CERTIFICATION

Addendum No. 1 to the CSTBat Certification Reference System: "Water distribution or drainage pipes"

Identification No.: QB 08-1
Revision No.: 11
Addendum No. 1, approved by the CSTB Technical Management on: 02/08/2016
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The English version is provided for information. In case of doubt or dispute, the French version only is valid.

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Addendum No. 1 to the certification reference system CSTBat "Water distribution or drainage pipes"
Revision No. 00

CSTB has established a collective QB certification mark that will eventually take the place of the CSTBat mark.

This addendum modifies the following certification reference system CSTBat "Water distribution or drainage pipes", so that from now on in this reference system, the QB mark should replace the CSTBat mark. Nevertheless, the transition period has been defined to enable all the holders to make changes to the product markings and the communication and/or sales material. These transition procedures are outlined in paragraph 2.6.

In addition, this addendum brings together the new provisions applied to the certification reference system CSTBat 15-1 "Water distribution or drainage pipes" revision No.11 (inclusion of standard ISO 9001 version 2015).

It was approved by the CSTB Technical Management on 02/08/2016 and will be applied from 02/08/2016.

ADDENDUM TO THE CERTIFICATION REFERENCE SYSTEM CSTBat "Water distribution or drainage pipes" Revision No.11:

Modified part	Type of modification made
Article § 2.5.	Cancels and replaces article 2.5 of the certification reference system CSTBat 15-1 "Water distribution or drainage pipes" Revision No.11: ➢ Inclusion of standard NF EN ISO 9001 revision 2015
Article § 2.8. of the CSTBat 15 reference system and Part 4 of each technical document	Cancels and replaces article 2.8 of the certification reference system CSTBat "Water distribution or drainage pipes" revision No.11, Provides additional information for part 4 of each technical document. ➢ Procedure for transition to the QB mark

2.5. The quality management provisions: audit reference system

2.5.1. PURPOSE

The applicants/holders are each responsible for the right to use the QB mark relative to the product considered

The applicant/holder shall implement all necessary means to guarantee that the product conforms to this certification reference system at all times. In addition, they must manage their external service providers using all methods to assess all the component elements of a product or outsourced service(s) for which they are the applicant or holder of the right to use the certification mark.

This paragraph sets the minimum provisions that the applicant/holder shall implement in terms of quality management to ensure that the products are manufactured respecting the certification reference system at all times.

The quality system depends in part on the establishment by the applicant/holder of a series of organisational provisions enabling the conformity of the delivered products with standards and complementary specifications. These measures are described in paragraph 2.5.2 below.

2.5.2. MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT

The applicant/holder shall have implemented the ways and means which he possesses, the existence and effectiveness of which have been assessed based on the requirements of Standard NF EN ISO 9001:

- NF EN ISO 9001 revision 2008 (applicable until 15 September 2018), and
- NF EN ISO 9001 revision 2015 (applicable as of 15 September 2015).

If the manufacturing unit is not NF EN ISO 9001-certified, the applicant/holder must justify the introduction of a range of organisational provisions and a production control system to control conformity with the standards and complementary specifications for the delivered products that meet at least the requirements in this certification reference system.

The audits are carried out according to Table 1 as follows. This table indicates the specific requirements in Standard NF EN ISO 9001 which must be verified in the context of the certification.

Within the framework of an audit, all the necessary requirements identified on the shaded lines in Table 1 below, shall be audited. All the other requirements pertaining to quality management shall be audited over a period of 3 years.

The customer complaints register shall be audited too; to do this, the holder shall keep the following:

- a record of all the complaints and appeals pertaining to products covered by this certification reference system;
- a record of the corrective measures adopted when the complaints have revealed a production anomaly.

The holder shall be able to show the auditor extracts from these records relating to complaints that involve products covered by this certification reference system.

Possible reduction:

If the manufacturing unit has a certified quality management system that conforms to Standard NF EN ISO 9001, the audits may be "reduced". Only the requirements identified on a "shaded" line in Table 1 are to be audited. This simplification leads to a reduction in the audit time.

