

INFORMATION ON HANDLING OF REQUESTS FOR INFORMATION

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Purpose

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

Scope

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

Note

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.

Process

1. Any party may request information from Intertek via Email (directly or via the website), by phone or in writing/Email
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.
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.

Types & Sources of Information

1. Information related to certified organizations:

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

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

2. Contact information

Requestors may find contact information on the website at:

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

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

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





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3. Other General information available on the website

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

- a) audit processes: <http://www.intertek.com/auditing/management-systems/six-steps-to-certification/>
- b) processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing
- c) certification or expanding or reducing the scope of certification:
<http://www.intertek.com/auditing/management-systems/six-steps-to-certification/>
- d) types of management systems and certification schemes in which intertek operates:
<http://www.intertek.com/auditing/accreditation-for-management-systems-certification/>
- e) the use of the Intertek's name and certification mark or logo;
<http://www.intertek.com/auditing/management-systems/policy/>
- f) processes for handling requests for information, complaints and appeals:
<http://www.intertek.com/auditing/management-systems/policy/>
- g) policy on impartiality: <http://www.intertek.com/auditing/management-systems/policy/>

4. Other General information provided upon request only

- a) general information on the fees charged to applicants and to clients;
- b) a description of the means by which the certification body obtains financial support