DOCUMENT UPDATE STATUS

EDITION No. 0/21	DATE OF ISSUE	FIRST ISSUE APPROVAL (Notified Body's Technical Management Representative)	TECHNICAL DIRECTOR	APPROVAL BY THE DIRECTOR'S OFFICE
	08/02/2021	ING. DE LUCA GIUSEPPINA	TD ING. ANTONIO BONATI	DIRECTOR OF ITC PROF. ING. ANTONIO OCCHIUZZI

REVISION No.	DATE OF REVISION	SIGNATURE OF THE PERSON RESPONSIBLE	NOTIFICATION OF THE CHANGES	EFFECTIVE DATE OF MODIFICATION	SIGNATURE OF THE NOTIFIED BODY'S TECHNICAL MANAGEMENT REPRESENTATIVE	APPROVAL BY THE DIRECTOR'S OFFICE
1	16/12/2021	ING. ANTONIO BONATI	§ 2. Addition of normative references ISO/IEC 17065, ISO/IEC 17025 and EA-2/17 M:2020; §6.2.2.; §6.2.3; §6.3.1; ability of the Manufacturer to object to ITC Inspectors (added); § 6.2.1, §6.2.2.; §6.2.3; §6.2.4 §6.3.1and § 6.3.3 definition of the role of the Inspectors Coordinator for the validation of the findings and the definition of a procedure for recording and reporting of the drafted Inspection reports, and identification of the Technical Director as the only person authorized to review and make decisions in relation to Certification. § 6.8 the sentence on notification of suspension and withdrawal of the certificate is revised.	10/01/2022	ING. DE LUCA GIUSEPPINA	DIRECTOR OF ITC PROF. ING. ANTONIO OCCHIUZZI
2	18/02/2022	ING. ANTONIO BONATI	§4 it is added that ITC shall have at least two qualified figures to deal with each specific harmonized technical standard. Request for consent to subcontract both at cost estimate phase and after the operator has been identified in a provisional way. In the case of a revision, the Regulation is	18/02/22	ING. DE LUCA GIUSEPPINA	DIRECTOR OF ITC PROF. ING. ANTONIO OCCHIUZZI

			planned to be forwarded to the Manufacturers. §6.1 the case of Rebranding is specified. The procedure relating to applications and their reviews is clarified. §6.2.1 the aspects related to sampling and the possibility to forward the samples to labs other than ITC are detailed. §6.2.2 the stages of the inspection visit and validation of relevant findings are specified. The verification times of the treatment of non-conformities are specified together with the forwarding of the outcome to the Manufacturer. The roles of technical experts are introduced. Possible objections are extended to all members of the audit group. §6.2.3 review of application, inspection visit, validation of relevant findings and times of closing non-conformity procedures §6.2.5 The stages of review and resolution of the certificate by the Technical Director are specified (also for "commercial" assessments such as failure to comply with the contract) §6.5 amendment of findings classification. Addition by the Manufacturer of the findings management plan. § 6.8 the procedures for the suspension, reactivation and withdrawal of a certificate are regulated. §9 "new" – revisions of certificates §11 Notice sent to Manufacturers in case of communication of confidential data to third parties except when forbidden by law §12 the independence of the person in charge of the examination of the complaint or appeal			

			is specified. Possibility of resorting to an internal procedure for the management of complaints is added. It is clarified that that appeal can only be submitted after the conclusion of the certification process.			
3	31/03/2022	ING. ANTONIO BONATI	§1, §6.1, §2.2.1, §2.2.2, §2.2.3, §6.2.5, §6.4.1, §6.5, §6.6, §6.7, §6.9, §6.10, §6.11, §8, §9, §10, §13, §14, §15.	31/03/22	ING. DE LUCA GIUSEPPINA	DIRECTOR OF ITC PROF. ING. ANTONIO OCCHIUZZI
4	12/06/2023	ING. ANTONIO BONATI	Revised definition of Accreditation under RG-01 rev.5-22 of Accredia §4 clarifies that the deadlines provided for by the Regulation might not be respected during the Institute holiday periods; Field of application of the Regulation extended also to the accredited test activities that are not aimed at the CE marking of the construction product (§7 added); § 6.2.6. Manufacturer with multi-site production added and "Multi-site sampling" method added; §6.11 specifies that the payments are administered by the central administration service and that there may therefore be delays in reporting the revenue receipts to ITC; specification whether the days are calendar or working days; § 6.2.1 and 6.2.3 specify that remote audit and sampling may be carried out only based on serious and reasonable grounds; § 6.2.2. specifies that, if the Manufacturer fails to submit the findings management plan, the Inspectors Coordinator proposes to close the file; the possibility of an additional visit for a new	19/06/23	ING. DE LUCA GIUSEPPINA	ACTING DIRECTOR OF ITC ING. ANTONIO BONATI

			production site is added to § 6.2.4; §6.5 sets forth the "multi-site sampling" mode also during contract renewal; § 15 clarifies the meaning of the symbol ILAC-MRA to inform Manufacturers in compliance with RG-09 of Accredia			

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1. SCOPE AND FIELD OF APPLICATION

This document establishes the principles, criteria and procedures adopted by ITC-CNR as a Notified Body for proper management of the activities relating to the Assessment and Verification of Constancy of Performance (AVCP) in accordance with Regulation (EU) No. 305/2011 and for the management of the activities accredited by ACCREDIA.
This document applies to:

- AVCP activities relating to products covered by a harmonized standard.
- AVCP activities relating to products not covered by a harmonized standard for which an ETA (European Technical Assessment) has been issued to the manufacturer by a TAB (Technical Assessment Body) based on an EAD (European Assessment Document) used as a reference.
- Test activities not aimed at the CE Marking of products but accredited by ACCREDIA.

This Regulation is contractually binding in the context of the relationship between ITC-CNR and the Manufacturer who has signed a contract/payment commitment to ITC for the performance of the AVCP activities or of accredited tests. Other Regulations and/or procedures referred to by the present Regulation, as well as their Revisions as soon as they are issued by ITC, are likewise contractually binding in the context of the relationship between ITC-CNR and the Manufacturers.
By signing the payment commitment and/or the contract for services where this Regulation is referred to, the Manufacturer declares to accept all the conditions established in this Regulation and in the reference documents explicitly mentioned in the Regulation itself.

2. REFERENCES

- REGULATION (EU) No. 305/2011 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 9 March 2011 laying down harmonized conditions for the marketing of construction products and repealing Council Directive 89/106/EEC;
- ITALIAN DECREE LAW 16 June 2017, n. 106. Adaptation of the Italian national regulations to the provisions of Regulation (EU) No. 305/2011, establishing harmonized conditions for the marketing of construction products and repealing Directive 89/106/EEC (17G00119);
- Commission Delegated Regulation (EU) No. 568/2014 amending Annex V to Regulation (EU) No. 305/2011 of the European Parliament and of the Council as regards the assessment and verification of constancy of performance of construction products;
- LEGISLATIVE DECREE of 9 April 2008 No. 81: Consolidated Law on Health and Safety in the Workplace;
- UNI CEI EN ISO/IEC 17065 Conformity assessment – Requirements for bodies certifying products, processes and services;
- UNI CEI EN ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories;
- EA-2/17 M:2020 Document on Accreditation for Notification Purposes;
- Documents issued on a mandatory basis by the Group of Notified Bodies;
- Documents issued by Accredia;
- Mandatory documents issued by EA/IAF/ILAC and by standardization bodies.

For undated normative references, the latest version in force applies.

3. DEFINITIONS

Applicant/Customer: A company that applies for a certification. In some cases the Applicant may be referred to as the "Manufacturer", that is, whoever is, in particular cases, obliged to apply for certification pursuant to the CPR.
Certification: Performance of the activities related to the assessment and verification of constancy of performance (AVCP) leading to the issuance of the documentation required depending on the attestation system applicable to the construction product.
Construction product: any product or kit which is produced and placed on the market for incorporation in a permanent manner in construction works or parts thereof and the performance of which has an effect on the performance of the construction works with respect to the basic requirements for construction works (Article 2 of CPR No. 305/2011).
Manufacturer: any natural or legal person who manufactures a construction product or who has such a product designed or manufactured, and markets that product under his name or trademark (Article 2 of CPR No. 305/2011).
Notified Body (NB): a third-party Body independent from the Organisation or the construction product it assesses (Article 43 of CPR No. 305/2011).
Harmonized Standard: a European standard adopted by one of the European Standardization Bodies referred to in Annex I to Directive 98/34/EC, on the basis of a request made by the Commission pursuant to Article 6 of the aforementioned Directive (Article 2 of CPR No. 305/2011).
ETA (European Technical Assessment): the documented assessment of performance of a construction product, in relation to its essential characteristics, in accordance with the respective European Assessment Document (Article 2 of CPR No. 305/2011).
TAB (Technical Assessment Body) – European Technical Assessment Body issuing ETAs. The requirements for TABs are described in Annex V to CPR No. 305/2011.
EAD (European Assessment Document): a document adopted by the TABs organisation for issuing European Technical Assessments (Article 2 of CPR No. 305/2011).
Contract: agreement or commitment undertaken by the parties concluded by signing a document that, in some cases, may be referred to as "commitment".
Accreditation: attestation by a National Accreditation Body certifying that a specific Conformity Assessment Body meets the criteria established by harmonized standards and, where appropriate, any other additional requirement, including those defined in the relevant sectoral programmes, needed to carry out a specific conformity assessment activity (Reg. EC No. 765/2008 Chapter 1, Article 2, Paragraph 10 and subsequent amendments);
Accredited activities: certifications, inspections, tests and calibrations issued under accreditation are conformity assessment activities aimed at certifying compliance with the requirements established by mandatory or voluntary regulations for products and services, systems, processes and professionals (Accredia website).
Manufacturer with Multi-site production: Manufacturer whose production is carried out in a central location and in one or more decentralized units, referred to as secondary production sites.

4. PRIOR INFORMATION

The Certification Body ITC-CNR is committed to the applicant for certification to operate in compliance with the applicable procedures, ensuring impartiality and independence in the course of the certification process.

