 会将个案转介有关的标准制定者。

5. Certification process/认证流程

5.1 General/总则

The KCB certification process presented below applies to both the GOTS scope 1, scope 2, scope 3 and the following TE standards: CCS, OCS, RCS, GRS./ 以下介绍的 KCB 认证过程适用于 GOTS 范围 1、范围 2、范围 3 和以下纺织交易协会的标准：CCS、OCS、RCS、GRS。

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KCB certification services for Sustainable Textile are based on an annual cycle with annual surveillance audits taking place at least every 12 months from the date of the first certificate issued./ KCB 可持续纺织品认证服务以年度为周期，自首次颁发证书之日起，每 12 个月至少进行一次年度监督审核。

The certification process includes the following steps that are detailed in this document:/ 认证过程包括以下步骤，详见本文件:

- Application by KCB client/KCB 客户提交申请
- Application review and approval or rejection by KCB/申请评审，由 KCB 批准或拒绝
- Formalisation of contractual agreement between KCB and the client/KCB 和客户之间签署正式化合同协议
- Initial certification audit with document review and onsite audit/首次认证审核，包括文件评审和现场审核。
- Certification recommendation by KCB audit team following completion of document review and onsite audit/完成文件审核和现场审核后，由 KCB 审核组提出认证建议
- KCB internal technical review to ensure conformity with relevant certification requirements/ KCB 内部技术评审，确保符合相关认证要求
- KCB certification decision/ KCB 认证决定
- Annual surveillance audit to ensure that conformity is maintained/年度监督审核以确保符合性保持
- Client maybe required to address any nonconformity that may have been identified during any of KCB document review and/or onsite audit/客户可能需要解决 KCB 文件评审和/或现场审核中发现的任何不符合项
- GOST or TE scope certificates shall be valid for a maximum of one year from the date of issue. /GOTS 或 TE 范围证书的有效期从签发之日起最长为一年。


Please note that during the certification cycle, a company may decide to change certification body. In such situation specific requirements have to be followed as indicated in this certification procedure./ 请注意，在认证周期中，公司可能会决定更换认证机构。在这种情况下，必须遵循本认证程序中所述的具体要求。

5.2 Certification application/认证申请

KCB will require receiving the application form filled in with all the relevant information and signed by the legal representative or authorized representative of the applicant organisation. The following document will need to be submitted:/ KCB 将要求收到填妥所有相关资料并由申请人机构法人代表或授权代表人签署的申请表。申请人须提交以下文件:

- The relevant KCB Certification application form/有关的 KCB 认证申请表格

When receiving an application from a potential client, KCB will check that the information provided is complete and if it is the case will send to all applicants the following information:/ 当收到潜在客户的申请时，KCB 将检查所提供的信息是否完整，如果是这样，KCB 将向所有申

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请人发送以下信息:

- The commercial proposal and contractual agreement to signed by the legal representative of the applicant organisation. By signing the contractual agreement, the applicant organisation agrees to KCB terms and conditions and to ensure conformity with all relevant certification requirements, 由申请组织的法定代表签署的商业计划书及合约协议。申请机构签署合约协议，即表示同意 KCB 的条款和条件，并确保符合所有相关的认证要求，
- The latest valid version of the relevant standard,/ 有关标准的最新有效版本
- The KCB procedure for Sustainable textile, including relevant labelling guides and rules, /KCB 可持续纺织品程序，包括相关标签指南和规则，
- The audit plan will be sent at least 1 days prior to the first day of the onsite audit. KCB audit plan includes the list of all KCB audit team members to be involved in the initial document review and certification audit. The applicant organisation can object to any audit team member in case of verified and confirmed conflict of interest /审核计划将在现场审核的第一天前至少 1 天发送。KCB 审核计划包括所有参与初始文件审核和认证审核的 KCB 审核组成员。如果证实有利益冲突，申请组织可以反对任何 KCB 列出的审核组成员。


Please note that any application may be rejected by KCB in the following cases:/ 请注意，在下列情况下，KCB 可能会拒绝任何申请:

- Certification ban from the GOTS organization,/ GOTS 组织的认证黑名单
- For Textile Exchange scheme, the organization named in ASR-225 List of Banned Organizations or restricted under any of the laws of the United States, or any products made in whole or in part by entities that are restricted by the United States, or any products that are restricted from entry based on the laws of the United States.对于 TE，在 ASR-225 禁止组织清单里的组织，或者被美国法律限制的组织，或者全部或部分由美国限制的组织制造的产品，或者美国法律限制进口的任何产品。 .
- A conflict of interest that could have a potential or perceived impact on KCB certification decision,/ 可能对 KCB 认证决定产生潜在或感知影响的利益冲突，
- A lack of KCB qualified personel,/KCB 缺乏有资质的人员
- Any other reason or force majeure that makes appropriate certification assessment in compliance with KCB procedures impossible./ 其他原因或不可抗力导致无法按照 KCB 程序进行适当的认证评估。

