

Global Network Group

Non-nando conformity assessment process

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

All public documents are published on our websites.

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GENERAL CLAUSES

The following applies to this document:

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

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

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1. Definitions

- 1.1. The in this document mentioned terms are defined in reference document GNG.RD.001 (List of terms and conditions).
- 1.2. This document rules all Global Network Group's conformity assessments not performed under the notification under Nando number 2832. If notified not under Nando, this document applies.
- 1.3. Where this document refers to a conformity assessment scheme, this includes the requirements stemming from either the specific accreditation scheme, certification scheme, or inspection scheme.

2. Purpose

- 2.1. This document regulates how Global Network Group:
 - accredits exam- and training providers
 - certifies individual conflict navigators, companies/organizations, and services
 - recognizes exam- and training programs
 - registers companies/organizations
 - provides other conformity assessment services where relevant.
- 2.2. Global Network Group shall confine its requirements, evaluation, review, decision, and surveillance (if any) to those matters specifically related to the scope of conformity assessment.
- 2.3. Global Network Group will use this conformity assessment process for the conformity assessment of:
 - Companies – organizations – services – individual conflict navigators requiring conformity assessment(s)
 - Other (legal) entities, services, or practitioners to the discretion of Global Network Group.

3. Conformity assessment process

3.1. Each conformity assessment issued by Global Network Group must have followed one or multiple conformity assessment processes. The conformity assessments must be carried out against:

- Global Network Group reference documents
- (if applicable) By analogy – as far as possible –
 - ISO 17065:2012 (if: products, services)
 - ISO 17024:2012 (if: conflict navigators)
 - ISO 17020:2012 (if: inspections)
 - ISO 9001:2015 (if: companies-organizations)
- (if applicable) Scope relevant legislation in the country where the client is based or active

3.2. A conformity assessment process is the culmination of the individual (sub) processes laid out in this document. A conformity assessment process can consist of the following:

- Application
- Application review
- Conformity assessment advice
- Conformity assessment plan
- Conformity assessment file
- Evaluation
- Conformity assessment decision
- Certificate
- Complaint

The above-mentioned terms are explained in this document.

3.3. If the conformity assessment process is successful, it must contain all (except complaints) of the above (sub) processes/documents, as far as applicable.

3.4. A conformity assessment process results in:

- Exam- or training providers being accredited and listed
- Conflict navigators, companies, or organizations being certified and listed
- Company or organization being registered and listed
- Services (training programs) being recognized and listed
- Extension/modification of an existing conformity assessment
- Transferring a conformity assessment from a different conformity assessment body to Global Network Group

3.5. If the client has requested the extension, modification, or upgrade/downgrade of an existing conformity assessment, Global Network Group starts a new conformity assessment process. It will determine during the application review phase the applicable norm elements and required work.

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- 3.6. Global Network Group may also invite ICC Council and external observers with or without consultation of the client. These observers will be given the right to view all documents relating to the conformity assessment process. The Global Network Group supervising bodies and the appointing government(s) are always external observers.
 - 3.7. Global Network Group office operations is not authorized to meddle with the content-based/norm-specific matters of the conformity assessment process. In the case of deadlock, the board prevails.
 - 3.8. The assessment subject must meet the conformity assessment requirements and those set by any related norms, directives, and other set requirements.
 - 3.9. At the end of the conformity assessment process, no matter the outcome/result, Global Network Group asks for feedback from each at the time of completion of the conformity assessment activities. It will do so using SurveyMonkey, Wufoo, or face-to-face. Observers have access to all filled-in forms and are authorized to respond to the board.
 - 3.10. If applicable, Global Network Group shall inform its notifying authority of the following:
 - Any refusal, restriction, suspension, or withdrawal of certificates or other proofs of conformity assessment.
 - Any circumstances affecting the scope of- and conditions for notification
 - Any request for information on conformity assessment activities performed that the notifying authority has received from market surveillance authorities
 - 3.11. Global Network Group shall provide the other bodies notified under the same community harmonization legislation carrying out similar conformity assessment activities and covering the same products with relevant information on issues relating to negative and, on request, positive conformity assessment results.
 - 3.12. Global Network Group will store all conformity assessment documents in accordance with GNG.PD.005 (privacy statement) and GNG.PD.012 (document management).
 - 3.13. Internal approval for documents can be achieved through email or phone-based communications. Legally binding approval (i.e. of the contract by the client) must always be done through SOP.003 (Signing documents and Adobe sign).
 - 3.14. In the event of any unclarity or interpretation issue arising from the conformity assessment process, Global Network Group retains the right to seek advice from an advisory mechanism of its choosing and to integrate this advice into the resolution of the above. Should Global Network Group wish to invoke this right, the conformity assessment process will be on hold until the matter is decided. Global Network Group will involve relevant human resources, including the (lead) auditor, in this decision. The decision Global Network Group takes to resolve the above will be binding.

