

## ASI Complaints Mechanism

### Status of Complaints

ASI aspires to ensure transparency of the ASI Complaints Mechanism in terms of its processes and outcomes. Reporting of some information may be limited by ASI where needed to protect the identity of parties who may wish to remain anonymous and to seek to minimise the risk of retaliation against stakeholders.

Complaint reference	Respondent	Complainant	Country/origin	Status	Date filed	Date completed
ASI/2025/4	SGS China	Anonymous	China	Complaint investigated with ongoing monitoring	14.09.25	20.10.25

### Complaint Background

Complaint Reference	ASI/2025/4
Status	Complaint investigated
Respondents	SGS China
Complainant	Anonymous
Complaint subject	Allegations of breach of ASI Certification rules and Chinese law by audit firm through provision of simultaneous ASI auditing and consulting services to ASI members
Date complaint submitted	14 September 2025
Country of complaint	China

### Summary of the Complaint

The Complainant alleged that SGS China was breaching ISO Standard 17065 and the Chinese Certification and Accreditation Regulations by offering both auditing and consulting services to an ASI member in China. The SGS offer was made in response to a request for quotation by Qinghai Quiaotou Aluminium requiring bidding parties to provide both consultation and auditing services in respect of its "ASI Management System Service Consultation and Certification Project". By

submitting a bid in contravention of applicable laws and rules SGS could not serve as ASI-accredited certification body.

### **Position of the Respondents**

SGS China referred to the conditions of the tender document but acknowledged a potential conflict of interest situation. SGS provides both auditing and training services based on two different business licenses. SGS claims to always separate respective teams to manage the potential for conflicts of interest. Usually "SGS Academy" carries out any training services.

### **Process and timing**

ASI analyzed the tender documentation submitted as supporting evidence and took up contact with SGS China. Investigations showed that Chinese State-owned aluminium companies often use standard tender templates that contradict existing national and international accreditation and certification rules. Audit firms submit tender documentation as requested even though they know that auditing and consulting services must not be provided simultaneously.

SGS China satisfied ASI that it was handling the problem responsibly and changed its contractual relations with Qinghai Quiaotou to be in line with applicable rules. ASI subsequently informed the Complainant via the EthicsPoint portal of the investigation's key findings and next steps as described below.

### **Outcome**

SGS China terminated the training contract with Qinghai Quiaotou to ensure any potential conflict of interest was eliminated. Qinghai Quiaotou will now contract an entirely independent vendor for training, whereas SGS will continue to provide ASI-related auditing services.

ASI provided a written warning to SGS China indicating that future such instances could lead to suspension of SGS's audit firm accreditation with ASI.

### **Next steps**

ASI will also prepare a bulletin to be sent to all Chinese auditing firms to alert them to how tender documents issued by Chinese State-owned enterprises are unlikely to have considered conflict of interest situations.