

GAIA's Rights and Obligations

1. Rights

1.1 In accordance with the relevant national laws and regulations and the requirements of the accreditation norms of the national accreditation body, formulate the certification and audit procedures and management regulations of GAIA.

1.2 Within the scope of the proposed certification, the audit shall be carried out in accordance with the relevant working procedures and management regulations, and the certification decision shall be made.

1.3 The customer is required to pay the certification fee as agreed in the certification contract.

1.4 Conduct annual surveillance audit and recertification before the expiration of certification for certified customers in accordance with the prescribed cycle.

1.5 Dealing with grievances, complaints, and disputes from customers or other parties regarding certification.

1.6 Formulate regulations on the use of certification certificates and certification marks.

1.7 Require customers to provide documents and materials necessary for certification audits, surveillance audits, recertifications

or resolution of complaints, and facilitate access to relevant audit areas, records and interviews.

1.8 Records of customer complaints from certified customers and corrective actions taken in accordance with management system standards or other reference document requirements.

1.9 GAIA has the ownership of the certification documents (such as certification certificates, audit reports, etc.), and has the right to suspend or revoke the certification qualification of the certified customer when the management system of the certified customer no longer meets the requirements of the management system certification standards. When the certification qualification is revoked, the customer has the right to request the certified customer to return the certification certificate.

1.10 In the event of a major accident, serious complaint, serious violation of national laws and regulations, etc., the products/services/activities within the scope of the certified customer's management system shall be subject to a special audit by GAIA, or Party A's certification qualification shall be suspended or revoked.

1.11 In the event of a change in the certification requirements, GAIA will notify the Certified Customer of any change in the certification requirements in an appropriate manner. GAIA will verify

that each certified customer meets the new certification requirements within the specified period.

2 Obligations

2.1 GAIA's services are open to all clients or clients applying for management system certification, and follow the principle of non-discrimination.

2.2 GAIA is responsible for decisions to grant, reject, maintain, expand or reduce the scope of certification, renew, suspend or reinstate certification, or revoke accreditation.

2.3 Do not conduct any consultation on the establishment and maintenance of the management system.

2.4 Notify the relevant parties of the requirements of GAIA for certification and its changes in a timely manner.

2.5 Ensure that all personnel involved in the certification work of GAIA keep confidential the information of the certified customers involved in the certification process. When information needs to be provided to a third party, GAIA shall notify the auditee of the information to be provided. When it is required by law to provide information to a third party, the customer shall be notified in writing in advance.

2.6 Respond and explain the queries raised by the customer and

provide relevant information.

2.7 Publish the relevant information of certified customers on the company's website and other media, and update them in a timely manner.

2.8 It is obliged to accept complaints and reprimands related to certification from customers and other interested parties, and to deal with them appropriately, and to inform the relevant parties of the results when feasible.

2.9 Expected results of the IAF-ISO Gazette for accredited certification

2.9.1 Meaning of Accredited Management System Certification In order to achieve the objectives of the expected results of the relevant management system standards, an accredited management system certification will ensure that the Organization has an environmental management system that meets the requirements of the ISO Standards, in particular by demonstrating that the Organization:

1) Have a system that is compatible with its organizational environment and certification scope;

2) set out policies that apply to the intent of a particular management system standard, to the nature, scale and impact of its activities, to the products and services that apply to its life cycle;

3) be able to address risks and opportunities related to their

background and objectives;

4) Analyze and understand customer needs and expectations, as well as related products, processes and services, and relevant legal and regulatory requirements;

5) ensure that product, process and service characteristics are specified to meet customer and applicable legal and regulatory requirements;

6) The processes required to achieve the expected results of the management system standards have been identified and are being managed;

7) ensure that the necessary resources are provided to support the operation and monitoring of these products, processes and services;

8) monitor and control the identified product process characteristics and service characteristics;

9) Designed to prevent non-conformance, and have a systematic improvement process:

a) respond to and correct any non-conformities that actually occur (including non-conformities in products and services found after delivery);

b) Determine the cause of the non-conformity and take corrective measures to avoid the recurrence of the non-conformity;

c) determine whether a similar non-conformity exists or is likely to occur;

d) take any necessary action;

e) Review the effectiveness of the corrective actions taken; and

f) To deal with complaints from interested parties;

10) Effective internal audit and management review procedures have been implemented;

11) Ability to monitor, measure, analyze, evaluate and improve the effectiveness of its management system;

12) Internal communication processes have been implemented and responses are made to external stakeholders.

2.9.2 What does an accredited management system certification have is important: it is important to recognize that the management system standards set out the requirements for the organization's management system, but do not give specific performance criteria (e.g. product or service standards, environmental performance standards). An accredited management system certification should provide trust in an organization's ability to achieve its "objectives related to management system standards". A management system audit does not include a full legality audit, and it does not necessarily guarantee that an organization will always achieve 100% product compliance, although this should certainly be an eternal goal.

Depending on the scope of its certification, an accredited management system certification does not contain or guarantee such as:

- 1) The organization provides quality products and services, or
- 2) The organization's products and services themselves are proven to comply with ISO (or any other) standards or specifications.