5.3 Initial Document review/初始文件评审

KCB will perform a document review which will be carried out through a review of the documented system and records specific to the activities of the applicant organisation with regards to Sustainable Textile. / KCB 将通过审核申请组织在可持续纺织品方面的活动的文件体系和记录的审查进行文件审核。

Documented procedures and records requested will be related to the relevant certification standard./ 要求形成文件的程序和记录应与相关的认证标准相关。

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Following the initial document review, KCB will prepare and will send the applicant organisation an audit plan as indicated in section 5.2./ 在初步文件评审之后，KCB 将按照 5.2 节中的规定准备一份审核计划并将其发送给申请人组织。

KCB lead auditor in charge of coordinating and performing audit activities will contact the applicant organisation to request access to all relevant information to perform the initial document review and prepare for the onsite audit. /负责协调和执行审核工作的 KCB 首席审核员将与申请机构联系，要求获得所有相关信息，以便为现场审核做准备。


The initial document review is part of the initial certification audit and any results from this initial review process is included in KCB final audit report that is produced at the end of the certification audit process, covering both the document review and onsite audit. /初始文件审核是初始认证审核的一部分，初始审核的任何结果都包含在最终审核报告中，并在认证审核结束时生成，包括文件审核和现场审核。

5.4 Onsite audit/现场审核

KCB conducts onsite audits to ensure conformity of the applicant organization procedures, processes and products with the requirements of the relevant certification standard. /KCB 进行现场审核，以确保申请人组织的程序、过程和产品符合相关认证标准的要求。

KCB onsite audits include the following steps:/ KCB 现场审核包括以下步骤:

- An opening meeting to be performed by KCB lead auditor in compliance with KCB auditing best practices, /由 KCB 审核组长按照 KCB 审核最佳实践进行开幕会议，
- A review of previous outstanding nonconformities whenever relevant, /对以前的重大不符合项进行评审，
- A review of the organization documented procedures and records as required to complement the initial document review, /必要时对组织形成文件的程序和记录进行审查，以补充最初的文件审查；
- An onsite audit of all the relevant production facilities as well as storage areas including the storage of chemicals, /对所有有关的生产设施和储存区域(包括化学品的储存区域)进行现场审核；
- During the onsite audit, KCB audit team may require to take product sampling for testing whenever required by the certification standard. If product sampling is required, KCB audit team will perform the sampling in the presence of a company's management representative,/ 现场审核过程中，KCB 审核组可根据认证标准的要求进行产品抽样测试。如果需要产品抽样，KCB 审核组将在公司管理层代表在场的情况下进行抽样，
- Interviews of a representative sample of relevant personnel, both on the production site or in the office. Please note that KCB audit team will require to perform all interviews in confidence without the presence of any representative of the organization's management, /在生产现场或在办公室与具有代表性的有关人员面谈。请注意，KCB 审核组将要求在没有任何组织管理代表在场的情况下进行所有面谈，

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- A closing meeting during which KCB lead auditors presents a summary of the audit process and the audit results with any nonconformity identified during the audit. KCB lead auditor will also explain to the applicant organization the next steps in the certification process based on the results of the audit./ KCB 审核组长在末次会议上对审核过程和审核结果进行总结，并对审核过程中发现的任何不符合项进行总结。KCB 主审核员还将根据审核结果向申请组织解释认证过程中的下一步骤。


For onsite audits, the applicant organisation shall provide KCB audit team with safe access to its facilities and in particular shall ensure that KCB audit team is fully informed about any potential H&S hazard within the production area and shall be provided with the relevant required PPE./ 对于现场审核，申请组织应为 KCB 审核组提供进入其设施的安全通道，尤其应确保 KCB 审核组充分了解生产区域内的任何潜在的健康安全危害，并提供相关所需的个人防护装备。

5.5 Management of audit findings/审核发现的管理

KCB audit teams may issue nonconformities during KCB certification audits. Each nonconformity identify requires appropriate corrective action(s) to resolve the nonconformity identified within a specific timeframe./KCB 审核组在认证审核时期间会发布不符合项，每一项不符合都需要在特定的时间范围内采取适当的纠正措施来解决所辨别出的不符合。

KCB classifies nonconformities as follow, to reflect the level of nonconformity identified during the audit: /KCB 将不符合分为以下几类，以反映审核过程中发现的不符合程度：