ITC is committed to working with qualified personnel and in particular to always have at least two qualified operators (an inspector, a person in charge of the tests and a decision-maker) for each harmonized technical specification for which it operates as a NB.
ITC undertakes to have a Technical Director (TD) in place who, in addition to the characteristics provided for by Decree Law 106 of 2017, has expertise and qualification for dealing with the harmonized technical specifications for which ITC acts as a NB.
ITC does not assume any obligation with regard to the successful outcome of the certification process or test and therefore about the issuance and possible renewal or maintenance of the certification.
ITC acknowledges all types of reporting submitted by the Applicant about possible or potential conflicts of interest that may cast doubts on the validity of the certification/test and/or its impartiality. In this regard, the Applicant must communicate to ITC the names of any consultancy companies that may have operated within the scope of certification.
ITC is committed to communicating any useful information to the Applicant prior to the start of the certification process, provided that it is not considered as consultancy.
ITC exclusively recognises the standards referred to in the documentation of the contract stipulated between the Applicant and ITC itself as being the subject of the certification/test.
Any other reference must be the subject of new contractual documentation between the parties.
ITC-CNR undertakes to inform the Applicant which activities can potentially be subcontracted or carried out by a subsidiary and request his consent both at the cost-estimate stage and, once the operator has been identified, before definitively entrusting the activity to him.
The Technical Secretariat will communicate the name of the subcontractor.
After three working days without receiving any objection from the Manufacturer, the operator identified is then considered accepted.
The Applicant undertakes to inform ITC about any changes that may affect certification.

The Applicant also agrees to comply with all contractual obligations as well as those laid down by this Regulation and by the binding legislation in force applicable to the products covered by the certification.
The Applicant is committed to providing all the information and support necessary to ITC to carry out the activities for the assessment and verification of constancy of performance, or for the accredited test, including access to its premises and areas where the activity covered by the certification or the test takes place.
The Applicant pledges to meet the certification requirements, including the implementation of appropriate amendments whenever these are notified by the certification body.
When the certification covers the ongoing production, the Applicant undertakes to ensure that the certified product continues to meet the product requirements (maintenance of the performance of the product-type declared by the Manufacturer).

Any amendment to the following Regulation will be communicated by the technical secretariat, by e-mail with reading confirmation, to all manufacturers with active contracts by attaching a copy of the new Regulation. After 10 working days without objections from the Manufacturer, the new Regulation is considered accepted.

General Note: please note that the deadlines provided for by the Regulation might not be respected during the Institute holiday periods.

5. DESCRIPTION OF THE ACTIVITIES RELATED TO THE ASSESSMENT AND VERIFICATION OF CONSTANCY OF PERFORMANCE

The certification process consists of all the activities of assessment and verification of constancy of performance of the construction product. Regulation (EU) No. 305/2011 provides for five different systems of assessment and verification of constancy of performance (1+, 1, 2+, 3, 4) with varying degrees of involvement of third-party bodies in the assessment of product constancy of performance according to the relevant harmonized technical specification (harmonized standard or EAD). AVCP system 4 is not covered by this Regulation as it does not require the intervention of a third-party notified body.

5.1. AVCP System: 1+

The manufacturer shall carry out:

i. factory production control;
ii. further testing of samples taken at the manufacturing plant by the manufacturer in accordance with the prescribed test plan.

In the case of a harmonized standard providing for System 1+, ITC, as a notified product certification body, shall decide on the issuing, restriction, suspension or withdrawal of the certificate of constancy of performance of the construction product on the basis of the outcome of the following assessments and verifications carried out by the body itself:

i. assessment of the performance of the construction product carried out on the basis of testing (including sampling), calculation, tabulated values or descriptive documentation of the product;
ii. initial inspection of the manufacturing plant and of factory production control;
iii. continuing surveillance, assessment and evaluation of factory production control;
iv. audit-testing of samples taken by the notified product certification body at the manufacturing plant or at the manufacturer's storage facilities.

In the case of an EAD providing for System 1+, ITC, as a notified product certification body, shall decide on the issuing, restriction, suspension or withdrawal of the certificate of constancy of performance of the construction product on the basis of the outcome of the following assessments and verifications carried out by the body itself:

i. initial inspection of the manufacturing plant and of factory production control;
ii. continuing surveillance, assessment and evaluation of factory production control;
iii. audit-testing of samples taken by the notified product certification body at the manufacturing plant or at the manufacturer's storage facilities.

5.2. AVCP System: 1

The manufacturer shall carry out:

i. factory production control;

ii. further testing of samples taken at the manufacturing plant by the manufacturer in accordance with the prescribed test plan.

In the case of a harmonized standard providing for System 1, ITC, as a Notified Body, shall decide on the issuing, restriction, suspension or withdrawal of the certificate of constancy of performance of the construction product on the basis of the outcome of the following assessments and verifications carried out by the body itself:

i. assessment of the performance of the construction product carried out on the basis of testing (including sampling), calculation, tabulated values or descriptive documentation of the product;
ii. initial inspection of the manufacturing plant and of factory production control;
iii. continuing surveillance, assessment and evaluation of factory production control.

In the case of an EAD providing for System 1, ITC, as a Notified Body, shall decide on the issuing, restriction, suspension or withdrawal of the certificate of constancy of performance of the construction product on the basis of the outcome of the following assessments and verifications carried out by the body itself:

i. initial inspection of the manufacturing plant and of factory production control;
ii. continuing surveillance, assessment and evaluation of factory production control.

5.3. AVCP System: 2+

The manufacturer shall carry out:

i. assessment of the performance of the construction product on the basis of testing (including sampling), calculation, tabulated values or descriptive documentation of that product
ii. factory production control;
iii. further testing of samples taken at the manufacturing plant by the manufacturer in accordance with the prescribed test plan.

In the case of both a harmonized standard and an EAD providing for System 2+, ITC, as a Notified Body, shall decide on the issuing, restriction, suspension or withdrawal of the certificate of constancy of performance of the construction product on the basis of the outcome of the following assessments and verifications carried out by the body itself:

i. initial inspection of the manufacturing plant and of factory production control;
ii. continuing surveillance, assessment and evaluation of factory production control.

5.4. AVCP System: 3

This paragraph applies only to products covered by a harmonized standard. No notified laboratory is required if an ETA has been issued for the product on the basis of an EAD providing for System 3.

The manufacturer shall carry out factory production control.

ITC, as a notified laboratory, shall assess the performance on the basis of testing (based on sampling carried out by the manufacturer), calculation, tabulated values or descriptive

documentation of the construction product.
ITC, as a notified laboratory is entitled to issue Test Reports in accordance with the CPR notification scheme.

6. CERTIFICATION PROCEDURE

6.1. Application for certification and application review

The application for assessment and verification of constancy of performance and the applications for accredited tests must be submitted to the "Certification" Technical Secretariat certificazione@itc.cnr.it for a generic construction product (DOCc N. 25) and to the "Cements" Technical Secretariat cementi@itc.cnr.it for products such as hydraulic binders (DOCl N.137 and DOCl N.138. DOCc N. 25, DOCl N. 137 and DOCl N. 137 are available at the following link: http://www.itc.cnr.it/home/innovazione/marcatura-ce/).

The list of documents to be attached to the application is given in DOCc N.26 (or directly in the application form in the case of hydraulic binders) available on the website http://www.itc.cnr.it/home/innovazione/marcatura-ce/.

The applicant must be a legal entity, namely a legal subject, a natural person or a legal person that assumes the rights and obligations resulting from the activities carried out by the company holding a VAT registration.
A legal subject is also the public legal entity (for example: REGION, PROVINCE AND MUNICIPALITY, PUBLIC ECONOMIC ENTITIES, PUBLIC INSTITUTIONAL BODIES SUCH AS I.N.P.S., I.N.A.I.L., UNIVERSITIES, etc...).
For foreign Applicants, the definitions of legal entities applied in the various countries, according to local legislation, apply.
Natural persons may not apply for certification, except for natural persons holding a VAT registration.

If the Manufacturer (Applicant) is not the physical Producer but only the Rebranding Manufacturer, he must clearly state this in his application. In cases like this, the Technical Secretariat will provide, within 10 working days from the application, a specific ITC procedure (PP OC 04 "Rebranding") detailing appropriate relevant procedures, to be considered as a supplement to the indications contained in this Regulation.
The Rebranding Manufacturer is a manufacturer who does not himself physically produce the rebranded construction products but places them on the market under his own name or trademark, without modifying it.
Furthermore, pursuant to Article 2 (1) and (2) of the CPR, «construction product» means any product or kit which is produced and placed on the market for incorporation in a permanent manner in construction works or parts thereof and the performance of which has an effect on the performance of the construction works with respect to the basic requirements for construction works and «kits», namely, a construction product placed on the market by a single manufacturer as a set of at least two separate components that need to be put together to be incorporated in the construction works.
There is no need for Rebranding when the components of the kit supplied by the Manufacturer are produced by different physical producers; in this case he is identified as a "normal" Manufacturer and the individual components treated as input material of his production

process.

If the product under certification or its components are produced in more than one production site, the Manufacturer shall declare so in the application for certification and shall list the sites in the DOCc N. 91 "Mapping of activities performed in the production sites of the "Manufacturer"" provided by the relevant Technical Secretariat and also downloadable from the ITC website.

The competent technical secretariat examines the documentation accompanying the documents submitted by the Applicant for the application.
The review of the application includes a check on the completeness of the documentation sent by the Manufacturer with respect to the specifications of DOCc N. 26 " Documentation to be attached to the Application for Certification", the correctness of the information entered by the Manufacturer in the application for certification and tests, and the ability of ITC, as a Notified Body, to perform the AVCP activities required by the harmonized technical specification both in terms of authorizations (accreditation and notification), equipment (if any testing is required), and personnel (in terms of competence and number).
In case of poor or missing documentation, the technical secretariat shall contact the Applicant to request integration accordingly. The competent technical secretariat will then make an economic offer according to the required activity.
The Technical Secretariat of ITC sends the Applicant a regular offer letter, containing and/or referring to all the contractual and economic conditions, as well as the acceptance clauses of this Regulation. Except for the case of application for document integration by the Technical Secretariat, 30 working days after the Applicant's request, the Secretariat will send either the economic offer or the notification of application rejection. The Manufacturer shall provide the requested additional information within 2 months, otherwise the application will expire.
The Applicant shall then send to ITC the economic proposal stamped and signed for acceptance within 90 calendar days.
Any subsequent changes to the contract shall be delivered in writing and accepted by the Applicant, who shall comply with the contractual conditions set out in the offer and with all the conditions of this Regulation.
The detailed verification of the documents submitted by the Applicant under the responsibility of the Inspectors Coordinator and/or the Coordinator of the Activities will take place only after the settlement of the down payment if provided for in the contract; the Applicant shall send to ITC any additional documents that may be necessary once the documentation has been examined. ITC-CNR retains the right to assess whether to carry out the examination of documents relating to the certification at the Manufacturer's premises (except in the case where the Manufacturer is requesting the performance of the AVCP activities for System 3 without resorting to art. 46). Requests for integration will be sent to the Manufacturer by e-mail within 30 working days from the date on which CNR has confirmed the payment.
The request for document integration can be made only once; if the integrations are considered unsatisfactory, the Inspectors Coordinator and/or the Coordinator of the Activities propose the closure of the file or in the case of AVCP 1+, 1 or 2+, reserve the right to make further assessments during the in-field verification.
After three months from the request for integration, if the Manufacturer has not acted accordingly, or following two unsatisfactory desk-based examinations, the application for certification expires and the down payment will not be returned to the Manufacturer. If the application lapses, the Manufacturer will have to submit a new application

bearing the relevant burden and costs involved.
After the documentary examination has proved successful, ITC plans the following certification activities (inspections, sampling, tests).
If the desk-based examination of the application reveals that the Manufacturer is providing false information, ITC-CNR will reject the application and reserves the right to refuse offering further services to the Manufacturer.
Furthermore, the desk-based examination could be subject to internal audits by the Technical Management throughout the duration of the contract or also following the issuance of the certificate/s. Therefore, ITC reserves the right to ask the Manufacturer for additions during the entire duration of the contract.

