BRE Group	Procedure
Test Reports	

This document addresses (in whole or in part) the following clauses:

Standard:	17065	17025	17020	17021	17024	9001	14001	27001	45001
Clause:	-	7.8	-	-	-	-	-	-	-

1 Background

This procedure covers the generic contents of test reports covered by the scope of BRE's activities.

It builds upon the principles laid out in BS EN ISO/IEC 17025:2017 (hereafter 'ISO 17025') and provides prompts where more information may be desirable or required in accordance with other relevant standards.

2 General

The business generates various types of report; each type of report clearly fulfils a different purpose. This procedure aims to provide guidance of the contents of test reports. It is recognised that test reports and result sheets should reflect the needs of the customer, business area, and laboratory and therefore may not follow a common template. Any locally developed forms, and test reports must follow the principles defined in this procedure and also ISO 17025:2017 and must be controlled in accordance with XP101 'Control of Documents'

Any report generated by BRE on behalf of a customer is to be treated as confidential information in accordance with XP117.

2.1 Templates

All reports should be generated using the relevant BRE or BRE Global report template. These are available by selecting "New" in Microsoft Word. This ensures certain key points are covered and helps maintain a consistent branding to customers. While users may adapt the content of the templates to suit their business area, the embedded styles should remain unchanged i.e. you should not edit the font colours of headings etc.

Teams may base 'skeleton' or 'master' documents on the BRE or BRE Global report templates, provided they are regularly maintained and clear version control is upheld in accordance with XP101 Control of Documents. This can prevent the need to re-draw tables etc. every time a report needs to be drafted for a new work order. Copies of those 'skeleton' or 'master' documents should be held locally within the team and updated accordingly when new corporate templates are issued. Refer to XP101 Control of Documents. The procedure must be followed for all locally created processed and procedures.

2.2 Structure

While the requirements for every report will be different, it is recommended to break the report down into a number of clearly defined sections. These are typically:

- Executive summary (if required);
- Introduction or Background;
- Test Programme;

- [Test] Results[1];
- Conclusions; and
- References.

Each section may include a number of sub-sections, for example if there are multiple streams of work involved in the test programme these can be broken down accordingly. Appendices or annexes may also be included at the end of the report as appropriate, for example to include annotated copies of customer documents or 'raw' data which has been processed for inclusion within the [Test] Results section.

All reports should be written in past tense as they are a record of what was conducted and how the sample(s) performed during the test(s).

2.3 Contents and specific requirements

The BRE report templates are laid out to include prompts for a number of details including:

- A clear and descriptive title e.g. *Testing of [sample XYZ] to [standard 123]* or *Supplement to test report 123456*. Note that titles should be concise; the template allows for a sub-title or description underneath to elaborate if necessary.
- The date of issue of the report. This may be supplemented by an issue number (e.g. in cases where the report has had to be re-issued, see section 3).
- Clear identification of the person(s) authorising the report. BRE report templates also include identification of the author.
- The name and address of the laboratory.
- The name and address of the customer. Note, it is not recommended to include the personal contact details for an individual at the customer (e.g. e-mail address or telephone number) as it may breach GDPR guidelines.
- Identification that all components are a portion of a complete report, i.e. every page is numbered with *Page X of Y*.
- Clear identification of the end of the report, i.e. "*Report ends*" stated on the final page.
- A statement to the effect that the results only related to the items tested. This is included in all BRE reports by default.
- A statement specifying that the report shall not be reproduced or distributed except in full.

To comply with ISO 17025, a number of other elements also need to be included in reports but which, due to the differing nature of each team's test capabilities, cannot be accounted for by the standard BRE report templates:

- The location where the laboratory activities were performed i.e. at BRE (optionally, identifying *Building XYZ*) or at a customer facility. The report shall also include the date(s) of the laboratory activities.
- Clear identification of any additional reports if it is broken up into multiple documents e.g. *Report XYZ Part 1 of 2*.
- Identification of the test method(s) used, including any deviations[2]. Where references are made to British, European, Loss Prevention or other standards, the full reference including date or issue status shall be used. Standards shall be referenced at the end of the report including their title and publisher information.
- A description of the item(s) being tested, including condition where necessary. It is advisable to include photos. Each sample should be uniquely labelled (e.g. a specimen number based on the relevant BRE project/order number) to allow unambiguous identification, particularly if there are multiple items visible in any photos.
- The date of receipt of the item(s) being tested and, where applicable, date of sampling.
- Information of any specific test conditions such as environmental conditions.
- Where relevant, statements of conformity. Refer to section 2.4.
- Where relevant, references to the sampling plan/method used.
- The results including any units of measurement.