4. Application

- 4.1. Each subject that Global Network Group accredits, certifies, recognizes, and registers must have a valid application.
- 4.2. An application must contain at least the:
 - subject information
 - applicant's details, including contact details
 - information required to determine what norm(s) is (are) required for conformity assessment
- 4.3. For the conformity assessment, the list of documents that a client must have in their possession for conformity assessment is specified in the legal act (if applicable) and the conformity assessment scheme against which conformity assessment will be provided. The client agrees to these requirements through the signing of the application.

5. Application review

- 5.1. Each application received by Global Network Group is subject to a review process.
- 5.2. Global Network Group is free to deny any application. However,
 - Access to the conformity assessment process shall not be conditional upon the size of the client or membership of any association or group, nor shall conformity assessment be conditional upon the number of conformity assessments already issued. There shall not be undue financial or other conditions.
 - Global Network Group conformity assessment should be open to all clients if they fall within the scope of conformity assessment that Global Network Group operates.
 - Global Network Group is free to refuse a client if there has been evidence of non-compliance with Global Network Group rules, national or international legislation, or (suspected) participation in criminal activities.
- 5.3. Global Network Group will communicate the denial to the client. The client is then allowed to alter the application and start the conformity assessment process in accordance with article 4 to be processed accordingly or file a complaint.
- 5.4. A conformity assessment advice as verification of the viability of the project can be part of the review process. The conformity assessment advice is not a compulsory element.
- 5.5. Global Network Group must determine at the application review process whether it is able to carry out the conformity assessment process requested by the client. This includes but is not limited to ensuring the required equipment is available and the intellectual, experience, and audit capacity/capability exists (by assigning qualified persons) within Global Network Group to accredit, certify, register against the desired norm, and whether sufficient technical information is present or obtainable. If Global Network Group cannot execute a conformity assessment activity, it shall document this and be reported to the quality officer.

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- 5.6. Global Network Group and the (lead) auditor must be able to select the applicable norm(s) for this conformity assessment from the norm cache. Global Network Group may only proceed with the conformity assessment if the conformity assessment requirements are contained in specified standards and/or other normative documents as stored in the normative cache. If the norm is not found, it must either be added or the conformity assessment request cannot go ahead. If applicable, the appropriate authority, government, committee or accrediting body will be consulted.
 - 5.7. The (lead) auditor and office operations must sign off on the conformity assessment advice to ensure that Global Network Group has the competence and abilities to carry out the desired conformity assessment activities.

6. Conformity assessment advice

- 6.1. In accordance with article 5.3, a review of an application for conformity assessment can yield a conformity assessment advice. A conformity assessment advice is a document designed to check whether the client can comply, and Global Network Group is able to start and carry out the conformity assessment.
- 6.2. A conformity assessment advice must contain:
 - Whether Global Network Group is capable of performing the actions requested in the application
 - What norm the application will be handled against
 - What audit team will be responsible for the conformity assessment
- 6.3. Once a conformity assessment advice on the accreditation of an exam- or training provider is issued Global Network Group will set up a draft conformity assessment agreement.
- 6.4. A conformity assessment advice must appoint a (lead) auditor who will be responsible for the evaluation (the audit). Office operations may only appoint a (lead) auditor whom has been appointed with the appropriate competency code in accordance with GNG.RD.012 (Qualification profiles) for this evaluation. Office operations is not excluded for being appointed as (lead) auditor.
- 6.5. The conformity assessment advice must be accepted and approved by office operations or the (lead) auditor.
- 6.6. A conformity assessment advice must contain a conformity assessment plan as described in article 7.
- 6.7. At the client's request the (lead) auditor will give explanation on how the conformity assessment process will proceed and what evaluations will be carried out as well as answering any other questions the client may have.