6.2. Procedure for the certification of constancy of performance of product for AVCP System 1+ and 1

6.2.1. Product sampling and testing at either ITC or external lab (evaluation)

Pursuant to Annex V to the CPR as amended by Commission Delegated Regulation (EU) No. 568/2014, the Certification Body shall sample the product, under its own responsibility, as follows:

- AVCP System 1+ based on a harmonized standard: the product is sampled by an Inspector from ITC at the Manufacturer's premises or by remote connection, if, based on serious and well-founded reasons on-site sampling cannot be carried out (e.g., war, strikes, riots, political instability, pandemics, earthquakes, floods etc. or due to causes of "force majeure" and thus beyond ITC's control), both before initial test of the product at the laboratory and in relation to samples audit testing prior to the marketing of the product. When sampling is completed, the inspector shall fill out a report which must be signed by both the ITC-CNR inspector and the Manufacturer's Representative.
  The sample may be delivered by the inspector directly to the laboratory or sent by the manufacturer who shall follow a specific packaging procedure.
  If sampling is not possible, the inspector shall enter the words "no sampling" and the reasons therefore in the report. In the event of two consecutive failed samplings, the certificate shall not be issued if sampling is carried out to determine the product-type; if the product is sampled during the surveillance phase and the sampling conditions cannot be restored in a short time (6 months), the certificate is instead suspended or withdrawn.
  Where possible and in relation to the location of the plant and the commitments already made by the Notified Body, planning of the sampling activities is managed together with the scheduling of the initial inspection and surveillance visits. Except in cases provided for in the harmonized specification, the sampling plan is notified to the Manufactured by the Inspectors Coordinator within 30 working days from the date of settlement of the down payment or from the date on which ITC confirms the completeness of the documentation sent by the Manufacturer. In any case, the notification shall be sent at least 7 working days before the scheduled date of sampling;
- AVCP System 1+ based on a EAD: when the product is sampled for audit testing, sampling shall take place at the production plant or at the manufacturer's warehouses starting from the second control cycle (on the basis of the frequency established by the harmonized technical specification). To assess the product, the Certification Body for

Construction Products for which a European Technical Assessment has been issued, uses the product-type assessment contained in the ETA. Therefore, he shall not carry out type-test samplings before the Certification is issued. The sampling plan is notified by the Inspectors Coordinator according to the schedule of the visits prepared by ITC; the Manufacturer will receive the communication at least 7 working days before the date of sampling;

- AVCP System 1 based on a harmonized standard: the product is sampled prior to laboratory type-testing (before the certificate is issued). The product is sampled within the terms and in forms indicated for the sampling used for the determination of the product-type pursuant to AVCP 1+ .

The inspectors can sample the product directly from the production line or from the warehouse, upon notification to the Manufacturer.
Product is collected from the production line only where it already has the characteristics of the finished product, namely, when it is representative of the product to be placed on the market.
The sample may be collected from the warehouse when the amount of product stored is sufficient to allow a "random" sampling. The product collected from the warehouse must always be traceable, namely, it must be possible to identify the production line and the date of production.
For hydraulic binders certification, the Manufacturer is informed only on the occasion of the first sampling visit, while subsequent samplings are instead carried out without notice as set out in the reference harmonized standards.
Following sampling, the product is delivered to the competent laboratory of ITC-CNR, or to another laboratory identified by ITC in case of subcontracting.
The Laboratory Managers or the Coordinators of the activities of ITC-CNR test laboratories working under AVCP Systems 1+ and 1 for initial and audit testing, shall assess any non-conformities where the technical specification identifies minimum thresholds for the performance being assessed or where the Manufacturer's FPC has established minimum thresholds.

Once the laboratories have completed the Testing and Calculation activities, the Coordinator of the testing activities or the Laboratory Manager shall evaluate the conformity of the results obtained. Following evaluation, they shall decide whether to schedule the repetition of the test or to prepare and send the Evaluation Summary Document concerning the test activities directly to the Technical Secretariat. In any case, the Evaluation Summary Document is sent within 20 working days from the date of the test report.
Test reports can be forwarded to the Manufacturer attached to communications such as, typically, type test results that are sent together with the notification of the outcome of the decision relating to the certificate and the certificate itself, when available). They may be also sent by other means (typically in the case of surveillance testing results for the verification of constancy of performance of product).

In so far as there are no regulatory requirements, the Laboratory keeps the samples and any counter samples until the issuance of the test report.

6.2.2. Initial inspection of the plant (assessment)

The Inspectors Coordinator and the Manufacturer verbally agree upon the date of the inspection to take place within 30 working days from the date of down payment confirmation or from the date of confirmation by ITC of the completeness of the documentation sent by the Manufacturer. The registration service of ITC then communicates the date of the initial inspection of the plant by registered letter.

Prior to the scheduled date of inspection, through the registration service and at least 7 working days before the scheduled date of inspection, the Inspectors Coordinator shall send the audit plan to the Company to communicate the expected timelines by indicating the name/names of the Inspectors, and of any technical experts, who will conduct the inspection.
The Manufacturer may object to the Inspector/Inspectors/Technical Experts (or request that they be replaced) within 3 working days of receipt of the audit plan, for the following reasons:

- conflict of interest, to be communicated to the Technical Director who will verify its consistency on the basis of the declarations provided by the Inspector; if the reasons are deemed valid, the matter will be subject to internal audit with the Inspector;
- improper professional conduct (proof of which shall be provided to ITC together with objective evidence of the inspector's in-field conduct and only after the Manufacturer has expressed reservations about the Inspector's actions; these reservations are evaluated by the Technical Director).

ITC inspectors cannot be objected to by the Manufacturer concerned except for major cause of incompatibility that must be reported directly to the ITC Technical Director.
Technical experts contracted by ITC could also be involved in conducting the audit.
Also inspectors from Accredia or Observers from ITC may attend the visit in addition to the Technical Experts. None of them shall step in during the audit but they are entitled to verify the competences and conduct of the Inspectors involved. The audit plan is considered accepted if ITC receives no objections within 3 working days of receipt of the plan itself.

The inspection is generally carried out by one inspector according to the time schedule specified in the Audit Plan.
In the case of Manufacturers with multi-site facilities (registered office, production plants, warehouses etc. located in different places), the initial inspection takes place on one or two days according to the number of inspectors and the number of production sites to visit. Unlike the first inspection, not all the plants are subject to surveillance (more detailed information on multi-site production is given in § 6.2.6).

Before the beginning of the assessment, the inspector shall convene an initial meeting during which he clearly explains to the Manufacturer the purpose of the verification and how the audit plan will be conducted and confirmed.
The inspector conducts the inspection on the basis of specific check-lists that, at the end of the inspection, he shall illustrate to the Manufacturer's representative and then issue a copy of it, countersigned by the parties, together with any findings: comments, observations and/or non-conformities highlighted. In some cases, this document may also be referred to as an inspection report (See Section 6.5 of this document).
At the end of the inspection, the inspector shall also hand in the findings management plan form to be used by the Manufacturer after receipt of any letter for the confirmation of the findings.

After the inspection, the Inspectors Coordinator checks the inspection reports and sends a letter to the Manufacturer to confirm the findings (in case of no communication within 30 working days, the findings made by the inspector during the inspection are deemed confirmed). Upon receipt of the Findings Management Plan by the Manufacturer (which must be received within 15 working days from the confirmation of findings or 45 working days from the date of the inspection report, or the Inspectors Coordinator might propose to close the file), the Inspectors coordinator evaluates and accepts the plan (requests for amendments and additions shall be submitted within 15 working days of receipt of the management plan, otherwise it is tacitly accepted). The request for modification of the Management Plan can be made only once; if the revisions are considered unsatisfactory, the Inspectors Coordinator shall send the Evaluation Summary Document to the Technical Director together with a proposal to close the file.
After accepting the findings management plan, The Inspectors Coordinator waits for the Manufacturer to manage the Non-Conformities and get back to the him within 2 months at the latest (an extension of time for closing the Non-Conformity may be granted only in special and justified cases). After evaluating the management of the Non-Conformities received by the Manufacturer, the Inspectors Coordinator closes any Non-Conformity and communicates the result by e-mail within 15 working days of receiving the report of the treated Non-Conformity; in case of no communication within 15 working days, the Non-Conformity report will be deemed tacitly accepted by ITC. The Inspectors Coordinator records the steps of the procedures adopted to manage non-conformity on a special form and sends the Evaluation Summary Document to the ITC Technical Secretariat to carry on the certification activities.
In auditing activities carried out abroad, the ITC inspector may be accompanied by a translator or a local industry technical expert. In any case, these professionals commit themselves to confidentiality and ensure the absence of conflicts of interest with the Manufacturer for whom ITC carries out AVCP activities.
ITC does not provide Manufacturers with the curricula of its Inspectors and Technical Experts.

6.2.3. Surveillance inspection of the plant (assessment)

The surveillance aims at the assessment and continuous verification of factory production control, as a prerequisite for the maintenance of validity of the Certificates of constancy of performance of the product, pursuant to Annex V to the CPR as amended by Commission Delegated Regulation (EU) No. 568/2014.

The contracts in place between ITC-CNR and the Manufacturer concerning the performance of the AVCP activities provided for in the specific harmonized standard are implemented over several years, therefore ITC shall carry out the surveillance visits according to the frequency indicated in such standard (typically once a year). If the specific harmonized standard does not indicate such frequency, ITC will carry out the monitoring visits on an annual basis.

In the event that, for a specific Manufacturer, ITC-CNR needs for any reason to deviate from the frequency required by the harmonized specifications, generally by increasing it, it will have to record the reasons that may be the following:

- constancy of the Manufacturer's factory production control, for example on the basis of identified non-conformities;

- the size of the company which does not guarantee the effectiveness of the surveillance if applied according to the frequency indicated in the reference harmonized specification;
- highly technological production processes.