- Minor nonconformity: When the nonconformity identified is a single occurrence, is limited in scope and does not impact the characteristics of the product to be certified. The applicant organization can still be recommended for certification if a maximum of 10 Minor nonconformities have been detected during KCB audit. When a minor nonconformity is detected during a renewal audit, the certified organization has a maximum of 60 days to implement appropriate corrective action(s) to address the root cause of the nonconformity and ensure conformity with the relevant standard requirement. Non-conformity is upgraded to become a major non-conformity with a timeline 30 days from the original deadline.
- 轻微不符合：所识别的不符合仅为一次发生，范围有限，且不影响待认证产品的特性。如果在 KCB 审核过程中，当在审核过程中中发现轻微不符合时，认证组织从末次会议起有最长 60 天的时间来实施适当的纠正措施，以解决不符合的根本原因，并确保符合相关的标准要求。在原截止日期起 30 天的时间期限内，不符合项升级为重大不符合项。
- Major nonconformity: When the nonconformity identified has multiple occurrences, is systematic and may have an impact on the product to be certified, even if no impact was detected during the KCB audit. The applicant organization cannot be recommended for certification if any major nonconformity is outstanding as all major nonconformities need to be closed. When a major nonconformity is detected during a renewal audit, the certified organization has a maximum of 30 days to implement appropriate corrective action(s) to address the root cause of the nonconformity and ensure conformity with the relevant standard requirement. For TE scheme, scope certificates also shall be suspended


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immediately if there are five or more open major non-conformities. For GOTS, In case of major non-conformities, scope certificate shall be withheld or suspended until the implementation of corrective actions can be demonstrated.

- 重大不符合: 当发现的不符合有多次发生, 是系统性的, 可能对认证产品产生影响, 即使在 KCB 审核中没有发现影响。如果任何重大不符合项是突出的, 则不能推荐申请组织进行认证, 因为所有重大不符合项都需要关闭。当在复审核中发现重大不符合时, 认证组织有最长 30 天的时间来实施适当的纠正措施, 以解决不符合的根本原因, 并确保符合相关的标准要求。-对于 TE 标准, 如有五项或五项以上未关闭的重大不符合项, 应立即暂停范围证书。对于 GOTS 标准, 如有重大不符合项, 应暂扣或暂停范围证书直至实施 纠正措施的实施得到证明。
- Critical nonconformity: When the nonconformity identified has multiple occurrences, is systematic and has a direct impact on the product to be certified, and this impact was detected during the KCB audit. The applicant organization cannot be recommended for certification if any critical nonconformity is outstanding as all critical nonconformities need to be closed. When a critical non-conformity is identified for a certified organization, KCB shall suspend the scope certificate immediately. In all cases, the suspension shall be enacted within a maximum of five business days from the day the critical non-conformity was identified, even if the entire audit has not yet been completed. For Textile Exchange standards, KCB will immediately notify Textile Exchange of all critical non-conformities, including details of the nonconformity.
- 关键不符合项: 当所识别的不符合项有多次发生, 是系统性的, 并对待认证产品有直接影响, 且该影响在 KCB 审核中被发现时。如果任何关键不符合项是突出的, 则不能推荐申请组织进行认证, 因为所有关键不符合项都需要关闭。当认证组织发现重大不符合时, KCB 将立即暂停其范围证书。在所有情况下, 即使整个审核尚未完成, 暂停时间不得超过发现关键不符合项之日起的五个工作日。对于纺织交易协会标准, KCB 将立即通知纺织品交易协会所有关键不符合项, 包括不符合项的细节。

If the organization does not provide KCB with appropriate evidence to demonstrate that the root cause of the nonconformity(ies) has been assessed and that appropriate corrective action has been implemented within the specified timeframe, then KCB may take any of the following measures:/如果组织未能向 KCB 提供适当的证据, 证明不符合的根本原因已得到评估, 适当的纠正措施已在规定的时间内得到实施, 则 KCB 可采取下列措施之一:

- Specify new conditions for the organization to remain certified, such as additional announced or unannounced surveillance or follow-up audits as required./规定组织保持认证的新条件, 如额外通知或不通知的监督或必要的后续审核。
- Reduction of the scope of certification./缩减认证范围
- Suspension of the organisation's certificate for a period not extending beyond 6 months. /暂停该机构的证书为期不超过 6 个月。
- Termination of the organisation's certificate./终止该组织的证书

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5.6 Certification decision making process/认证决定的过程