This simplification can be envisaged as long as:

- the ISO 9001 certificate includes within its scope and domain the sites and activities covered by the certification mark; and
- the ISO 9001 certificate is issued by a certifying body accredited by the COFRAC or by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum) - see signatories on the COFRAC website www.cofrac.fr, and
- The last ISO 9001 audit report of the body is forwarded to CSTB prior to the audit of the body, or is examined during the audit of the body.

This moderation can be questioned if the above-mentioned conditions according to which moderation has been accepted are no longer respected.

If the manufacturing unit is not NF EN ISO 9001-certified, the applicant/holder must justify the introduction of a range of organisational provisions and a production control system to manage compliance with the standards and complementary specifications for the delivered products that meet at least the requirements in this certification reference system.

The audits are carried out according to Table 1 as follows. This table indicates the specific requirements in Standard NF EN ISO 9001 which must be verified in the context of the certification.

In addition, the applicant/holder shall in every case make provision for the record and processing of customer complaints in its quality management system.

A customer complaint register shall be kept and shall mention how the complaints are being dealt with. The holder's register shall comprise the following:

- a record of all complaints and actions
- a record of action taken
- a record of the corrective measures adopted when the complaints have revealed a production anomaly.

Table 1 (Applicable requirements)

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
5. Leadership				
5.5.1 / 5.5.2.	5.3.	Organizational roles, responsibilities and authorities	* Organization chart * Description of responsibilities and authorities (examples: organization chart, job sheets, etc.) * Person appointed to be responsible for organizing and efficiently implementing the production system	▪ <To be used for persons responsible for the inspection or with a direct impact on critical points in making the product.> All the items except: * ISO 9001 V15: §5.3 c,d
7. Substrate				
6.4.	7.1.4.	Environment for the operation of processes	Evidence of the maintenance of the work environment. Examples: storage of a product and its components to protect them from bad weather, suitable ambient conditions, etc.	▪ <To be used for processes linked to the production of the products/execution of the services>
7.6.	7.1.5.	Monitoring and measuring resources	* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory, * Identification of the equipment used to determine their validity, * Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular the equipment used to perform tests on certified characteristics) * Evidence of the verification and/or calibration operations (ex: equipment data sheet, verification or calibration report, etc.), * Evidence of connection to national or international standards (where possible) * Validation of software used to monitor and measure the specified requirements, where appropriate.	▪ <To be used for processes linked to the production of the products/execution of the services>

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
6.2.	7.2.	Expertise	* Compliance with test methods and inspection provisions. * Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate.	■ <To be used for persons responsible for the inspection or with a direct impact on critical points in making the product.>
4.2.	7.5.	Documented information	* List of the internal and external documented information. Examples: Procedures, operating methods, test methods, inspection instructions, quality records * Evidence of control of internal and external documents Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.	■ <A retenir pour les processus liés à la réalisation des produits/services> All the items except: * ISO 9001 v08: § 4.2.1., 4.2.2 *Note: Quality manuals are no longer required.*
8. Operation				
7.4.	8.4.	Control of externally provided processes, products and services	* List of the service providers * Contract / order defining the requirements of the applicant / holder of the certification * Evidence of the verification of raw materials, components ***(1)***, services purchased * Evidence of verification of subcontracting conditions: transport, handling, tests ***(2)***, etc.	■ < To be used for raw materials, bought-in components and outsourced services affecting the quality of the product/service > <u>External providers:</u> * supplier of raw materials, components, services integrated into the product/service * subcontractor of external services (ex: tests, handling, transport, etc.) *<u>(*) Specific case of applicants/holders subcontracting part of their production</u>* *CSTB audits the subcontractors (as provided for in the certification reference system)* All the items except: * ISO 9001 v08: § 7.4.1. * ISO 9001 v15: § 8.4.1.