If the Manufacturer has not communicated and documented the changes to the FPC in the period which elapsed since the last inspection, ITC shall not require any technical documentation prior to the visit.
In the case of multi-site plants, ITC may decide to inspect only some of the plants at its own discretion; however, ITC reserves the right to inspect all the plants throughout the contract period. The addresses of the inspected plants will be indicated in the notice of inspection sent by the Inspectors Coordinator through the registration service of ITC at least 7 working days before the date of the visit. More details in §6.26.

The surveillance inspections are conducted in the same manner and timing as for the initial inspections (from the notification of the inspection plan to the drafting of the Evaluation Summary Document by the Inspectors Coordinator). Similarly to the initial inspection visit, if the Manufacturer fails to send the findings management plan or fails to prove that the Non-Conformity has been resolved after two months, the Inspectors Coordinator shall propose to the Technical Director the suspension of the certificate.
Surveillance activity is subject to the payment of the annual fees specified in the contracts in place between ITC and the Manufacturer.

At the discretion of ITC, the surveillance may be undertaken remotely if, based on serious and well-founded reasons on-site audit cannot be carried out (e.g., war, strikes, riots, political instability, pandemics, earthquakes, floods etc. or due to causes of "force majeure" and thus beyond ITC's control); if so, the Inspectors Coordinator shall send the audit plan together with PP OC 05 "Remote Audit and Sampling" unless it has already been previously forwarded.

6.2.4. Non-routine surveillance inspection (assessment)

If the Inspectors Coordinator is not satisfied with the corrective actions implemented, he may decide to conduct a non-routine inspection before drafting any Evaluation Summary Document to submit to the Technical Director.

Furthermore, non-routine surveillance audits are envisaged in the following cases:

- to assess the effectiveness of the corrective measures implemented by the manufacturer as a result of non-conformities identified by the inspector;
- following submission of documents by the manufacturer reporting of meaningful changes, such as:
  - products and/or declared performances;
  - for a new production site of the Manufacturer;
  - persons responsible;
  - raw materials, constituents and components;
  - manufacturing equipment;
  - equipment used for the verification of constancy of performance;
  - based on the information reporting of any non-conformity of the product with the declaration of performance;

- complaints from the producer's customers or other citizens;
- information from a market surveillance authority.

The inspectors coordinator of TC-CNR shall inform the Manufacturer of the reasons behind his decision to conduct a non-routine inspection. In the meantime, he shall ask the competent technical secretariat to quantify the cost of the non-routine inspection that will be charged for settlement in case of contracts for hydraulic binders or submitted to the Manufacturer in the form of a payment commitment in the case of other construction products.

The non-routine inspections are conducted in the same manner and timing as for the initial inspections (from the notification of the inspection visit plan to the drafting of the Evaluation Summary Document by the Inspectors Coordinator).

6.2.5. Issuance and Maintenance of certificates (review and certification decision)

At the end of the evaluation phases carried out by the Laboratory and/or the Inspectors Coordinator, the Technical Director receives from the Technical Secretariat all the Evaluation Summary Documents (technical and administrative, if any) and any other information relevant to the certification.
The Technical Director shall review and decide on the certificate within 20 working days of receipt of the Evaluation Documents.

The resolution, together with any certificate/s signed by the Technical Director, is forwarded to the technical secretariat responsible for preparing the communication of the outcome of the Resolution (issuance, maintenance, suspension or withdrawal), that will include any annexes (test reports and/or certificate/s), to be sent to the Manufacturer. The Unit of coordination, planning and development of management activities (hereinafter referred to as "coordination U.O.") makes the communication through the registration service of ITC. The documentation sent to the Manufacturer, the resolution adopted by the Technical Director, as well as the shipping registration number, are stored in the technical file of the Manufacturer by the competent Technical Secretariat.

In case of an ETA, the tests for the evaluation of the product-type are not performed by the Notified Body which shall consider all the characteristics contained in the ETA as product-type; therefore the Technical Director decides to issue the certificate on the basis of the results of the assessments made by the inspectors.

In case of outstanding debts towards ITC-CNR related to the first issue of a certificate, ITC-CNR reserves the right not to send the documentation to the Applicant until settlement of open positions.
In case of outstanding amounts or contractual non-performance by the Manufacturer related to the maintenance of the certificate, the Technical Secretariat prepares an Evaluation Summary Document and submits it to the Technical Director within 40 working days of receipt of the notification from the Coordination U.O. Unit or Administrative Support Unit of ITC.
The Technical Director reviews the relevant documents and orders a one-year suspension of the certificate. At the request of the Manufacturer, and provided that he has successfully resolved the reasons for suspension, the suspension may be discontinued. In the case of repeated suspension, that is more than 2 suspensions for the same cause of debt in the last 2 years, the Technical Director shall order the withdrawal of the certificate. In case of more than

two suspensions due to the same debt cause over the last two years, the Technical Director shall order the withdrawal of the certificate.

6.2.6. Manufacturer with multi-site production and implementation of the "Multi-site sampling" method

In the case of a Manufacturer who has filled out DOCc N. 91 when applying for certification and therefore produces the construction product (or its components) in different production sites, ITC proceeds as follows:

1) The initial inspection visit is conducted at all production sites of the Manufacturer;

2) The surveillance inspection is conducted in the following production sites:

- Headquarters, namely the location with legal responsibility over the multi-site, which centralizes the management of the quality system and factory production control and is in charge of coordinating the other locations;
- branch offices with quality and factory production control system separate from the one in place at the headquarters;
- branch offices where production and activities are different from those conducted in the other sites;
- some of the branches falling under the "Multi-site sampling" case and at which the same production activities/processes controlled by the central system take place. Having assessed the risk of using the "Multi-site sampling" method, i.e., the possibility of carrying out sampling only at some locations for surveillance audits, ITC proceeds to identify the locations to be audited for surveillance visits under contract, based on the following criteria:
    a) the size of the production sites and the number of employees;
    b) the complexity or risk level of the production process/activity and management system;
    c) changes in work patterns (e.g. shift work);
    d) changes in processes/activities conducted at the production site;
    e) customer complaints and/or corrective and preventive actions implemented by the Manufacturer involving the production site;
    f) any multinational aspects;
    g) the results of audits and management review.

At the end of each initial inspection at individual sites, the Inspector shall illustrate to the Manufacturer's representative the contents of the check-list completed for the inspection and submit a copy signed by the parties with a list of any findings identified.

All findings raised at the various sites, highlighted by individual Inspectors, may be subject to review, classification and possible reformulation by the Inspectors Coordinator within 30 working days from the date of the last visit.
In fact, following the last inspection visit, the Inspectors Coordinator verifies the visit reports/check-list and sends the letter for the confirmation of the findings to the Manufacturer (if no communication is received within 30 working days, the findings issued by the inspector during the visit are considered as confirmed).

Once the findings have been confirmed, the Manufacturer may prepare the Findings Management Plan, which shall contain all the findings. Upon receipt of the Findings Management Plan submitted by the Manufacturer (which must be received within 15 working days from the notification of confirmation of findings or 45 working days from the date of the visit report under penalty of a proposal by the Inspectors Coordinator to close the file), the Inspectors Coordinator shall evaluate and accept the plan itself (any requests for amendments and additions shall be made within 15 working days from the receipt of the Findings Management Plan, otherwise it shall be tacitly accepted). The modification of the Management Plan can be requested only once; if the revisions are considered unsatisfactory, the Inspectors Coordinator will forward the Evaluation Summary Document to the TD together with a proposal to close the file.

At the end of the evaluation phases carried out by the Laboratory and/or the Inspectors Coordinator, the Technical Director receives from the Technical Secretariat all the Evaluation Summary Documents (technical and administrative, if any) and any other information relevant to the certification.
The Technical Director shall review and decide on the certificate, which will report all locations, within 20 working days of receipt of the Evaluation Documents.

The resolution, together with any certificate/s signed by the Technical Director, is forwarded to the technical secretariat that shall prepare the communication of the outcome of the Resolution (issuance, maintenance, suspension or withdrawal), that will include any annexes (test reports and/or certificate/s), that is then sent to the Manufacturer. The Coordination Unit makes the communication through the registration service of ITC. The documentation sent to the Manufacturer, the resolution adopted by the Technical Director, as well as the shipping registration number, are stored in the technical file of the Manufacturer by the competent Technical Secretariat.

According to point 2, in the case of **surveillance inspection visits**, the audit sampling may not be conducted at all locations and ITC may implement the "**Multi-site Sampling**" method as provided for by the European Notified Body Group.
"Multi-site sampling" is defined as that method adopted by the Notified Body to reduce the number of surveillance audits when an Organization has several production sites where identical productions of a similar product are conducted under a single management system. All the sampled locations must allow the verification of activities representative of the whole certification scope.

In order for ITC to evaluate the implementation of this method, when submitting his application, the Manufacturer shall demonstrate that:

1) the production sites have one centralized management system, thus allowing the headquarters to control the FPC of each site;
2) headquarters has the ability to operate on branch offices (implement corrective actions, perform audits, etc.);
3) FPC documents contain appropriate procedures/instructions about the multi-site management system;
4) all the production sites perform the same works/activities;

5) each production site, although controlled by headquarters, has procedures/instructions in place for each specific location in terms of structure, means, and organization.

It is possible to apply the "multi-site sampling" method only to some of the production sites, i.e., to that group of sites with the same production process and controlled by a single management system. For the remaining locations, with different production processes and/or controlled by another management system, and for the headquarters, the surveillance visit is carried out regularly by ITC according to the frequency set out by the harmonized technical specifications.

Where harmonized technical specifications or regulations of Member States explicitly prohibit the practice of "multi-site sampling," ITC will perform audits at all of the Manufacturer's production sites.

Although ITC implements the "multi-site sampling", the Inspector in charge of the audit at the headquarters, where permitted by the Manufacturer's management system, can remotely verify activities also performed at other production sites even if not sampled.

The audit plan of the surveillance visit states the production sites falling under the "multi-site sampling" scheme. For each production site, it is made explicit which activities will be audited, the inspector who will conduct the audit, and the time for the audit to take place. Only for such sites, which will be audited at nearly the same time or at least within a narrow time frame, the findings are reported in a single confirmation letter and the Manufacturer must prepare a single management plan for handling the findings. Generalized findings found at multiple locations may be merged into a single general finding; conversely, in a case where a finding is specific to a single site, the location to which it relates must be indicated.

When the inspector conducting the audit at one of the "multi-site sampling" production sites issues a Non-conformity to the individual site, the Manufacturer, in its findings management plan, must assess the impact of this NC on the other sites as well. Specifically:

- If the NC also affects the other production sites, the Manufacturer must submit Amendments and Corrective Actions for those sites as well. Verification of the effectiveness of the Amendments and Corrective Actions must be performed by the Manufacturer both centrally and for each site. If not satisfied with the outcome of such actions, ITC may increase the number of plants to be inspected the following year depending on the evidence of NC resolution.
- If the NC does not also affect the other production sites, the Manufacturer shall demonstrate to ITC that this NC does not in any way affect the FPC of the other plants.