KCB certification decision is taken by a qualified KCB personnel who is qualified and has not taken part in any of the certification activities. To make an appropriate certification decision, KCB certifier will review the following documentation: /KCB 认证决定由合格的 KCB 人员做出, 但该人员没有参加任何认证活动。为了做出适当的认证决定, KCB 认证机构将审查以下文件:


- KCB audit report./KCB 审核报告
- The nonconformities that have been identified and reported during KCB audit. /KCB 审核期间发现并报告的不符合项。
- The corrective action plan and corrective actions implemented to close all relevant nonconformities./ 纠正措施计划和为关闭所有相关不符合项而实施的纠正措施。

KCB ensures that a certification decision is taken within a defined timeframe after the audit closing meeting. Specifically, for audits conducted under the GOTS, the certification decision will be made within two calendar months following the closing meeting of the audit. For audits performed in accordance with Textile Exchange related standards, the certification decision must be made within 60 calendar days after the closing meeting. The applicant organization will only be informed of a positive certification decision, when: /KCB 确保在审核末次会议后的规定时间内做出认证决定。具体而言, 对于按照 GOTS 进行的审核, 认证决定将在审核末次会议后的两个日历月内作出。而对于依据纺织交易协会相关标准进行的审核, 认证决定必须在审核结束会议后的 60 个日历日内作出。只有在下列情况下, 申请机构才会被告知认证结果是积极的:

- All relevant certification fees have been paid by the applicant organization, and 所有相关的认证费用已由申请组织支付;及
- All relevant certification requirements have been fulfilled, and/所有相关认证要求均已满足, 并且
- A positive certification decision has been taken by the relevant KCB qualified personnel. /相关的 KCB 资质人员作出了积极的认证决定。

Once a positive certification decision has been taken, KCB will issue to the applicant organization a scope certificate that includes the following information: /一旦做出积极的认证决定, KCB 将向申请机构颁发证书, 其中包括以下信息:

- The name and address of KCB/ KCB 的名称和地址
- The name and address of applicant organization/申请组织的名称和地址
- The scope of the certificate, including list of sites in case of multisite certification, and list of certified products within the scope of the certificate/证书范围, 包括多批次认证的场所清单, 以及证书范围内的认证产品清单
- The standard used for the certification audit/认证审核所用的标准
- The date of issue/证书签发日
- The end date the certificate/证书到期日
- Signature of authorized person of KCB /KCB 授权人的签名
- Statement that KCB may withdraw this certificate before it expires if the declared conformity is no longer guaranteed. /声明如果声明的符合性不再得到保证, KCB 可以在

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证书到期前撤回证书。

After the scope certificate is issued with the list of certified products, the organization is required to ensure that certified products remain in full compliance with all the requirements of the relevant standard, shall allow for surveillance audits to be performed as required, and shall ensure timely payment of all relevant certification and surveillance audit fees./带有认证产品列表的证书签发后，认证组织应确保认证产品仍然完全符合所有相关标准的要求，允许监督审核应按要求执行，并确保及时支付所有相关认证和监督审核费用。

Scope certificates shall be valid for a maximum of one year from the date of issue./范围证书自签发之日起，有效期最长不超过一年。

5.7 Surveillance/监督检查

KCB shall perform annual surveillance to ensure continuous conformity with the relevant certification requirements. Surveillance can be announced or unannounced onsite audit, product sampling for compliance tests and Checks on the implementation of remedial action. /KCB 应进行年度监督审核，以确保持续符合相关认证要求。监督审核可以是通知或不通知的现场审核、产品抽样符合性测试和检查纠正措施的实施。


The surveillance activities are planned and carried out in the manner stated in the relevant Standard Documents./监督活动是按照有关标准文件所述的方式计划和执行的。

The surveillance plan, and in particular the production sites subject to auditing, is based on the risk assessment of processes and of the information collected as part of the initial auditing activity, and on the basis of the information contained in the Textile System Plan and/or its annual updates. KCB arranges surveillance visits to be carried out on an annual basis. Based on all this information, KCB forwards to the Organization the annual offer for surveillance activities, which must be signed for acceptance by the Organization and returned to KCB./监督计划，特别是要审核的生产地点，是基于对过程的风险评估和作为初始审核活动的一部分收集的信息，以及纺织系统计划和/或其年度更新中包含的信息。KCB 每年都会安排监督活动。在所有这些信息的基础上，KCB 向组织提交监督活动的年度报价，该报价必须由组织签字接受并返回 KCB。

Prior to performing an announced periodic surveillance audit, KCB shall send to the certified organization an audit agenda 1 days prior to the opening meeting of the audit. For unannounced audits, KCB is not required to send an audit agenda in advance of the audit./在执行监督审核前，KCB 应于首次会议召开 1 日前，向被认证组织发送审核议程。对于不通知的审核，KCB 不需要在审核前发送审核议程。