7. Conformity assessment plan

- 7.1. Each conformity assessment advice will contain a conformity assessment plan.
- 7.2. A conformity assessment plan will contain the expected dates for conformity assessment and the essential procedures required for conformity assessment. It must contain:
 - Expected start and end date of conformity assessment
 - Expected submittal date to the head of certification (if applicable) or the board.
- 7.3. The conformity assessment plan is open to modification if additional evaluation activities are required that were not evident at the start of the conformity assessment process.

8. Conformity assessment file

- 8.1. Global Network Group is responsible, through the legally enforceable application form or the conformity assessment agreement, for the management of all information obtained or created during the performance of conformity assessment activities and the execution of ADR.PD.001 (Certification scheme).
- 8.2. Every client, currently being or being in the past accredited, certified, registered, or recognized, must have a corresponding conformity assessment file. The conformity assessment file will contain all information, documents, evidence, correspondence, etc., related to the conformity assessment of the product.
- 8.3. The conformity assessment file will contain at least (if applicable, for a limited period, GDPR applies) the:
 - Application for the conformity assessment process
 - Conformity assessment agreement
 - Conformity assessment files, including the reference to the standard(s) and the other normative document(s) to which conformity has been evaluated
 - Evaluation audit report(s)
 - Conformity assessment decision
 - Certificate
 - Cancellation. If requested, the client has the right to request deletion of the conformity assessment file.

The conformity assessment file must contain records to demonstrate that all conformity assessment process requirements are fulfilled. The documents demonstrate that all process requirements have been effectively fulfilled. Any relevant communication with the client may also be included. The file must enable an evaluation of the conformity assessment to demonstrate effective fulfillment of all relevant procedures.

- 8.4. The conformity assessment file is stored according to GNG.PD.005 (privacy statement) and GNG.PD.012 (document management).
- 8.5. Documents may be stored in different locations if relevant to the process of conformity assessment, and they must be retrievable by a unique project number.

9. Conformity assessment decision

- 9.1. After finalizing all required evaluations without non-conformities, a conformity assessment decision must be created.
- 9.2. Before the conformity assessment decision is created, Global Network Group may ask a second qualified (lead) auditor to perform a (remote) inspection or review of the conformity assessment file.
- 9.3. If applicable, after approval from the supervising (lead) auditor, the conformity assessment decision will be set up in accordance with article 9.4.
- 9.4. The conformity assessment decision is issued by the head of certification or the office-operations on behalf of the board upon receiving the recommendation of a conformity assessment file by the (lead) auditor and if applicable performing a review of that file.
- 9.5. The conformity assessment decision can lead to:
 - Acceptance:
 - This can only be done if the conformity assessment file is completed, including the presence of a file meeting all requirements.
 - Denial:
 - In which case, the application is denied. The client must then resubmit an application.
 - Improvement required:
 - The client/(lead) auditor will be given an X amount of days, at the discretion of the head of certification or the board, to comply. Failure to do this will lead to automatic denial.
- 9.6. In case of acceptance, the board of Global Network Group retains the right to deny the conformity assessment on non-content-based grounds. If it does not exercise this, what is requested by the client will be accredited, certified, recognized, or registered as defined by Global Network Group.
- 9.7. Global Network Group must inform the client of all conformity assessment decisions regardless of status and provide explanation hereto.
- 9.8. In case of acceptance, formal conformity assessment documentation shall only be issued after, or concurrent with, the following:
 - The decision to grant or extend the scope of conformity assessment has been made (to be documented in a conformity assessment decision).
 - Conformity assessment requirements have been fulfilled (to be documented in evaluation report(s))
 - (If applicable) The conformity assessment agreement has been completed/signed (to be placed in the conformity assessment file)
- 9.9. The Global Network Group board must sign all issued certificates through SOP.003.