In the event that the Manufacturer fails to resolve the NC in due time, even if it affects only one production site, the Inspectors Coordinator proposes to the Technical Director that the certificate be suspended.
The certificate status may not be maintained if the Manufacturer requests to exclude from the certificate the site for which he has failed to resolve the NC.
ITC reserves the right to inspect all plants within the term of the contract.

The scheduling of the production sites to be inspected, throughout each contract cycle, is given in the cost estimate submitted for the signature of the Manufacturer when entrusting or renewing the AVCP activities to ITC, and in any case the addresses of the plants involved in the inspection visit will also be indicated in the notice of inspection sent by the Inspectors Coordinator through the registration service at least 7 working days before the inspection date.

ITC retains the right to vary the contract cycle schedule based on:

- the results of previous audits;
- the results of internal audits or management review;
- customer complaints;
- changes in legal requirements.

Where the Manufacturer requests to add a production site among those listed in the certificate, such site shall be audited before being included in the certificate. For surveillance visits, ITC will consider whether the production site may fall under the "Multi-site sampling" scheme or whether it must be audited for each surveillance cycle; in any case, such a request will cause the schedule for subsequent years to vary, thus also impacting the contract terms.

6.3. Procedure for the conformity of factory production control for AVCP System 2+

6.3.1. Initial inspection of the plant

The in-field initial inspection under system 2+ is conducted according to the same rules as for system 1+ and 1 (See § 6.2.2 above).

6.3.2. Surveillance inspection of the plant

The surveillance inspection under system 2+ is conducted according to the same rules as for system 1+ and 1 (See § 6.2.3 above).

6.3.3. Issuance and Maintenance of certificates

The certificates are issued and maintained under system 2+ applying the same rules as for system 1+ and 1 (See § 6.2.3 above) except for the technical Evaluation Summary Document which, in this case, is the one drafted by the Inspectors Coordinator who also sends it directly to the Technical Director with copy to the competent Technical Secretariat.

6.4. Certification process under System 3

6.4.1. Issuance of a Test Report in accordance with the CPR notification scheme

Test Reports in accordance with the CPR notification scheme are issued by the notified "Laboratory" ITC-CNR following the execution, at the request of the Applicant, of experimental tests and/or assessments as laid down by the reference harmonized standard.

After verifying that the Manufacturer's documentation is compete, and that the down payment provided for in the contract between ITC and the Manufacturer is duly paid, The Coordinator of the Activities shall adopt the organizational arrangements to receive the samples at ITC by contacting the Manufacturer within 30 working days from the date of the down payment.
The times required for executing the test and writing the Test Reports are indicated in the cost estimate.
By signing the cost estimate and the payment commitment form, the Manufacturer also accepts the decision-making rules provided for in **PQ 21 Decision-making rule** (also referred to in the payment commitment form) unless the Manufacturer explicitly requests a different rule at the contracting stage. In this case, ITC shall have a discussion with the Manufacturer about the risk levels of false acceptance and false rejection associated with the available decision-making rules.
The tests are carried out according to official methods, that is, methods reported or referred to in mandatory regulatory documents such as the harmonized technical specifications.

On completion of the testing activities, the Coordinator of the Activities and, if necessary, the operators will draw up and sign the document. The Technical Director of ITC reviews, approves and countersigns the Test Report.
The competent technical secretariat shall then send the Test Report to the Manufacturer, store the documentation in the Technical File of the Manufacturer and, after checking the state of progress of the procedure, asks the registration service of ITC to send the documentation.

The Test Report issued in accordance with the CPR notification scheme has no expiry date and does not require any surveillance activity or renewal procedure. The Test Report issued in accordance with the CPR notification scheme is issued under accreditation and no agreement can be reached with the Manufacturer with regard to non-accredited tests if they are not intended for CE marking of the product.

A Test Report issued in accordance with the CPR notification scheme cannot be revised (e.g. modified/integrated). If it is necessary to carry out new tests on the product, a new Test Report will be issued in accordance with the CPR notification scheme.

If the need arises to amend the Test Report issued in accordance with the CPR notification scheme, an additional document is issued or data are transferred in accordance with UNI CEI EN ISO/IEC 17025.

6.5. Request for contract renewal and/or contract changes for new certifications

At the end of the contract with the Manufacturer for the maintenance of the certificate, the latter must submit an application for renewal (DOCc N. 69) to the competent Technical Secretariat using the format available on the website of ITC. Likewise, the "Certification" and "Cements" technical secretariats of ITC review the application and then preparing a new proposal/contract within 30 working days of receipt of the application (unless the deadline needs to be interrupted due to requests for additions). The secretariats shall archive the request for maintenance and any additional documentation in digital format in the technical file of

the manufacturer, contact the inspectors coordinator in order to organize the inspection of the factory for the maintenance of the certificate and communicate to the Laboratory Managers concerned the possible start of the new activity (only in case of system 1+).
At the time of contract renewal, the relevant technical secretariat also evaluates the possibility of applying the "Multi-site sampling" scheme if the conditions are met. Unlike the certificate issuing contract, as this contract is only aimed at maintaining the certificate itself, the multi-annual planning shall envisage only surveillance visits and therefore it will be possible to apply the "Multi-site sampling" scheme from the first year of operation. Again, when drafting the multi-year planning, which is necessary to enter into the contract, the competent technical secretariat will be able to consult the Inspectors Coordinator.

If the Manufacturer wishes to modify the contract in place with ITC in order to apply for the certification of one or more new products, he shall fill in the application form for the assessment and verification of constancy of performance and send it by e-mail to the "Certification" Technical Secretariat for a generic construction product (DOCc N. 25) and to the "Cements" Technical Secretariat for products such as hydraulic binders (DOCl N.137 and DOCl N.138). DOCc N. 25, DOCl N. 137 and DOCl N. 138 are available at the following link: http://www.itc.cnr.it/home/innovazione/marcatura-ce/).
The list of documents to be attached to the application is given in DOCc N.26 (or directly in the application form in the case of hydraulic binders) available on the website of ITC http://www.itc.cnr.it/home/innovazione/marcatura-ce/.
The competent technical secretariat will evaluate whether to modify the existing contract or draw up a new contract depending on the AVCP activities to be carried out for the new product/s.
In the case of hydraulic binders, the request for new certifications is already provided for in the contract in place with the Manufacturer and the costs of the new certification are charged to him by annual balance.

6.6. Management of Findings

Findings are classified according to three severity levels:

Non-conformity (NC): finding highlighting a deviation/lack of some kind that:
a) jeopardizes the constancy of performance of the product;
b) compromises the ability of the Manufacturer's Management System (FPC) to maintain the established quality level of the performances considered for the assessment of constancy of performance of the product and/or;
c) threatens the credibility of the CE marking procedure for construction products or the integrity/honesty of ITC-CNR and/or;
d) highlights the non-compliance with applicable mandatory requirements relating to the CE marking of construction products and/or;
e) may result from repeated failure to effectively manage a finding previously notified to the Manufacturer.

The NC may ultimately lead to the suspension or withdrawal of the certificate (See §6.8).

Observation: finding made when a requirement is not fully implemented, which does not affect or is not liable to directly or immediately affect the constancy of performance of the product.

On the occasion of the next periodic verification, an unresolved observation may be re-classified as Non-conformity.

Comment: finding made against the Manufacturer not due to the identification of an objective failure to comply with a requirement, but aimed at preventing such a situation from happening (as it may potentially occur) and/or to provide guidance for the improvement of the Manufacturer's documents and/or operating procedures.

Findings are generally written down in the check-list by the Inspectors and validated by the Inspectors Coordinator of ITC in the letter for the confirmation of the findings that shall clearly identify the finding which shall point out any evidence on which the finding itself is based as well as the reference to the specific requirement that has not been met.
Findings may also originate either from a desk-based review or a review by the Technical Director of ITC. In both cases, the Inspectors Coordinator shall formalize the findings and notify them to the Manufacturer accordingly.

The Manufacturer is required to take into account the findings and manage them depending on their severity:

- Non-Conformities must be managed by the Manufacturer. The management time period is established by the inspector or by the Inspectors Coordinator if the NC seriously jeopardizes the constancy of performance. It may also be established by the Manufacturer through a findings management plan. In the latter case, the management time period must not exceed two months (only special and justified cases may be granted an extension of time). By the end of the management time period, which is established by the Manufacturer or by the inspector/Inspectors Coordinator, the Manufacturer shall provide to the Inspectors Coordinator the evidence of the measures he has put in place to manage the NC he has highlighted in his management plan and subsequently implemented. Before completing his evaluation and carrying on the certification process (review and resolution adopted by the Technical Director), the Inspectors Coordinator shall verify the management of the NCs.
- Observations shall be managed by the Manufacturer, who shall define and implement a treatment based on the information included in the findings management plan. The management time period must not exceed three months (only special and justified cases may be granted an extension of time). The managed Observation is evaluated by the ITC inspector in the course of the next surveillance/renewal inspection except for those observations for which the inspector (in his check-list) or the inspectors coordinator, require the Manufacturer to prove that he has managed the issue according to the terms established in his findings management plan. If not managed, observations may become Non-conformities.
- Comments are a type of finding that can be managed by implementing an improvement action. It may also not be acknowledged, in which case the reasons must be recorded.

In all the cases above, the Manufacturer is bound to submit the findings management plan within 15 working days of the letter for the confirmation of findings written by the Inspectors Coordinator or, in case of his tacit consent, within 45 working days of the date of the inspection report.

The Inspectors Coordinator evaluates the findings management plan and, if he accepts it, he notifies the Manufacturer accordingly by e-mail, otherwise, after 15 days, the rule of tacit consent applies. Within 15 working days of receipt of the management plan by ITC, the Inspectors Coordinator can ask the Manufacturer to make changes and additions to the plan itself, otherwise it is tacitly accepted. The request for modification of the Management Plan can be made only once. If the revisions are considered unsatisfactory, the Inspectors Coordinator shall send an evaluation summary document to the Technical Director proposing to close the file.

