

Information Notice Requirements

1. Management system certified organization information notice requirements

1.1. The certified organization shall promptly notify BCC Inc. ("Our Company" or "BCC") in one of the following circumstances:

- 1.1.1. changes in legal status, business status, organizational status or ownership;
- 1.1.2. 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. changes in contact address, registered address, mailing address, place of activity, multi-place, etc.;
- 1.1.4. information on administrative licensing, change of compulsory qualification, renewal, review of renewal, expiration and cancellation;
- 1.1.5. the scope of activities and/or boundaries covered by the management system;
- 1.1.6. changes in management systems and important processes;
- 1.1.7. significant complaints from customers and related parties;
- 1.1.8. consumer complaints information;
- 1.1.9. 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; penalties and notifications to the relevant law enforcement regulatory authorities or the Consumer Association organizations;
- 1.1.10. changes in management system documentation;
- 1.1.11. changes in applicable laws and regulations and standards;
- 1.1.12. other important information relating to the operation of the management system;

1.2. 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. information on significant changes to the system and process;
- 1.2.2. information on changes in product/process/environment;
- 1.2.3. information on major dynamic and plant outbreaks occurring in the area (surroundings);
- 1.2.4. information on serious food safety problems was found in official inspections or market spot checks organized by government departments;
- 1.2.5. hygiene problems of exported product notified by the authorities of the importing country (region) ;
- 1.2.6. information on unqualified product recall and handling, etc.

1.3. Organizations that are certified as service management systems based on ISO/IEC 20000-1 shall also

- 1.3.1. inform BCC the customer complaints every three months;
- 1.3.2. inform BCC the changes in the service catalog.

1.4. 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. 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. Cases that have been identified as repeated malicious infringements of intellectual property rights by judicial authorities
- 1.5.2. Disputes arise due to intellectual property protection issues and cause adverse social impact;
- 1.5.3. 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. In the case of the certified organization's communications, BCC will take appropriate action usually within 15 working days.
- 1.7. Actions to the certified organization's failure to notify as required.

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) 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) 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) 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) 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. 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 AQSIIQ issued the notification; other aspects of the unqualified shall be implemented by reference .

2. BCC shall promptly inform the certified organization in the following cases:

- 2.1. changes of national certification policies and regulations;
- 2.2. changes of the relevant management system certification standard;

2.3. BCC's actions to the information that the certified organization does not comply with legal and regulatory requirements;

2.4. changes of BCC's contact address and/or contact channels;

2.5. other relative changes.

3. Information notice to:

Legal Affairs & Technical Dept.

Contact: Zhang Meijuan

Tel: 010-58579319

Email: fwjs@bcc.com.cn

Mail Address: Room 45-(05)-02, Floor 5, No. 45, Guangqumennei Street, Dongcheng District, Beijing, CHINA

BCC Inc.

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