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
7.5.1 / 7.5.2.	8.5.1.	Control of production and service provision	* Information defining the characteristics of products and services. Examples: product plan / description of the service, etc. * Information defining the activities to be carried out and the results to be obtained. Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance) * Monitoring and measurement activities Examples: Monitoring plan, inspection procedures and instruction(s), test method(s), etc. * Conservation of documented information proving the conformity of products/services with the acceptance criteria (*Same as § 8.2.4. ISO 9001 v08 and § 8.6.ISO 9001 v15)*	■
7.5.3.	8.5.2.	Identification and traceability	* Identification / Marking of the product in accordance with the requirements in the Certification reference system *Marking of commercial documents in compliance with this certification reference system.	■ < To be used in all cases for identification (and traceability if relevant) >
7.5.5.	8.5.4.	Preservation	Verification that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.)	■
-	8.5.6.	Control of modifications	* Evidence of the control pertaining to the modifications in the manufacturing process / service provision, in particular the impact of modifications on the product's performance *(3)*: - reviewing the modifications, - person permitting modifications and all the necessary related actions.	■
8.2.4.	8.6.	Release of products and services	* Provisions for the control of products/services; records of the results of inspections and the conformity with the acceptance criteria *(4)* * Name of the persons responsible for releasing the finished products / services	■

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
8.3.	8.7.	Control of nonconforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions *(5)* * No dispensation granted as regards the performance of a certified characteristic	■
9. Performance evaluation				
5.6.	9.3.	Management review	Management review report	■
10. Improvement				
8.5.2.	10.2.	Non-conformity and corrective action	* Implementation of corrective actions to deal with non-conformities pertaining to a certified product, including customer complaints *(6)* * Effectiveness of the actions taken.	■

The applicant/holder shall possess the necessary ways and means for the controls and tests defined by the standards, reference documents and complementary specifications mentioned in Paragraph 2.3 of this reference system. The applicant/holder commits himself to carry out reliable and regular verification of its production. The verification operations are organised in three phases as follows:

- Operations concerning product components;
- Operations carried out during production;
- Checks and tests carried out on finished products.

(1) Control of the product components

Applicants/holders are required to carry out a control of all components used in the manufacture of their certified products upon reception, and in all cases prior to use.

The "reception" internal control specified by the applicant/holder shall cover:

- the control methods for products upon reception that assess conformities and/or regularities in relation to the expected characteristics,
- including, as applicable, collection rules for product samples.

This control covers all management actions carried out by the supplier. For example: compliance sheet issued after a systematic control prior to delivery, which the applicant/holder requires the supplier to perform, supplier certified according to Standard NF EN ISO 9001 for relevant products or certified supplies, etc.

(2) Subcontracting tests

Applicants/holders may subcontract the tests to an external laboratory, on the condition that a contract or an order is put in place. Subcontracting is only possible if the following conditions are met:

- subcontracting the tests does not result in a disruption to the production process (due to wait time for results, for example);
- the conditions for subcontracting tests are formalised in the contract or order and must define the applicable test method, the testing frequency, the requested response times for results, the notification of results in writing, the procedure in the case of non-compliant results and the type of equipment used;
- the subcontractor's laboratory where the test is carried out must be accredited according to standard NF EN ISO/CEI 17025, otherwise the party requesting the test (holder of the certification mark) must ensure that the equipment used is compliant (calibration, test settings, etc.) and the staff carrying out the test have the necessary skills.

(3) Approach to the assessment of the complementary requirement in Standard ISO 9001 version 2015 compared to Standard ISO 9001 version 2008

Within the framework of the Product Certification audit, the only complementary requirement referred to concerns the requirements of § 8.5.6 in Table 1: "Control of changes in production / service provision".

If the applicant/holder does not comply with this requirement, the auditor shall notify as follows:

- suggested improvement (if the fact occurred prior to 15/09/18),
- a deviation (if the fact is subsequent to 15/09/18).

(4) Inspection during production and on finished products

<u>During production</u>

In-production inspection shall be organised by the applicant/holder. This concerns the product in its intermediate states at the main steps of fabrication and the review inspection of the set points of the production equipment (fabrication machines, tooling).