Announced surveillance audits will be performed with the following activities: /通知的的的监督审核将进行下列活动:

- Opening meeting/首次会议

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- Review of any outstanding nonconformity with the relevant corrective action plan and corrective actions implemented/评审任何突出的不符合项，以及相关的纠正措施计划和已实施的纠正措施
- Documents and records review/文件和记录评审
- Onsite audit of production area(s) including storage area(s)/ 生产区域(包括仓库)的现场审核
- Interview of a sample of relevant employees (in confidence and without the presence of management representative(s)/ 与有关雇员进行面谈(在保密的情况下，并无管理层代表在场)
- Sampling of relevant certified products (in the presence of a management representative(s)/ 在管理人员代表在场的情况下对相关认证产品进行抽样
- Closing meeting with presentation of audit findings/召开审核结果的末次会议

Unannounced surveillance audits may be required in the following situations: /在下列情况下，可能需要进行不通知的监督审核：

- Evidence of misleading claims by the certified organization, including misuse of the certificate./ 认证组织有误导性声明的证据，包括误用证书。
- Justified and documented complaint(s)./ 合理的和文件化的投诉。
- In case of fraud, such as after a suspension decision there is evidence that the organization is still trading certified products./ 如有欺诈行为，例如在被暂停交易后，有证据表明该组织仍在交易认证产品。
- In case of court case that may indicate that the organization has not fully complied with all relevant certification requirements. /如在诉讼案件中发现该机构没有完全遵守所有有关的认证规定。
- At the request of the scheme owner. /应标准制定方的要求

KCB surveillance audits are normally performed through document review and an onsite audit. However, in case of special circumstances and if allowed by the scheme owner, KCB may perform remote surveillance audits./ KCB 监督审核通常通过文件审查和现场审核进行。但是，在特殊情况下，如果标准制定方允许，KCB 可以进行远程监督审核。

KCB Remote audits will include the following activities: /KCB 远程审核将包括以下活动：

- Opening meeting/首次会议
- Documents and records review,/文件和记录审核
- Review of any outstanding nonconformity with the corrective action plan and corrective action implemented,/ 评审任何突出的不符合项，以及相关的纠正措施计划和已实施的纠正措施，
- Review of list of certified products and related records, /审核认证产品清单及相关记录；
- List of suppliers and raw material records whenever relevant,/ 供应商清单及相关原材料记录；
- Onsite audit of production area(s) including storage area(s)/ 生产区域(包括仓库)的现场审核



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- List of buyers and sales records whenever relevant, /买家清单及相关销售记录,
- Traceability exercise, /追溯
- Review of communication material including organisation's website, /审核宣传资料, 包括组织网站,
- Remote interview(s) of selected relevant organisation's personnel. /对选定的有关组织的的人员进行远程访谈。
- Closing meeting with presentation of audit findings /召开审核结果的末次会议

5.8 Renewal audit/复审

Audits shall be conducted annually for each certified organization. Renewal audits should be completed no later than 60 days prior to the expiry of a scope certificate. Renewal audits are announced audits that follow the same process flow as an initial certification audit. / 对每个认证组织应每年进行一次审核。复审核应不迟于范围证书到期前 60 天完成。更新审核是按照与初始认证审核相同的流程进行的通知审核。

Renewal audits shall be performed through document review and an onsite audit, unless any particular exception granted by the scheme owner. / 复审应通过文件审查和现场审核进行, 除非标准制定方批准任何特殊的例外情况。


KCB will need to make a new certification decision after each renewal audit. If major or critical nonconformities are detected during a renewal audit, KCB may take a negative certification decision and the organization's certificate may not be renewed until full conformity with the relevant requirements have been demonstrated. / KCB 需要在每次复审后做出新的认证决定。如果在复审中发现重大或关键的不符合, KCB 可以采取否定认证决定, 直到证明完全符合相关要求, 组织的证书才可以更新。

In exceptional circumstances, KCB may decide to make a positive certification decision under specific conditions such as: / 在特殊情况下, KCB 可以在以下特殊情况下做出积极的认证决定

- A new audit to be performed within a specified timeframe, / 在指定时间内进行新的审核,
- A revised deadline for a non-conformity so that adequate implementation of the corrective action(s) can be verified, / 修订不符合项的截止日期, 以便验证纠正措施的适当实施
- Conditions shall always have a clear timeframe and if not complied with may lead to the termination of the certificate. / 条件应始终有明确的时限, 如不遵守, 可导致证书的终止。