10. Certificate & conformity assessment documentation

- 10.1. A by the board of Global Network Group approved conformity assessment decision will always lead to the issuing of a the conformity assessment documentation.
- 10.2. The certificate will be issued for the specific standard/norm/directive/law determined during the review phase and for the specific product submitted during the application phase.
- 10.3. Usage of the certificate and all issued marks/documentation, are subject to GNG.PD.009 (Rules for the use of marks and certificates).
- 10.4. Every certificate, or other form of conformity assessment documentation issued by Global Network Group can be revoked and suspended as described in this document.
- 10.5. Global Network Group will keep a public register of certificates (and other conformity assessment documentation if required), regardless of status, as described in Article 20.
- 10.6. Every certificate will have a unique identification number which must be visible in any distribution variant of the certificate. If the product conformity assessment norm/directive/standard/law defines a number format Global Network Group will follow this. In all other cases, the following format will be followed:
 - [type-conformity assessment]-[client name]-[issue date]-[unique alphanumeric sequence]Additionally, Global Network Group certificates contain at least the following:
 - Applied norm
 - Overview main- and sub-scopes
 - Period of validity
 - Date of issuing
 - Any comments left by Global Network Group. These will be binding.
 - The Global Network Group conformity assessment number issued by the notifying authority body, only if applicable.
 - The signature of the board
- 10.7. Certificates are solely signed on behalf of the board and ICC Council.

11. (Lead) auditor

- 11.1. Global Network Group will appoint a (lead) auditor for each conformity assessment process. Office operations is not excluded from being appointed as (lead) auditor.
- 11.2. The (lead) auditor must meet the (lead) auditor competency profile described in GNG.RD.102 (Qualification profiles).
- 11.3. The (lead) auditor will be responsible for guiding the audit/evaluation/conformity assessment process, ensuring that the product up for conformity assessment meets the applicable standards in the norm(s), creating a recommendation for the conformity assessment decision, and performing evaluations to support their claims.

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- 11.4. The (lead) auditor must only be tasked with evaluating the requested against the standards in the norm.
 - 11.5. The (lead) auditor may only recommend the conformity assessment file to the head of certification or the board if the requested conforms to the standards in the norm(s).
 - 11.6. The (lead) auditor is responsible for submitting the conformity assessment file for review to the head of certification or the board.
 - 11.7. The (lead) auditor is not involved in the decision of granting the conformity assessment of the product.
 - 11.8. The (lead) auditor must determine the evaluation results without burden and consultation of Global Network Group, unless a request hereto is made by him/herself or the supervising auditor. The (lead) auditor is independently authorized to determine the advice for the conformity assessment decision. In case of unclarity in the requirements for conformity assessment article 3.14 applies.
 - 11.9. The personnel involved in conformity assessment activities shall not be remunerated in a way that influences the results of inspections.

12. Head of certification

- 12.1. If applicable, the head of certification is responsible for providing the conformity assessment decision and the review of the conformity assessment file in the conformity assessment process. The board is allowed to handle as head of certification.
- 12.2. The task of the head of certification is to ensure:
 - The correct protocol was followed when certifying a product.
 - The management system performed effectively and if not, report to the quality officer and the board.
 - Identifying (potential) nonconformities and if detected, report to the quality officer and the board
 - Identifying (potential) impartiality issues and if detected, report to the quality officer, board, and impartiality committee

Hereto the head of certification has the obligation to sign off for the above-mentioned points on all conformity assessments performed by Global Network Group.

- 12.3. The head of certification must meet the head of certification competency profile as described in GNG.RD.102 (Qualification profiles).
- 12.4. The head of certification must make the certification decision without burden and consultation of Global Network Group, unless a request hereto is made by the head of certification him/herself.
- 12.5. The head of certification is independently authorized to create the certification decision.