6.7. Change of Notified Body

In the case of activities under AVCP system 1+,1 and 2+, if the Manufacturer wishes to change Notified Body, either during the period of validity of the existing contract or on its expiry, ITC-CNR will facilitate the transition by ensuring full cooperation for the transfer of information to the new Notified Body appointed by the Manufacturer.
In this case, the Manufacturer must send a request to the competent technical secretariat at least 180 calendar days prior to terminating the activities. In his request, the Manufacturer must specify the name of the Notified Body he has chosen so that ITC can proceed with the transfer process.
The Technical Secretariat shall send a notice on the initiation of the transfer process within 20 working days of receipt of the Manufacturer's communication. Furthermore, the notice shall specify the date of withdrawal of the certificate.
In the event of withdrawal, restriction or suspension of the notification, or cessation of the activity of the Notified Body ITC, it is the responsibility of the Member State to take appropriate steps to ensure that the procedures being carried out by that body are handled by another notified body or made available to the authorities responsible for notification and market surveillance at their request. In such cases, ITC cannot be held liable towards the Manufacturer.
As a recipient Certification Body, ITC shall request the Manufacturer to fill in an application form for a new certification, to submit to ITC a copy of the existing certificate and the copies of the Reports issued by the issuing Body relating to the initial inspection and to the last surveillance inspection conducted, together with all information on the state of progress of pending non-conformities, relevant corrective actions or measures already taken or planned, received complaints, scheduling of the inspections of the issuing Body. ITC-CNR reviews the documentation received and, if proven satisfactory, it will proceed in the same manner as for the certification process.
If ITC-CNR as a Receiving Body does not confirm in its review the validity of the certification and does not consider the outcome of its investigation satisfactory, it shall not issue a new certificate.
If ITC agrees to implement the AVCP system for the Manufacturer requesting the transfer, ITC will proceed in the same manner and timing as for the initiation of a procedure for a new Manufacturer.

6.8. Suspension and withdrawal of the Certification

The suspension of the certification is the temporary cancellation of the certification due to the reasons below (non-exhaustive list):
- request by the manufacturer for temporary suspension of production or marketing;

- the Manufacturer fails to timely submit the findings management plan as specified in this regulation;
- pending resolution of serious non-compliances beyond the two-month time-limit set out in this regulation and, in particular, when it is ascertained that a construction product no longer has the same performance as the product-type;
- numerous and/or significant findings resulting from the assessment inspections;
- non-substantial changes to factory production control that can be handled within the allotted time;
- temporary breaches of contract;
- continued failed sampling;
- when the "multi-site sampling" scheme is implemented and the Manufacturer has not resolved the NC involving one of the sampled sites.

Suspension is communicated to the Manufacturer, the Notifying Authorities and, when suspension is due to technical reasons, to the other Notified Bodies in accordance with Article 53 of CPR 305/11 and its Italian Implementation Decree Law 106/2017.
The suspension of certificates is entered in the ITC-CNR Public Register, available at the website address: www.itc.cnr.it.

If the application for suspension is submitted by the Manufacturer, the technical secretariat, upon receipt of the application by e-mail, informs the Register Manager who gives timely notice to the Manufacturer of the acceptance of suspension (within 6 working days) and informing him that within 10 working days the Register Manager will update the register. The technical secretariat also records the operation in the technical file and, no more than three months after receipt of the application, it submits the Communication to the Notifying Authorities and, when suspension is due to technical reasons, to the other Notified Bodies in accordance with Article 53 of CPR 305/11 and its Italian Implementation Decree Law 106/2017.

If the Certificate is suspended at the request of the Manufacturer, he may apply for reactivation giving evidence that he removed the causes of the suspension, and in any case within 1 year from the date of suspension (unless otherwise established by the specific technical specification), otherwise the withdrawal of the certificate. In this case, the Technical Secretariat, having received the application for reactivation, having verified that the causes behind the application have been removed and having confirmed the compliance of the duration of the suspension, asks the Register Manager to update the Register. The competent technical secretariat communicates the successful registration to the Manufacturer and stores the documentation in the Technical File. The certificate is reactivated in 10 working days from the date of the Manufacturer's communication and in any case not before the actual date of reactivation. If the Technical Secretariat concludes that the certificate cannot be reactivated, it prepares an Evaluation Summary Document to be reviewed by the Technical Director who will decide for a possible withdrawal of the certificate and subsequent reasoned notification to the Manufacturer. In the latter case, the competent Secretariat will communicate the outcome of the resolution to the Manufacturer and the Register Manager will update the ITC online register within 10 working days.

In other cases, the suspension is ordered by resolution of the Technical Director following the review of an Evaluation Summary Document prepared by one of the Coordinators of the

Activities involved in the evaluation or by the technical secretariat in the event of breaches of contract such as non-payments.
The Technical Secretariat shall communicate the suspension to the Manufacturer within 10 working days from the date of the resolution and shall also inform the Register Manager accordingly so that he can update the register; the Technical Secretariat shall also prepare, and send within three months, the communication to be addressed to the notifying authorities and, when suspension is due to technical reasons, to the other NBs (within 10 working days from the date of the resolution).

In the case of breaches of contract (non-payments), the Technical Secretariat shall prepare an Evaluation Summary Document which it shall submit to the Technical Director within 30 working days of receipt of the report by the the Coordination Unit or Administrative Support Unit of ITC. After reviewing the relevant documents, the Technical Director decides on the matter and orders the suspension of the certificate (for 1 year).
The Technical Secretariat shall communicate the suspension to the Manufacturer within 10 working days from the date of the resolution and shall also inform the Register Manager accordingly so that he can update the register and prepare the communication to be addressed to the notifying authorities and to other NBs (within 10 working days from the date of resolution).
In this case, the certificate may be reactivated after the Manufacturer has given evidence that he has removed the causes of the suspension by notifying the technical secretariat accordingly.
After assessing that the causes of the suspension have been actually removed, the Technical Secretariat will send a reply of acceptance within 10 working days and at the same time will inform the Manufacturer that within 10 working days the Register Manager will update the register.

In all other cases, the Manufacturer may apply for reactivation, giving evidence that he has removed the causes of the suspension. The Inspectors Coordinator and/or the Test Activity Coordinator will verify that the causes of the suspension have been actually removed and, in case of a successful outcome, validity is restored, following the resolution adopted by the Technical Director.
The contractual obligations towards ITC shall not cease nor shall the contract end-date be extended because of the suspension of the certificate. On the other hand, ITC shall not charge any costs to the Manufacturer for services not rendered.

If, however, the checks carried out by ITC prove that the issues behind the suspension measure have not been solved, the case is submitted to the Technical Director who will decide on further suspensions or the withdrawal of the certificate.

Certificates may generally be withdrawn in the following cases:
- by choice of the Manufacturer;
- substantial amendments to the harmonized specification not transposed by the manufacturer;
- variations in the performance of the product with respect to the product-type;
- modification of AVCP methods;
- at the end of the maximum suspension period if the Manufacturer has not made a request for reactivation;

- substantial changes in factory production conditions;
- counterfeiting of original certificates;
- repeated or continued suspension;
- breaches of contract;
- use of the suspended certificate.

The withdrawal of Certificates is entered in the public register of ITC-CNR within 10 working days from the date of the resolution, available at the website address: www.itc.cnr.it and communicated to the Manufacturer, the Notifying Authorities and, when suspension is due to technical reasons, to the other Notified Bodies in accordance with Article 53 of CPR 305/11 and its Italian Implementation Decree Law 106/2017.

If withdrawal is requested by the Manufacturer, the technical secretariat, upon receipt of the relevant application, informs the Register Manager who will update the Certificate Register and notifies the Manufacturer of the registration within 10 working days from the date of communication from the Manufacturer and in any case not before the date of withdrawal. The Technical Secretariat shall also record the operation in the technical file and in the register and, subsequently (within three months after receipt of the request) inform the Notifying Authorities.
In other cases, the withdrawal is ordered by resolution of the Technical Director following the review of an Evaluation Summary Document (either technical or commercial) and communicated to the Manufacturer by the Technical Secretariat, within 10 working days from the date of the resolution. The Technical Secretariat shall also inform the Register Manager accordingly so that he can update the register and prepare the communication to be addressed to the notifying authorities and to other NBs (within 10 working days from the date of the resolution).

If withdrawal is due to breaches of contract (non-payments), the Technical Secretariat shall start the procedure by preparing an Evaluation Summary Document which it shall submit to the Technical Director within 30 working days of receipt of the report by the Coordination Unit or Administrative Support Unit of ITC. After reviewing the relevant documents, the Technical Director decides on the matter and, in the case of repeated breaches (more than 2 suspensions for the same cause of debt in the last 2 years), he shall order the withdrawal of the certificate.
Following the withdrawal of the certificate, the Technical Secretariat asks the Coordination Unit for a detailed administrative situation for practical closure of the file and, upon receipt of a regular feedback from the Administrative Support Unit, it shall update and close the technical file. In case of irregularities, the Coordination Unit will start the debt collection procedure that is centrally managed by CNR. Also in this case, the Technical Secretariat informs the Manufacturer of the withdrawal within 10 working days from the date of the resolution and asks the Register Manager to promptly update the Register of Certificates.

Suspension or withdrawal of a certificate are the responsibility of ITC-CNR on the basis of the information resulting not only from the evaluation procedures implemented by ITC-CNR, but also obtained from other reports (e.g. by market control bodies, other NBs).
During the period of withdrawal or suspension, the Manufacturer is prohibited from using the certificate in any way.
ITC can no longer assign the number of a withdrawn Certificate to a new Certificate.

When a certificate is withdrawn, the Manufacturer may not submit a new application for certification for the same product before six (6) months from the date of the resolution that led to the order of withdrawal, unless the Manufacturer proves that the cause of the withdrawal has been removed. Also in the latter case, the certification process is carried out in the same manner and timing as for a new certification.

6.9. Revision of the certificates

The revision of the certificates is provided for in case of minor changes such as, for example, the change of the Manufacturer's corporate name and the trade name of the product or, in the case of products for which an ETA has been issued, the revision of the ETA made by the TAB following the request of the Manufacturer or following a legislative update.
In these cases, the Manufacturer must submit an application for revision of the certificate to the competent Technical Secretariat by filling in the appropriate form (DOCc N. 70) available on the website of ITC and attaching the updated documents (DOCc N. 26) that caused the request for revision.

For hydraulic binders only, in the case of substantial changes such as change of the standardized name of the product due to the addition/removal of a characteristic, it will not be possible to revise the existing certificate; a new application for certification shall be submitted resulting in a new certificate.
The application shall specify that the request concerns the addition/removal of the property "-SR, -LH or LH/SR" to/from the product already certified by ITC with number 0970-CPR-XXX-02XX.
Applications for addition/removal of a characteristic may be accepted, solely and exclusively, due to addition or removal of the -SR, -LH and LH/SR characteristics.
If a new certificate is issued, ITC will not withdraw the original certificate to/from which a characteristic has been added/removed, as they can both be maintained except for the cases set out in Section 6.8. If both certificates are maintained, the products shall be treated as two separate products. The certification process applied is described in Section 6.2.
Regarding the activities to be undertaken, the following conditions may occur:
(the original product will be referred to below as "A" while the product with addition/removal of a feature will be referred to as "B"):

- **Product "A" has never been launched on the market:** when the product "A" or product "B" would be marketed with removal of a property, kick-off activities shall be carried out as prescribed in EN 197-1.
  Please note that, in this case, it will not be possible to accept changes to the standardized name of the product to which a property has been added since the initial sample would no longer be representative unless the requested change involves compliance with the same requirements, for both products, as in EN 197-1 (e.g. from CEM III to CEM III -SR). In all other cases, such a request can only be accepted at the end of the kick-off stage or a new application for certification shall be submitted according to the procedure specified in Section 6.1.