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[1] Note, test results included in the report must include units of measurement where appropriate.

[2] 'Deviations' include additions, alterations and exclusions from the defined methods. Where deviations occur, the report must include disclaimers indicating which result(s) may be affected by the deviation(s).

- Where relevant, if it affects conformity to a specification limit or if the customer's instructions require, the measurement uncertainty must be presented alongside the results. Further details of measurement uncertainty can be found in XP123.
- Clear identification where data is supplied by an external provider i.e. subcontracted tests.
- Clear identification where data is supplied by the customer. This can include product names. Where information supplied by the customer can affect the validity of the results (e.g. construction details of the specimen), the report shall also include a disclaimer "*This information was supplied by the customer and was not independently verified by BRE or BRE Global whichever is applicable . The validity of the results is conditional on the accuracy of that data.*"
- Where BRE or BRE Global are not responsible for sampling (e.g. the sample is provided by the customer), the report shall include a statement that the results apply to the sample as received. Note, some individual test standards also require confirmation statements that the laboratory has not been responsible for sampling.

Individual standards or customer requirements may have additional reporting requirements. For example, EN 1936:2006 *Natural stone test methods. Determination of real density and apparent density, and of total and open porosity* requires reports to include the petrographic and commercial name of the stone and BS EN 1143-1:2012 *Secure storage units. Requirements, classification and methods of test for resistance to burglary. Safes, ATM safes, strongroom doors and strongrooms* requires specifications of any attack tools used and identification of staff members involved in the laboratory activities. Refer to individual standards for details of additional reporting requirements.

Reports shall clarify any limitations. For example, if one requirement of the standard was excluded, this should be made clear (with reasoning if appropriate).

Reports shall not include references to LPCB.

Reports may include opinions and interpretations where appropriate. For more details refer to section 2.5.

2.4 Statements of conformity and decision rules

Where BRE provides statements of conformity (i.e. we state whether a product meets or does not meet set criteria), the decision rule regarding that statement of conformity must be documented if it is not already prescribed by the customer or relevant standard. The customer must agree to the decision rule, it must form part of the proposal at contract review stage and communicated and agreed by the customer and **MUST** also be documented as part of the test report.

Local procedures on the implementation of decision rules are being developed to match the specific test methods, measurements and criteria, see SP866Y as an example.

2.5 UKAS symbol

The UKAS symbol must only be used on reports relating to UKAS-accredited activities. Any unaccredited results or information contained in the report must be clearly disclaimed. Further information can be found on the UKAS website.

When opinions and interpretations are expressed, only personnel authorised for their expression should release the respective statement. Any basis for the statement should be documented. The BRE report templates include a statement confirming any opinions and interpretations are outside the scope of UKAS accreditation.

2.6 ILAC MRA mark

UKAS are members of ILAC; as such, we are permitted to use the ILAC MRA mark alongside the UKAS symbol on test reports. Until it is incorporated by default on the BRE test report templates, copies of the combined UKAS/ILAC MRA mark are available from BRE Group Compliance, which may be used in place of the standard UKAS symbol. Our UKAS Testing accreditation number (0578) will need to be added underneath the UKAS portion of the mark. BRE Group Quality Manager also hold copies of the ILAC R7 document for rules for the use of the mark.

2.7 Issuing of reports

Reports shall be checked for spelling, punctuation and grammar. Any calculations checked for accuracy before being issued. The report shall be checked to ensure it includes all information agreed with the customer.

Reports shall be thoroughly reviewed and authorised by appropriate personnel before being issued to customers. Refer to departmental competency records or competency matrices for confirmation of who within each team is authorised to sign off the report. Teams may have their own sign-off procedures to ensure reports have been reviewed and authorised appropriately, and that both author and verifier have confirmed their signatures may be inserted into the report. For example, email confirmation, a 'wet' signature on a final draft copy of the report or a formal checklist which accompanies the report. Any such authorisation should be kept in the file along with a final copy of the report.