5.9 Scope extension or reduction/扩大或缩小范围

A certified organization may require for its certificate scope to be extended at any stage during the one year of the certification cycle. Scope can be extended can correspond to new sites or new products. A formal written request for scope extension shall be sent to KCB before any related claim can be made. / 认证机构可在 1 年的认证周期内的任何阶段要求扩大其认证范围。范围可扩大, 可对应新场所或新产品。组织在提出任何相关声明之前, 应向 KCB 发出正式的扩大范

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围的书面请求。

Scope extension requires a document review and onsite audit to take place and a formal decision making process shall be followed as per KCB procedures./ 扩大范围需要进行文件审查和现场审核，并按照 KCB 程序进行正式的认证决定流程。

Scope extension can be granted or rejected based on the outcome of the KCB audit./可根据 KCB 审核结果批准或拒绝扩大范围。

Scope reduction may also be decided by KCB in the following situations:/ 有下列情形之一的，KCB 也可以决定缩小范围：

- Nonconformity not addressed by the organization which may not be sufficient to lead to a total suspension or withdrawal of the certificate./ 组织未处理不符合，但可能不足以导致证书的全部暂停或撤销，
- At the request of the organization that does not wish to carry on using the certificate for one or more certified product(s)./应认证组织的要求，对证书上的一种或多种认证产品不继续使用。

In such case, KCB will remove the product from the scope of the certificate and a new certificate will be issued./ 在这种情况下，KCB 将从证书的范围中删除该产品，并颁发新的证书。


5.10 Certification suspension/认证暂停

KCB may suspend a certificate in the following circumstances:/ 有下列情形之一，KCB 可以暂停证书：

- Critical nonconformities have been found during the audit or major nonconformities were not adequately addressed within the required timeframe./ 在审核中发现关键不符合项，或者重大不符合项没有在规定的时间内解决。
- Significant changes to the organisation's processes that may have an impact on the product's compliance with relevant standard requirements and that have not been communicated to KCB./ 组织的工序有重大变化，可能会影响产品符合相关标准要求的，且未告知 KCB。
- Not allowing KCB audit team to perform an announced or unannounced audit./
- Fraud, wrong claims or misuse of the certificate./ 不允许 KCB 审核组进行通知和或不通知的审核；
- Failure to pay relevant certification fees./未支付相关认证费用

KCB will notify in writing the organization of the decision to suspend a certificate, specifying the reasons for the suspension and the condition(s) for the suspension to be lifted./ KCB 将会以书面通知组织暂停证书的决定，说明暂停证书的原因和取消暂停证书的条件。

Suspension should have a maximum period of 6 months. If a suspension cannot be lifted within a maximum of 6 months, then KCB shall terminate the certificate./暂停使用的最长期限为 6 个月。

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因不符合暂停条件而不能在 6 个月内解除的，则 KCB 终止证书。

5.11 Certification termination/认证终止

KCB may terminate a certificate in the following circumstances:/ 有下列情形之一者，KCB 得终止证书：

- Failure to lift suspension within the specified timeframe,/未能在指定的时间内解除暂停，
- Serious and repeated or systematic fraud, wrong claim or misuse of the certificate,/多次或有系统地进行严重欺诈、错误申领或误用证书，
- In case of bankruptcy or if the organization closes its business./ 如果组织破产或关闭业务
- If the legal representative of the certified organization makes a formal request for the certificate to be terminated./认证机构的法定代表人正式要求终止该证书。

KCB will notify in writing the organization of the decision to terminate a certificate, specifying the reasons for the suspension. KCB certification certificate shall be returned by the organization to KCB within 15 days of the date of the written notification./ KCB 将书面通知组织机构终止证书的决定，并说明中止证书的原因。组织应在书面通知之日起 15 日内将 KCB 认证证书退还给 KCB。


For termination that is due to serious and repeated or systematic fraud, wrong claim or misuse of the certificate, the organization will not be allowed to re-apply to KCB for certification services for a period of 3 years from the date of KCB decision to terminate the certificate./ 因严重的重复的或系统性欺诈、错误声明或滥用证书而终止的，自 KCB 决定终止证书之日起 3 年内，不得再向 KCB 申请认证服务。

For TE Scheme: KCS will inform Textile Exchange, Accreditation Body and all direct customers who have received transaction certificates from a certified organization during the previous 12 months when a scope certificate is suspended or withdrawn./ 就 TE 的标准而言：当范围证书被暂停或撤销时，KCS 会通知纺织品交易协会、认可机构和所有在过去 12 个月内从认证组织收到交易证书的直接客户。