13. Evaluation and audits

- 13.1. As part of the conformity assessment process, Global Network Group may have to conduct one or multiple evaluations of the requested against the relevant norm/standards/directive/law determined in the review process.
- 13.2. All evaluations must be carried out by the (lead) auditor or office operations assigned to the corresponding conformity assessment process.
- 13.3. All evaluations must be planned and accepted by both Global Network Group and the client.
- 13.4. All evaluations will be concluded with an audit report, or an audit completed notification. This audit report will be part of the conformity assessment file.
- 13.5. The (lead) auditor or office operations is responsible for creating the audit report or the audit completed notification. This will be shared with the client.
- 13.6. The audit report or the audit completed notification will contain:
 - Results of all evaluation activities both that were found during the evaluation and audit
 - If applicable, the clarification of non-conformities
- 13.7. If one or more nonconformities have arisen, and if the client expresses interest in continuing the conformity assessment process, the conformity assessment body shall provide information regarding the additional evaluation tasks needed to verify that nonconformities have been corrected.
- 13.8. If the client agrees to completion of the additional evaluation tasks that require site visits, the process specified in article 13 shall be repeated to complete the additional evaluation tasks. The additional evaluation shall be documented in the conformity assessment file.
- 13.9. If Global Network Group omits activities through the reliance on conformity assessments
 - it has already granted to the client,
 - that the client already possesses,
 - or has already been granted to other clients,it will reference these conformity assessments in the conformity assessment file. If requested by the client, Global Network Group shall provide justification for the omission of activities.
- 13.10. Global Network Group shall only rely on evaluation results related to conformity assessment completed prior to the application for conformity assessment, where it takes responsibility for the results and satisfies itself that the body that performed the evaluation fulfills the requirements contained in this document GNG.PD.016 and those specified by the conformity assessment scheme.

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- 13.11. Global Network Group shall carry out the evaluation activities that it undertakes with its internal resources and shall manage outsourced resources in accordance with the conformity assessment plan. The requested shall be evaluated against the requirements covered by the scope of conformity assessment and other requirements specified in the conformity assessment scheme.
 - 13.12. At the discretion of the (lead) auditor, if not all required technical files/documentation is present the evaluation will be postponed or cancelled.

14. Norm cache

- 14.1. Global Network Group will retain a cache of normative documents for as far as they relate to the (potential) conformity assessment activities that Global Network Group will carry out. These can be documents such as CE Module descriptions, ISO norms, other norms, etc.
- 14.2. The norm cache and its contents are stored according to the PD.007 (Document management).
- 14.3. The norm cache is a non-public document folder that may only be accessed by employees and Global Network Group appointed organizations.
- 14.4. Changes to the normative cache must be logged according to GNG.PD.012 (document management) or by a relevant authority.

15. Normative changes

- 15.1. In the lifespan of Global Network Group, norms that Global Network Group has, will, or may certify against can change.
- 15.2. Global Network Group will check at least once a year whether changes have occurred to documents in the norm cache or whether the contents of the norm cache require addition/deletion. The quality officer will carry out these changes.
- 15.3. While checking for required changes the quality officer must also check for announced changes and act accordingly.
- 15.4. Normative changes may lead to changes in the conformity assessment of products. This document GNG.PD.016 must be consulted to see how changes in conformity assessment norms that lead to non-conformity should be addressed.
- 15.5. When the conformity assessment scheme introduces new or revised requirements that affect the client, Global Network Group shall ensure these changes are communicated to all clients via email. The client is requested to show proof of the implementation of the changes. A Global Network Group appointed (lead) auditor shall verify the implementation of the changes by its clients and shall take actions required by the scheme.
- 15.6. Global Network Group shall consider other changes affecting conformity assessment, including changes initiated by the client, and shall decide upon the appropriate action.

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- 15.7. The actions to implement changes affecting conformity assessment shall include, if required, the following:
- Evaluation
 - Review
 - Decision
 - Issuance of revised formal conformity assessment documentation to extend or reduce the scope of conformity assessment
 - Issuance of conformity assessment documentation of revised surveillance activities (if surveillance is part of the conformity assessment scheme)
- and shall be done according to this document GNG.PD.016.