After finalising the report, draft copies may be kept as evidence for staff training files or scanned and stored electronically; otherwise they should be disposed of as confidential waste.

Any electronic reports generated by BRE or BRE Global should be issued to customers as PDF documents with suitable security permissions (i.e. prevent users from copying content or making changes to the document; refer to IT for help configuring PDF Factory Pro) to prevent them being altered once issued to customers.

Optionally, reports may also be watermarked (e.g. Confidential). For further guidance on use of watermarks and how to apply them, refer to BRE Group Quality Manager.

3 Amendments To Published Reports

3.1 Amendments to correct errors

It is understood that, from time to time, published reports will need to be amended e.g. to clarify certain methods or correct errors. Any change of information must be clearly identified including, where appropriate, the reason for the change.

The amended report must be made in the form of a further document. The original report (and therefore original data) must be kept; the erroneous data must not just be overwritten. The revised report shall include a statement confirming it is an amendment or a revision to the original report. The document must be uniquely identified and reference the original document it replaces, e.g. it could be published as 'Issue 2' of test report 123456.

3.2 Amendments for other reasons

Other situations may arise where customers subsequently request reports be amended to reflect changes to the product for commercial reasons. For example:

- A change of product name, e.g. because it was originally tested as a prototype and has been assigned an alternate name in series production.
- A change in the name of the original sponsor of the test e.g. transfer of IP to a new company.

Due to the risk involved in such situations, the default response is to emphasise that our report must accurately reflect the item as it was tested, as per the statement "*The results apply to the sample as received*" outlined in section 2.3, and decline to make the amendments.

Nonetheless, it is possible to permit some changes provided the following conditions are met:

- Where the change relates to the product name[3], the sponsor must declare in writing the change in name and that the product under its new name is identical to that tested. Any physical change to the product, such as alternate colouring or finishes, is not permitted.
- Where the change relates to company name, both companies must jointly declare the organisational change and their approval in writing. Independent, professional bodies such as solicitors or liquidators may provide these details in certain cases. The new company shall also sign the applicable Terms and Conditions, e.g. TC201A.

The lab will need to issue a new test report which shall:

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[3] Note, this also applies to clients wishing to sell the product to another company who want to market the product under an alternate name. Such companies will also need to declare that they will only use the report in connection with the product named in that report, and that they will take all possible steps to ensure the product supplied is identical to that tested.

- Include any declarations provided by the client(s). As those declarations are deemed 'information provided by the customer' the declarations will need to be identified as such and supported by the appropriate disclaimer in accordance with section 2.3.
- State clearly that the product has not been re-tested, and that it should be read in conjunction with the original report.

Labs may also need to adhere to additional requirements relevant to their sector. For example, the EGOLF EA08:2008 agreement for fire laboratories outlines additional statements depending on the nature of the amendment, and also requires that the new test report is authorised by a different member of staff to the original test report.

Note, this procedure applies to Testing only. If the product is certificated, the formal cross-listing (BF406), transfer (QP119) or change of details (BF0053) processes apply.

4 Customer claims

Where customers wish to advertise performance claims, it must be supported by appropriate results in a valid test report.

Where the test standard(s) do not specify requirements or limits and no statement of conformity is required, the following form of text will be permitted:

> *Samples of Product X were tested in accordance with [a selection of clauses of] EN 1234: 2001 by BRE / BRE Global during [Date]. Link to full Test Report.*

Where the test standard(s) do specify requirements/limits but not all requirements in the scope have been met, the above statement can again be used.

Where the test standard(s) do specify requirements/limits AND the report states that all requirements in the scope have been met, the following form of text is permitted:

> *Samples of Product X were tested in accordance with [a selection of clauses of] EN 1234: 2001 by BRE / BRE Global during September 2018, and were found to meet the requirements [for Type A, Class II, etc. where applicable]. Link to full Test Report.*

Claims of 'approval', 'certification' and similar are not permitted.

References:

XP101 Control of Documents

XP117 Confidentiality Procedure

XP123 Measurement Uncertainty

TC201A Terms & Conditions