For GOTS, in case reasons for denial or withdrawal of certification include fraudulent activities KCB shall promptly notify Global Standard gGmbH who will circulate among all approved Certification Bodies details of such operators. Certification Bodies must not offer certification to those operators within a period specified by Global Standard gGmbH./ 对于 GOTS 标准，如果拒绝或撤销认证的理由包括欺诈行为，KCB 应立即通知全球有机纺织品标准组织，后者将向所有批准的认证机构通报此操作者的详细情况。在全球有机纺织品标准组织规定的期限内，认证机构不得向此类操作者提供认证。

5.12 Changes to certification requirements/认证要求的变更

KCB shall inform all its clients for Sustainable Textile certification services of any change to the

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standards requirements./KCB 将及时告知其客户关于可持续发展纺织品认证服务的标准变更。

6. Complaints and Appeals/投诉和申诉

6.1 General/总则

KCB operates and delivers certification services to the highest professional standards. However, in specific circumstances, you may wish to raise a formal complaint against some of the services delivered by KCB or appeal a specific certification decision./ KCB 以最高的专业标准运作和提供认证服务。然而，在特殊情况下，您可能希望对 KCB 提供的某些服务提出正式投诉，或对特定的认证决定提出申诉。

In order to offer fair and impartial certification decision services, KCB is implementing formal complaint and appeal procedures that are described in the sections below./为了提供公平和公正的认证决定服务，KCB 正在实施正式的投诉和申诉程序，这些程序在下面章节中描述。

6.2 Management of Complaint received/管理收到的投诉


KCB Sustainable textile certified Organisations shall develop and implement a documented procedure for the management of complaints received from third parties. The procedure must include the following requirements: /KCB 可持续纺织品认证机构应制定并实施一套文件化程序，用于管理来自第三方的投诉。该程序必须包括以下要求：

- Record any complaint raised from any interested stakeholders./记录任何有关利益相关者提出的投诉；
- Document and record the results of any investigation performed with respect to the complaint received, /就接获的投诉所进行的任何调查结果，记录在案
- Document and record any action taken to address and resolve the complaint received./记录为处理和解决收到的投诉而采取的任何行动。

6.2 Complaint against KCB/投诉

Any KCB client or any interested party may send a complaint to KCB. A complaint raised to KCB shall comply with the following minimum requirements to be considered by KCB as a formal complaint: /KCB 客户或任何相关方均可向 KCB 投诉。向 KCB 提出的投诉须符合以下最低要求，KCB 方可视为正式投诉：

- Be in writing. KCB will not consider informal complaints that are not provided in written format, /用书面形式。KCB 不会考虑没有以书面形式提供的非正式投诉；
- Shall not be anonymous./不能匿名；
- Be fully justified with appropriate description of the issue raised and how this is related to the KCB audit, certification process or any other relevant KCB activity./对所提出的问题进行充分合理的描述，并说明其与 KCB 审核、认证过程或其他相关 KCB 活动的关系。

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KCB will record all formal and justified complaints received, will review the complaint within 15 working days after reception, and is committed to responding to the complainant(s) within 45 working days. If additional time is required to review, address and/or respond to the complaint, KCB will formally inform the complainant and will propose a new timeline to respond. /KCB 将记录所有收到的正式且合理的投诉，并将在收到投诉后 15 个工作日内对投诉进行审核，并承诺在 45 个工作日内对投诉人做出回应。如果需要额外的时间来审查、处理和/或回应投诉，KCB 将正式通知投诉人，并提出新的回复时间。

KCB will ensure that complaints are not reviewed and addressed by any KCB personnel whom may have a conflict of interest. / KCB 将确保投诉不被任何可能有利益冲突的 KCB 人员审查和处理。

KCB will record each complaint that has been accepted together with the action taken to resolve the issue and the response that was sent to the complainant. / KCB 将记录已受理的每一个投诉，以及为解决该问题所采取的行动和发送给投诉人的答复。

If the complainant is not satisfied with KCB response, KCB will provide the contact details of the scheme owner so that appropriate follow-up can take place at the level of the scheme owner. /如投诉人对 KCB 的回应不满意，KCB 会提供有关标准制定方的联络资料，以便在标准制定方层面进行适当的跟进。

6.3 Appeal/申诉

KCB will only receive formal appeals from KCB applicant or certified organisations. Appeals have to be specifically related to: /KCB 只接受来自 KCB 申请人或认证组织的正式申诉。申诉必须具体涉及：


- A KCB certification decision, / KCB 认证决定；
- A decision by KCB to suspend or terminate a certificate, / KCB 暂停或终止证书的决定；
- A nonconformity raised by KCB audit team during an audit process. / KCB 审核组在审核过程中提出的不符合项。