16. No use of harmonized standards

- 16.1. A client may request to have non-harmonized standards used in their audit.
- 16.2. Global Network Group will appoint a (lead) auditor to review these standards and advice Global Network Group on whether this standard is allowed. Additional information may be asked of the client.
- 16.3. Global Network Group will add these standards to the normative cache if they are applicable.
- 16.4. The use of non-harmonized standards may be combined with additional costs for the review and application.
- 16.5. Global Network Group may choose to formally accept certain standards without review or based on past reviews. If so, it must document this in a board decision or SOP.

17. Resource management

17.1. Evaluation activities via internal resources or other resources under our direct control

17.1.1. When Global Network Group performs evaluation activities, either:

- with its internal resources, or
- with other resources under our direct control,

Global Network Group shall ensure to meet the applicable requirements stemming from

- Global Network Group's notification scope, and
- relevant standards, and
- other standards and norms:

For conformity assessments:

- It shall meet the applicable requirements
- In addition: if the product is to be certified under a legal instrument as listed in the Global Network Group notification scope, it must meet the applicable requirements of this legislation

For conformity assessment evaluations:

- The resource must always be accredited, or part of an accredited organization, or appointed against the applicable legislation
- In addition: if the product conformity assessment evaluation is performed under a legal instrument as listed in the Global Network Group notification scope, the resource must also be appointed hereto.

17.1.2. Global Network Group reserves the right to request permission from the Notifying Authority for deviations on the before mentioned principles.

17.1.3. Any deviation from these requirements must be documented in a board decision.

17.2. Outsourcing of evaluation activities

- 17.2.1. When Global Network Group outsources evaluation activities, it shall only be to bodies that meet the applicable requirements of requirements stemming from
- Global Network Group's NANDO scope, and
 - relevant standards, and
 - other standards and norms:
- For conformity assessments:
- It shall meet the applicable requirements
 - In addition: if the product is to be certified under a legal instrument as documented in the Global Network Group notification scope, it must meet the applicable requirements of this legislation.
- For conformity assessment evaluations:
- The resource must always be accredited, or part of an accredited organization, or appointed against the applicable standard by an EEA member state.
 - In addition: if the product conformity assessment evaluation is performed under an EU legal instrument as documented in the Global Network Group NANDO scope the resource must also be appointed hereto.
- 17.2.2. Global Network Group reserves the right to request permission from the Notifying Authority for deviations on the before mentioned principles.
- 17.2.3. Any deviation from these requirements must be documented in a board decision.
- 17.2.4. If evaluation activities are outsourced to non-independent bodies (e.g. client operated bodies), Global Network Group shall ensure that the evaluation activities are managed in a manner which provides confidence in the results, and that records are available to justify the confidence. The (lead) auditor assures that the evaluation is executed in a verifiable manner and stores the proof in the conformity assessment file.
- 17.2.5. Where Global Network Group subcontracts specific tasks connected with conformity assessment or has recourse to a subsidiary, it shall ensure that the subcontractor or the subsidiary meets the requirements set out in this document GNG.PD.016, and (if applicable) shall inform our notifying authority accordingly.
- 17.2.6. Activities may be subcontracted or carried out by a subsidiary only with the agreement of the client.
- 17.2.7. (Lead) auditors and office-operations officers under contract with Global Network Group are not considered outsourced parties.