- **Product "A" has been launched on the market and the planned kick-off activities have already been performed on product "A":** when the product "B" would be marketed with the addition of a characteristic (either –SR, –LH or LH/SR), kick-off activities shall be

carried out as prescribed in EN 197-1 and dual factory production control shall be performed, if any, only on the calculation(s) referring to the additional characteristics except as provided for in EN 197-1.
In any case, if a property requiring compliance with an additional requirement is added, ITC will perform a representative sampling of the product, and, as a result, the issuance of the certificate referring to product "B" will be subject to compliance with the requirements of EN 197-1 according to the standardized name of the product.
If, on the other hand, a characteristic is removed, it will not be necessary to perform representative sampling or plan a dual factory production control during the kick-off stage except in the cases provided for in EN 197-1.

For generic construction products, the Certification secretariat prepares the cost estimate and the payment commitment form required for the revision of the certificate; for hydraulic binders, the revision cost is already calculated in the terms of the contract and therefore the secretariat only records the revision in the manufacturer's technical file.
The certificate is reissued by updating the revision number, entering the date in which the certificate was first issued and the date of the last update. The original number remains unchanged.
In the case of revisions made because of "substantial" changes to the ETA (introduction of new products, change in the product performance, change in the production process, change in the evaluation methods and/or control methods) the revision of the certificate will be carried out in the same manner and timing as for the first issuance.
Where revisions of the certified product or of the production process are "non-substantial", the modalities will be the same as for the first issuance except for the evaluation phase, which, while complying with the harmonized reference specification, could be arranged in a simplified way (e.g., only desk-based analysis, no in-field inspection, reduction of the number of tests or samples to be tested) by the coordinator of technical activities (inspectors coordinator and test activity coordinators in the case of systems 1+ and 1).
If the revision of the certificate is due to a legislative update, ITC shall review the certificates by the end of the coexistence period or by the date of applicability of the amendment. If the technical specification does not specify the period of coexistence, as is the case for EADs, ITC introduces a one-year transitional regime to complete the revision of the certificates.
The date of revision of the certificates is entered in the public register of ITC-CNR in the column "Date of the last update" within 10 working days from the date of the decision to issue the revised certificate. The register is updated by the register manager at the request of the relevant technical secretariat. The register is available for consultation at the address: www.itc.cnr.it.

6.10. Termination of contract

If the Manufacturer wishes to terminate the contract, he shall send formal communication to ITC either by registered letter with acknowledgement of receipt or by certified e-mail.
Termination during the validity period of the certification requires a minimum notice period of one hundred and eighty (180) calendar days notwithstanding the fees due by the Manufacturer to ITC-CNR and accrued for services performed up to the date of termination.
The Manufacturer may use the certificate issued by ITC until the time of termination of the contract. On the other hand, ITC may decide whether, in addition to the ordinary checks already scheduled at that time, to carry out additional verifications and request the

Manufacturer to perform additional activities (e.g., management and closure of pending findings, etc.).
In the case of termination of the contract, each certificate granted to the Manufacturer shall be withdrawn by the Technical Director starting from the date of termination. The Register Manager shall update the online register within 10 working days, by entering the "withdrawal" status beside the Manufacturer's certificates, following the update request made by the competent technical secretariat.
If the contract is terminated, ITC's logo must be removed from all company documents on which they may have been affixed, from brochures and websites.
If the Manufacturer wishes to reapply for certification after the withdrawal, the procedure adopted is the same as for a new certification.

6.11. Payment for services

The amounts due for activities performed in relation to certification must be paid to ITC in the manner and timing set forth in the contract between the Manufacturer and ITC.
CNR is paid for the activities performed, therefore, the incomes are managed by the headquarters which report them to ITC after a few days. This may delay the start of activities requested by the Manufacturer or the receipt of technical documentation.
Failure to comply with the economic obligations will prevent ITC from sending the required documentation, subject to the actual settlement of the balance of the invoices issued, or, for the years following the first year, the issuing of a letter of formal notice and the sanction for suspension of the certification (or in the case of repeated suspensions, to the withdrawal of the certificate - see § 6.8 above).
Fees will be due to ITC even in the case of negative evaluation of the certification process.

7. ISSUANCE OF THE ACCREDITED TEST REPORT ON A VOLUNTARY BASIS (NOT FOR CERTIFICATION PURPOSES)

Test Reports of an accredited test, i.e., a test for which ITC was accredited by Accredia in accordance with UNI CEI ISO/IEC 17025, the results of which are not aimed at obtaining the CE marking of the construction product, are issued by ITC -CNR on a voluntary basis.
ITC-CNR executes the test and manages the file like in the case where the Manufacturer requests the issuance of a Test Report for those products for which the harmonized technical specification provides for a AVCP 3 system, with the exception that such Test Reports are not published on the website.
After verifying that the Manufacturer's documentation is compete and after receiving from the Technical Secretariat the confirmation of payment of the full amount or the down payment fee provided for in the contract between ITC and the Manufacturer, the Coordinator of the Activities shall adopt the organizational arrangements to receive the samples at ITC by contacting the Manufacturer within 30 working days from the date of the down payment.
The times required for executing the test and writing the Test Reports are indicated in the cost estimate.
By signing the cost estimate and the payment commitment form, the Manufacturer also accepts the decision-making rules provided for in **PQ 21 Decision-making rule** (also referred to in the payment commitment form) unless the Manufacturer explicitly requests a different rule at the contracting stage. In this case, ITC shall discuss with the Manufacturer about the

risk levels of false acceptance and false rejection associated with the available decision-making rules.
Tests are carried out according to official methods, or methods reported or referred to in normative documents. However, if the Manufacturer requests that the test be performed by deviating from parts of the method, such deviations shall be explicitly reported in the Test Report.

On completion of the testing activities, the Coordinator of the Activities and, if necessary, the operators will draw up and sign the document. The Director of ITC reviews, approves and countersigns the Test Report.
The Certification Technical Secretariat shall then send the Test Report to the Manufacturer, store the documentation in the Technical File of the Manufacturer and, after checking the state of progress of the procedure, following the payment of the balance fee where applicable, asks the registration service of ITC to send the documentation.

The Test Report has no expiry date.

The Test Report cannot be revised (e.g. modified/integrated). If it is necessary to carry out new tests on the product, a new Test Report shall be issued. If the need arises to amend the Test Report issued in accordance with the CPR notification scheme, an additional document is issued or data are transferred in accordance with UNI CEI EN ISO/IEC 17025.

8. SAFETY IN THE WORKPLACE

The Manufacturer applying for certification must provide ITC-CNR with all necessary information regarding the hazards in the workplace where the inspection and/or product sampling will be conducted.
As far as ITC-CNR is concerned, it will not introduce elements of risk when visiting the Manufacturer's premises.
The Manufacturer shall assure the inspectors that the requirements set forth in Legislative Decree of April 9, 2008, No. 81, as amended, are met in the workplaces, providing any PPE (Personal Protective Equipment) needed for the execution of the activities being inspected (in any case, all ITC-CNR inspectors are equipped with the primary PPE items currently in use in the sector).
ITC-CNR inspectors are authorized to refrain from making, or to discontinue, any field assessment activities if workplace safety and health requirements are not met.
In such cases, the Applicant will be charged for the man-days spent on the activities, travel reimbursements and all documented out-of-pocket expenses incurred.

9. RIGHTS AND DUTIES OF CERTIFICATE HOLDERS

The Manufacturer who obtained the certification is required to:

- Undertake to comply with the provisions set forth in the European Regulation on Construction Products N° 305/2011 and in the harmonized Technical Specifications according to which the certifications were issued;
- Undertake to comply with the provisions set forth in the present Regulation and its updates;
- Undertake to comply with the contract in place with ITC;

- Prove to ITC that he has adapted his rules and skills in relation to any update of the European Regulation on Construction Products, of the harmonized Technical Specification according to which certification was issued and of the present ITC Regulation;
- Commit to send and update the documentation required by ITC and listed in DOCc n. 26;
- Commit to comply with the code of professional ethics;
- Promptly inform ITC about any change or variation that took place after the issuing of the certificate, that would somehow impair its validity and the verifications performed by ITC itself (also including the possible change of corporate structure, the transfer of the corporate ownership to another legal entity, etc.);
- Abstain from using the name of ITC to rebrand a construction product subject to certification;
- To grant ACCREDIA and Notifying Authorities access to his technical file deposited with ITC (handbooks, procedures, inspection reports, resolutions, etc.);
- Use the ITC logo for technical documentation only after authorization by the Director of ITC, if such use is not already provided for in the contract in place with ITC;
- Inform ITC of any change of telephone numbers and/or e-mail addresses and/or contact person;
- Keep the record of complaints and appeals received from his clients;
- Keep the qualifications of suppliers and of tests laboratories he has chosen to perform the control tests on his behalf;
- Store the technical documentation and the Declaration of Performance related to the construction product subject to certification for 10 years, as from the date of its placing on the market, as provided by the European Regulation on Construction Products No. 305/2011 (Article11, clause 3);
- Operate within the scope of the certification application field;
- Allow staff of ITC and/or of Accredia and/or of the competent Administrative Authorities, as well as Technical Experts, to carry out desk-based reviews, inspections and/or tests/calculations on the sampled products;
- Commit to pay fees to ITC-CNR, in accordance with the terms of the contracts;
- Collaborate with ITC for the insight and resolution of any complaint related to the product subject to the certification and received by ITC.

The issued certification cannot be used in such a way as to harm or discredit ITC.
Certification holders cannot release any statement about the certification that may be considered as misleading or unauthorized.
Certification holders shall undertake to immediately discontinue the use of certification when this is withdrawn or suspended.
Certification holders may advertise that they have obtained the certification as long as they provide the correct references (certificate number, field of application, etc.).
Inappropriate uses of the certificates and of the marks or the logos therein contained may be sanctioned by penalties that may ultimately lead to the suspension or withdrawal of the certificate/s.
Certification holders remain solely responsible for the information supplied to the market concerning the product subject to certification. ITC is exonerated from any liability for any damages resulting from inaccuracies in the data provided by the Manufacturer to the market.