The auditee or the certified client will appeal to KCB within 30 days after receiving the decision or notice of action. Appeal must: /被审核方或被认证客户将在收到 KCB 的决定或诉讼通知后 30 天内向 KCB 提出申诉。申诉必须：

- Be in writing, /通过书面；
- Be signed or sealed by the complainant /由投诉人签名或盖章；
- Be fully justified, presenting all relevant evidence related to the case, / 有充分理由，提出与本案有关的所有证据；
- Be with clear reference to relevant normative reference. /明确参考相关的规范

All appeals will be dealt with as per KCB appeal procedure, as follow: 所有申诉将按照 KCB 申诉程序处理，如下：

- Appeal will be reviewed by a qualified KCB personnel who has not been involved in any

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certification activity related to the organization./ 申诉将由一名合格的 KCB 人员进行审查，该人员未参与任何与组织有关的认证活动，

- KCB can reject an appeal if the evidence provided is not sufficient to justify for KCB decision to be reviewed./如果所提供的证据不足以证明对 KCB 的决定进行复审，KCB 可以驳回申诉。
- If the appeal is accepted, the Quality Department fills in the “Appeal/Complaint and Dispute Acceptance Record” and reports to KCB's top management and management representatives within 2 working days. The investigation team shall be composed of personnel who have not audited and certified the party involved in the appeal, and the management representative appoints the head of the investigation team to conduct an investigation./如申诉获接纳，质量部在收到申诉材料后，在 2 个工作日内填写《申诉/投诉及争议受理记录》，并向公司最高管理者和管理者代表报告。调查组由未对申诉当事人进行审核和证明的人员组成，由管理者代表任命调查组组长进行调查。
- The investigation team organizes investigation, confirmation, analysis and evidence collection of the appeal: /调查组组织申诉的调查、确认、分析和证据收集：
 - o Both the complainant and the respondent should be required to provide sufficient factual evidence and written materials. /要求申诉方与被申诉方均应提供充分的事实证据和书面材料
 - o The working group shall arrange for the representatives of the party to appeal and the party to response to present their reasons fully./工作组应安排申诉方与被申诉方代表充分陈述理由。
 - o Investigate, confirm, analyze and collect evidence of the reasons and facts of the appeal to determine the validity of the application./对申诉理由和事实进行调查、确认、分析和取证，以确定申请的有效性。
 - o Propose the relevant measures to respond to the appeal, that is, to process opinions or conclusions./ 提出回应申诉的相关措施，即处理意见或结论。
- The investigation team forms a written report after investigation, confirmation, analysis and evidence collection results, as well as processing opinions or conclusions./调查组经过调查、确认、分析和取证结果以及处理意见或结论，形成书面报告。
- The leader of the investigation team convened a meeting to review the results of the treatment and, if necessary, refer to the results of previous similar complaints./调查组组长召集会议，审定处理结果，必要时可以参考以前类似申诉的结果。
- The reasons for the appeal are established and are the responsibility of the company. The representative of the company manager is responsible for organizing the relevant departments to analyze the reasons for non-conformity according to the relevant provisions of the Procedures for Corrective/Preventive Measures, taking corrective measures, forming documents and verifying their validity. When the auditee or the certified customer is required to review, the audit department shall conduct the review in accordance with the requirements in the certification procedure. /申诉理由成立，属公司责任，公司管理者代表负责按照《纠正/预防措施程序》中有关规定，组织相关部门分析不符合产生的原因，采取纠正措施，形成文件并验证其有效性；如果认为对受审核方或获证客户应予复审时，由审核部按照认证程序中的要求实施复审。



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- The problem in the appeal is not the responsibility of the company, but it is related to the company's certification audit work, and should be taken in the same way, and appropriate improvement measures should be taken. /申诉中的问题不属于公司的责任, 但与公司认证审核工作有关, 应举一反三, 采取适当的改进措施。
- The reasons for the appeal are established, and the costs of the appeal investigation and the cost of the review are borne by the company. The reason for the appeal is not established and the claimant shall bear the expenses. /申诉理由成立, 申诉调查处理费用及复审费用由公司承担。申诉理由不成立, 由申诉方负担费用。
- The confirmation of the appeal and the progress of the investigation and the final processing result shall be sent to the appealing party in writing by the Quality Department. The final processing result will be accepted from the formal acceptance, no later than 6 months./申诉的确认和调查处理进展情况和最终处理结果, 由质量部以书面形式送交申诉方。最终处理结果自正式受理申诉, 最迟不超过 6 个月。

Please note that an appeal, even if accepted by KCB, is not suspensive of the decision subject to the appeal./请注意, 申诉即使被 KCB 接受, 也不意味着申诉后的决定被中止。