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- 17.3. Global Network Group ensures that required resources/testing equipment is available. If non-available internal or external resources are required for conformity assessment, a determination must be made during the application review stage, and a request must be submitted to the board.
 - 17.4. Global Network Group will keep a list of testing equipment.
 - 17.5. If testing equipment is required for a conformity assessment and this is not in ownership, or already leased by Global Network Group, the costs will be charged to the client.
 - 17.6. Global Network Group may charge an administration fee to the client for the finding and renting of equipment.
 - 17.7. If the client has testing equipment available, Global Network Group may use that equipment to avoid costs. Global Network Group ensures this equipment is qualified according to this document GNG.PD.016, in order to avoid any breach of impartiality and to ensure the integrity of the conformity assessment process.
 - 17.8. Testing equipment may be explicitly used by the (lead) auditor or a by the (lead) auditor appointed person.
 - 17.9. Global Network Group ensures testing equipment is correctly calibrated before use.
 - 17.10. Equipment thought not be required by article 17.3 but required at a later stage may be rented if the proper request is made to the board.
 - 17.11.
 - 17.11.1. Where testing is required for the purposes of assessing conformity to a standard, or set of standards, the client is obliged to have the tests carried out and submit test reports hereof. If determined by applicable laws, regulations, standards, or other documents at the discretion of Global Network Group, these test reports must be issued by an accredited laboratory with an accreditation scope relevant to the required testing work. In addition, the laboratory must meet the requirements of the laws relating to the notification scope of Global Network Group if the conformity assessment is carried out under notification.
 - 17.11.2. If a test report is not issued by an accredited laboratory, or if the laboratory does not meet other set requirements, the test must be re-performed by a laboratory as defined in 17.11.1.
 - 17.11.3. The Global Network Group (lead) auditor is tasked with reviewing lab test reports to determine whether they show conformity against the aforementioned requirements/standard or set of standards and whether the laboratory has the appropriate accreditation.

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- 17.11.4. Where performing testing under accreditation, as documented in 17.11.1, is not possible due to the state of the art of the conformity assessment scheme, a test report must be accompanied by a validation report and any other necessary documentation to prove the accredited laboratory has the *scope relevant* ability to perform the testing. In addition, the scope of the laboratory must indicate activities relevant to the standard for which testing is required.
 - 17.11.5. Test/sample reports from Client Laboratories/samplers that do not comply with article 17.11.1 cannot be used.
 - 17.11.6. Sampling for testing must be done in accordance with the requirements from the applicable conformity assessment scheme. If the conformity assessment scheme does not appoint a party in the conformity assessment process which is responsible for sampling, or the scheme/laws does not contain requirements on sampling, it must be done by an accredited body with a scope relevant to the activity. Unless otherwise required Global Network Group is not held or authorized to audit the sampling process.

18. Monitoring

- 18.1. .
- 18.1.1. Where required by the applicable standard/norm/directive/regulation/scheme, Global Network Group will continuously monitor the quality of conformity assessed item if this is a type conformity assessed item.
- 18.1.2. Once a year the client is hold to deliver a legal binding statement which declares that all products are built in accordance with the applicable norms and requirements.
- 18.1.3. Global Network Group clients must, without delay, inform Global Network Group of changes to the item and the client's ability to conform to the conformity assessment requirements.
- 18.1.4. If changes are reported Global Network Group will appoint a (lead) auditor to evaluate the changes and see if they violate the standards set by the applied norms/directives/standards/laws/schemes.
- 18.1.5. If the changes violate the standards set by the applied norms Global Network Group will create a conformity assessment advice that contain the required changes.
- 18.1.6. The client must accept this advice, or the conformity assessment will be revoked.
- 18.2. .
- 18.2.1. As part of the monitoring process the client must setup a register of complaints regarding the item in any way. The client must provide Global Network Group with access to this register and the supporting documentation of how each complaint has been dealt with. If this is denied, or this information is not available, Global Network Group is authorized to revoke the conformity assessment.

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- 18.2.2. Global Network Group will keep a publicly accessible complaints system of its own in which the product end users can leave a complaint as far as they relate to the compliance with the norm/standard/law/directive/scheme. Global Network Group will process these complaints and appoint a (lead) auditor to investigate. These complaints are to be handled according to GNG.PD.007 (Complaint handling).
 - 18.2.3. If a complaint is filed, the client must inform Global Network Group within 10 working days or the client is in violation this document GNG.PD.016.
 - 18.3. Global Network Group may, at any time and if for good reason, perform a (partial) re-conformity assessment and corresponding evaluation. If the client does not consent to this, Global Network Group has the right to suspend the conformity assessment.
 - 18.4. Global Network Group will periodically monitor the usage of certificates, marks and company public material.
 - 18.5. In the event of a change to a conformity assessed item, or its production, that violates the norm, any applicable regulation, applied standard, or conformity assessment requirement, the corresponding conformity assessment is automatically invalid.

