

# Global Network Group

## Rules for appeal against audit results

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All references in this document are made against the approved (valid) version of the applicable document.

All public documents are published on our websites.

### **Questions?** Contact us!

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# GENERAL CLAUSES

The following applies to this document GNG.RD.005.INT Rules for complaints against audit results:

1. Document GNG.RD.001.INT List of terms and definitions.
2. Document GNG.RD.002.INT General terms and definitions
3. Document GNG.RD.003.INT General clauses for all documents
4. Document GNG.PD.001.INT Rules for audits

The before mentioned documents are published on our websites and hereby to be considered as repeated and inserted.

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# 1. Purpose

## 1.1

This document regulates how GLOBAL NETWORK GROUP manages appeals (objections) against audit results.

# 2. Filing an appeal (objection) against an audit result

## 2.1

An appeal (objection) must be filed within one month from the day of the audit result. This must be in writing by using form GNG.FO.005 (Appeal against audit result).

## 2.2

The date and time of filing are the date and time mentioned in the online confirmation receipt.

## 2.3

If the appeal is not filed by using form GNG.FO.005, it is inadmissible and GLOBAL NETWORK GROUP is alleviated from handling it.

# 3. Handling an appeal (objection) against an audit result

## 3.1

Upon receipt of form GNG.FO.005, GLOBAL NETWORK GROUP shall confirm whether the appeal relates to an audit result for which it is responsible and if so, shall address it.

## 3.2

GLOBAL NETWORK GROUP shall acknowledge receipt of any appeal within 10 working days.

## 3.3

If the form GNG.FO.005 is admissible, GLOBAL NETWORK GROUP is bound to handle it according to the articles laid out in this document.

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### 3.4

GLOBAL NETWORK GROUP shall gather and verify all necessary information to progress the appeal to a decision.

### 3.5

The decision resolving the appeal shall be made by the ICC COUNCIL.

### 3.6

ICC COUNCIL will make a decision in writing and will always communicate this decision to the complainant. The decision is final.

### 3.7

There is no specific timetable to handle an appeal.

## 4. Alternative Dispute Resolution

### 4.1

If a dispute arises, GLOBAL NETWORK GROUP will first attempt to solve the dispute through mediation. If this is unsuccessful, it will be attempted to be solved with arbitration, binding advice, negotiation, internal investigation, conflict coaching or via the court.

### 4.2

If mediation fails, arbitration or binding advice is favored over a court procedure.

## 5. Costs

### 5.1

The handling of an appeal has costs attached to it.

### 5.2

The costs are published in the applicable audit document. If the cost are not published as such, the costs for handling are €150,- exclusive VAT if applicable and the costs for a re-audit (re-take).

### 5.3

If the ICC Council decides in favor of the complainant, the costs as mentioned in the article herebefore will be reimbursed.

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## 6. Admissibility

### 6.1

Appeals, where the complainant does not have a vested interest, are not valid.

### 6.2

If the complainant has open balances with GLOBAL NETWORK GROUP, the complaint will be declared inadmissible unless the complainant makes a deposit (at the discretion of GLOBAL NETWORK GROUP), including added retrieval and collection costs, to an escrow account or bank clearance.