10. OBLIGATIONS OF ITC-CNR AS A NOTIFIED BODY

As a Notified Body, ITC-CNR may:

- Subcontract some activities informing the Manufacturer in advance thereof and subsequently communicating the name of the body/institution that will carry on such activities on behalf of ITC. The subcontracted activities are managed according to a specific procedure of ITC that will be made available to the Manufacturer if the case occurs;
- Modify the regulations in force in case of variation of the harmonized technical specifications or the rules for accreditation or notification authorization; in such case, ITC informs the Manufacturer accordingly by sending him the updated Regulation by e-mail;
- Modify the Price-list, publish the new edition on its web-site and apply the new prices upon signature (or renewal) of the contract.

Additionally, ITC is required to:

- Periodically update the Register of the certificates it has issued as a Notified Body; the Register is published on the website of ITC;
- Undergo audits and inspections by Accredia and by Notifying Authorities;
- Undergo internal inspection audits aimed at verifying the correct application of the internal procedures.

11. DOCUMENTATION

All documentation pertaining to certification activities is kept by ITC-CNR under conditions of confidentiality and security, stored in technical files in order to facilitate retrieval for a minimum of 10 years. The retention time of such documentation applies throughout the contract period and anyway for at least 10 years from the relevant date of termination.

12. LIST OF CERTIFICATIONS

The list of the certificates issued which incorporate details regarding validity and possible suspensions or withdrawals, is provided on the website of ITC at the link:
http://registro.itc.cnr.it.
Pursuant to Annex D, indent 7 of the Decree-Law dated June 16th, 2017, n. 106, ITC-CNR publishes and updates the list of the certified products and the related status, as well as the additional information deemed to be essential to represent the activity performed (see link above).
The Register is updated not later than 10 working days from the date when the status of the certificate has been officially approved or when the Test Report has been issued, except in the event that the Manufacturer has not paid the amounts due to ITC.
The Register includes the following sections:

- One single list in chronological order without distinction between typologies;
- The sub-sections below to break down certificates by type:
    - Certificates of constancy of performance (AVCP System 1+);
    - Certificates of constancy of performance (AVCP System 1);

- Certificates of conformity of Factory Production Control (AVCP System 2+);
- Test Reports issued in accordance with the CPR notification scheme (AVCP System 3);
- Certificates of reaction to fire (AVCP System 1).

13. CONFIDENTIALITY

ITC-CNR ensures confidentiality at all levels of its organization for what concerns the information supplied during the certification activities.
In the cases provided for by the legislation in force (for instance, communications to the Notifying Bodies) and when provided for in the agreements with the Accreditation Body, ITC-CNR could disclose the information concerning the Applicant, as an exception to the above, informing the Manufacturer (certification holder) except when prohibited by Law (for instance, in case of ongoing judicial investigations).
During the certification process, the Certification Body ITC-CNR may invite at its own expenses the auditors, qualified and included in its internal lists, to take part in the assessment procedure as observers.
If the company does not consent to the involvement of the inspectors, observers and Technical Experts of ITC, in the assessment procedures, the Certification Body will be no longer able to proceed with the required assessment of conformity.
During the certification process, the Certification Body ITC-CNR may also bring in, as observers, Inspectors and/or Technical Experts, personnel of the ACCREDIA Accreditation Body, at its own expense, for the evaluation of the Certification Body itself, under penalty of failure to grant certification in favor of the Manufacturer or suspension or revocation of certification in case of persistent non-compliance with the same obligation, except for justified reasons.

14. COMPLAINTS, APPEALS AND LITIGATIONS OF THE MANUFACTURER AGAINST ITC

Complaints and appeals will be exanimated by ITC personnel independent of the subject of the complaint.

Complaints
The manufacturer, as well as any other stakeholder, may forward a written complaint concerning inconveniences occurred during the certification procedure by sending an e-mail to certificazione@itc.cnr.it or he can fill the complaint form (DOC N. 22) published on the website of ITC, forwarding it to the same e-mail address.
The complaint may concern, for instance, the delay in the implementation of the tasks involved in the procedure, the improper professional conduct of the inspectors or, anyway, the failure to comply with the code of professional ethics at the operational structure level of the Certification Body.
ITC-CNR takes on the complaint and responds within 6 working days.
In all cases, the Notified Body's Technical Management Representative (RDT) takes care of the communication with the Complainant for whom the procedure has been activated:
• confirming receipt of the complaint and indicating the person who will manage the complaint; such person will always be independent of the subject of the complaint;

• keeping him updated on the progress of the actions taken for the resolution of the complaint;
• communicating the closure of the complaint and the final outcome of the taken actions, or asking the person who managed the complaint to do so.
• sending a description of the complaint process handling if required by the Complainant (extract of the following procedure).
For the handling of the complaints, ITC-CNR applies the latest version available of the applicable internal system procedure. Such procedure will be made available if required by the person who filed the complaint.
Complaints/reports submitted anonymously will not be accepted, to avoid creating reports with speculative purposes aimed at distorting competition.
Possible complaints/reports concerning the conduct of ITC inspectors (both internal and external) may be submitted not later than 10 (ten) working days from the date of the implementation of the verification activities.

Reservations
With reference to the inspection activities envisaged for systems AVCP 1+,1 and 2+, the Manufacturer may put forward possible reservations to the findings issued by ITC-CNR inspectors, not later than 3 (three) working days from the date of the implementation of the in-field verification. Reservations cannot be submitted after the reception of the letter of the inspectors coordinator who confirms the findings.
The Manufacturer may present reservation by sending an e-mail to the e-mail address: certificazione@itc.cnr.it or to cementi@itc.cnr.it, depending on whether the construction product subject to certification is a generic product or a hydraulic binder.
ITC commits to supply the outcome of the assessment undertaken to the Manufacturer who put forward the reservation informing him whether the reservation has been accepted or not and any related reasons.
Decision whether to accept or reject the reservations put forward by the Manufacturer rests with the ITC Technical Director and the Notified Body's Technical Management Representative.

Appeals
The Manufacturer may appeal against the decisions made by ITC-CNR as a Notified Body at the end of the certification process, explaining his dissent and the reasons behind the appeal.
The appeal must be motivated and submitted in writing, signed by the legal representative of the Manufacturer; it can be sent by e-mail to the address certificazione@itc.cnr.it or by filling the form "appeals" published on the website of ITC (DOC N. 23), forwarding it to the same e-mail address.
The appeal must be forwarded not later than 30 working days from the communication of the decision (not before the end of the certification process).
The Notified Body's Technical Management Representative sets forth the appeal procedure on behalf of ITC-CNR and, in case the reasons of the appeal pertain to the technical or commercial areas, or if they are ascribable to the application or interpretation of the present Regulation, the appeal will be discussed and assessed by the Director of ITC-CNR and possibly by a person with the necessary competence of his choosing. The decision made about the appeal is undersigned by the Director of ITC-CNR.
The outcome of the appeal is submitted to the Manufacturer by certified e-mail.

Litigations

The Court of competent jurisdiction for hearing disputes between the parties (Notified Body ITC-CNR and the Manufacturer) related to the certification activity is the Court of Rome.

15. USE OF THE ACCREDIA MARK BY ITC-CNR

ITC-CNR, as a Body accredited pursuant to the standards UNI EN ISO/IEC 17065 and UNI EN ISO/IEC 17025, is obliged to display the ACCREDIA marks on the following documents:

- Certificate of constancy of performance of the construction product;
- Certificate of conformity of Factory Production Control;
- Test/Calculation Report on a mandatory basis;
- Test/Calculation Report on a voluntary basis for the tests for which ITC has been accredited and which are listed in the ACCREDIA database. Exceptions to this are cases where the client explicitly requests a Test Report that is not covered by accreditation and therefore without a mark and/or reference to accreditation: in such cases, the request shall be contractually stipulated and the activities shall be considered as unaccredited.

The use of the Accreditation Mark is optional for other ITC documents.
The ACCREDIA mark is affixed on the above mentioned documents according to the rules set forth in the Regulation on the use of the ACCREDIA mark "RG-09 REGOLAMENTO PER L'UTILIZZO DEL MARCHIO ACCREDIA".
The acronym identifying the accreditation scheme and the number of the corresponding accreditation certificate assigned to ITC are displayed under the ACCREDIA logo.
Namely:

- on certificates of constancy of performance of the construction product and of conformity of Factory Production Control, the logo is displayed in the bottom left corner; the abbreviation "PRD n° 0311B" shall appear below the logo;
- on Test Reports, the ACCREDIA logo is displayed in the upper right corner of the document header; the abbreviation "1922L" shall appear below the logo. In the case of Test Reports, since they are accreditation schemes covered by international mutual recognition agreements, ITC also displays the "ILAC-MRA" symbol on its letterhead. The ACCREDIA mark is affixed on each page of the Test Report.
- The ILAC-MRA symbol, which can be affixed to the test report on the grounds that Accredia is a signatory to the "Mutual Recognition Arrangements," guarantees Manufacturers mutual recognition of the results of assessments carried out by ITC in signatory countries allowing the circulation of goods and services in international markets. In fact, Mutual Recognition Arrangements ensure the equivalence on the market of certifications, inspections, verifications, tests and calibrations performed by accredited bodies and laboratories.

16. USE OF THE ITC-CNR LOGO AND OF THE MARK OF THE ACCREDITATION BODY ACCREDIA BY THE CERTIFICATE HOLDER

ITC-CNR Logo

Under no circumstances is the unauthorized use of the ITC-CNR logo permitted.
Any exceptions to the above regarding the use of the ITC logo must be delivered by ITC to the Applicant in writing. The written communication shall illustrate all the requirements the Company must meet with respect to the use of the ITC logo.

Use of the ACCREDIA Mark

The use of the ACCREDIA Mark for Manufacturers is not granted by ITC, although Regulation "RG-09 REGOLAMENTO PER L'UTILIZZO DEL MARCHIO ACCREDIA" regulates in a different way the use of the Mark depending on the document issued by ITC to the Manufacturer.
Namely:

- when ITC carries out AVCP 1+,1 and 2+ activities and issues a certificate to the Manufacturer, this is identified by ACCREDIA as "User of accredited certification services". Pursuant to ACCREDIA Regulation "RG-09 REGOLAMENTO PER L'UTILIZZO DEL MARCHIO ACCREDIA", ITC-CNR, as an accredited certification body, might grant the use of the ACCREDIA Mark together with its own to the User; nevertheless, according to internal procedures, ITC does not grant the use of the ACCREDIA Mark.
- when ITC carries out AVCP 3 activities and issues a test report on a voluntary basis according to a testing standard for which it has been accredited to the Manufacturer, the use of the ACCREDIA Mark is prohibited directly by the Accredia Regulation "RG-09 RULES FOR THE USE OF THE ACCREDIA MARK." It is permissible to attach a copy of the test report.