19. Non-conformity, suspension, and revocation

- 19.1. Every certificate and corresponding conformity assessment can be revoked, suspended, or changed by Global Network Group.
- 19.2. The client is always allowed to request revocation of the certificate for any possible grounds.
- 19.3. Global Network Group may decide to continue the conformity assessment under pre-conditions if a minor non-conformity was determined, and this is allowed by the norm. What these conditions are and what is considered a minor non-conformity is up to the individual (lead) auditor. This continuation must be agreed upon with Global Network Group's appointing body.
- 19.4. .
 - 19.4.1. If conformity assessment is suspended, Global Network Group shall assign a (lead) auditor to formulate and communicate the following to the client:
 - Actions needed to end suspension and restore conformity assessment for the product(s) in accordance with the conformity assessment scheme
 - A defined timeframe to resolve the issues
 - Any other actions required by the conformity assessment scheme
 - 19.4.2. These persons shall be competent in their knowledge and understanding of all aspects of the handling of suspended conformity assessments.
 - 19.4.3. If successful, the conformity assessment will be reactivated.
 - 19.4.4. If the client does not correct the non-conformities within the aforementioned timeframe, Global Network Group will revoke the conformity assessment.

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- 19.5. If conformity assessment is suspended, Global Network Group shall a (lead) auditor to formulate and communicate the following to the client:
- Actions needed to end suspension and restore conformity assessment for the item(s) in accordance with the conformity assessment scheme;
 - Any other actions required by the conformity assessment scheme.
- 19.6. If the client wants to reactivate the conformity assessment after a suspension (resolve the suspension) a new conformity assessment process will be started according to this document GNG.PD.016.
- 19.7. If conformity assessment is reinstated after suspension, Global Network Group shall make all necessary modifications to formal conformity assessment documents, public information, authorizations for use of marks, etc., in order to ensure all appropriate indications, exist that the product continues to be certified. If a decision to reduce the scope of conformity assessment is made as a condition of reinstatement, Global Network Group shall make all necessary modifications to formal conformity assessment documents, public information, authorizations for use of marks, etc., in order to ensure the reduced scope of conformity assessment is clearly communicated to the client and clearly specified in conformity assessment documentation and public information.
- 19.8. Once a conformity assessment is revoked it cannot be renewed. To achieve the same/comparable conformity assessment status a new conformity assessment application must be submitted.
- 19.9. .
- 19.9.1. If conformity assessment is terminated (by request of the client), suspended or revoked, Global Network Group shall take actions specified by the conformity assessment scheme and shall make all necessary modifications to formal conformity assessment documents, public information, authorizations for use of marks, etc., in order to ensure it provides no indication that the item continues to be certified.
- 19.9.2. If a scope of conformity assessment is reduced, the conformity assessment body shall take actions specified by the conformity assessment scheme and shall make all necessary modifications to formal conformity assessment documents, public information, authorizations for use of marks, etc., in order to ensure the reduced scope of conformity assessment is clearly communicated to the client and clearly specified in conformity assessment documentation and public information.
- 19.9.3. Any change in the conformity assessment status must be reflected in the public register.

20. Public register

- 20.1. Global Network Group will maintain a register of conformity assessed items and the norm(s) under which they are certified.
- 20.2. The register is available on request for the verification of certificates.
- 20.3. The public register will contain:
 - The unique certificate numbers
 - The name of the client
 - The applied norm(s) and standard(s)
 - The status of the conformity assessment
- 20.4. The register must be searchable by the unique certificate number.

21. Complaints

- 21.1. It is possible to make complaints against Global Network Group. Complaints will be handled according to document GNG.PG.PD.006 (Rules for complaints about Global Network Group).

22. Standard operating procedures

- 22.1. Global Network Group maintains several SOP documents. SOP's are procedures Global Network Group uses when handling applications and using tools.
- 22.2. SOPs are used by default and are always applicable. If Global Network Group decides not to use an SOP, it must describe this in the conformity assessment advice in accordance with article 6. This may only be allowed if that SOP is not required by this document GNG.PD.016.
- 22.3. In the case of 22.2 an alternative procedure must be described and documented.