Verification instructions shall be formalised and made available to the operators. The results of those verifications shall be recorded at each operation. If the results of the controls indicate that the product does not meet the requirements of this Certification Reference System, the necessary corrective actions must be implemented immediately.

<u>On finished products</u>

Applicants/holders are required to verify the characteristics of the finished products before delivery and are responsible for putting this control in place. The controls and tests of finished products manufactured by the applicant/holder are carried out according to the standards and additional specifications mentioned in this certification reference system.

The various controlled characteristics are measured using the operating procedures specified in the reference standards mentioned in Paragraph 2.3 of this certification reference system.

The controls of finished products are carried out by the applicants/holders themselves in their own manufacturing plant.

Applicants/holders shall take random samples at the end of the production line and carry out the controls and tests on these samples. The samples taken must be representative of the dimensions of the products covered by this certification reference system.

The method for collecting the samples required for testing must be clearly specified in the applicant's/holder's quality plan and must not be left to the sole discretion of the operator.

Applicants/holders shall record the results of the previous controls. Should the results of the normal inspections prove to be insufficient, the latter shall be reinforced and the causes of failure shall be detected in order to remedy this by supplementing the production inspections, where appropriate.

(5) Provisions for processing non-conformities

These notably include:

- an analysis to identify the cause of the anomaly;
- analysis to determine the impact of the anomaly on production since the previous control
- management ensuring that implementation of corrective actions is effective;
- In the unlikely event that non-compliant products are delivered to a customer, the latter shall be notified immediately so that appropriate measures can be taken.

(6) Customer complaints

The customer complaint record is audited; to do this, holders shall keep:

- a record of all the complaints and appeals pertaining to products covered by this certification reference system;
- a record of the corrective measures adopted when the complaints have revealed a production anomaly.

The holder shall be able to show the auditor extracts from these records relating to complaints that involve products covered by this certification reference system.

2.8. Marking – General provisions

The Specific Committee has set the deadline for replacing the CSTBat mark with the QB mark:

- for marking certified products, product packaging and the products' accompanying documents: 31/12/2018,
- for communication material or sales documents: 31/12/2018.

The marking procedures during this transition period are defined in paragraph 2.8.1.to 2.8.5.

Marking is an integral part of the certification of a product.

Beyond the identification of a certified product and its traceability, the marking of a product with the logo of the collective certification mark ensures optimal protection for users and protects holders against wrongful use and counterfeit.

It is not under any circumstances permitted to refer to the QB mark without having obtained the right to use said certification mark, or to submit counterfeit products for certification.

The reproduction or use of CSTB logos is only authorised through strict application of the QB graphic chart and with support of the right of use, authorised by a valid certificate or with the prior consent of CSTB.

In addition, the fact of mentioning the main certified characteristics is intended to make the technical characteristics covered by the mark transparent to the consumers and users. It thus enhances the certification and its content.

The purpose of the marking rules described hereafter is to guide the holder in complying with the regulatory requirements and certification requirements. The General Requirements of the QB mark define the conditions of use, the conditions of validity of the right to use the QB mark and the penalty arrangements in the case of wrongful use.

Without prejudice to the penalties provided for in the QB mark General Requirements, any incorrect declaration of the certified characteristics and any fraudulent use of the QB logo will result in legal action against the holder for deceptive marketing.

2.8.1. THE QB LOGO

The QB logo will ensure the identification of each certified product throughout the transition period and shall assure this identification beyond this transition period.

The holder undertakes to respect the QB mark graphic charter. The QB logo and its graphic charter are available from the application manager.

The certified product must have a distinct designation and identification from non-certified products.

The holder shall not use the QB logo except to single out certified products without there being any risk of confusion whatsoever with other products, especially non-certified products.

To prevent any confusion between certified products and non-certified products, applicants/holders must ensure that the trade names used are not identical or similar (for example: "Prod+" for a certified product and "Prod" for a non-certified product).

It is recommended that the holder remit to CSTB in advance any marking projects or material upon which the certification mark appears.

If the product cannot be marked for technical reasons, CSTB must be contacted to determine a common marking rule.

2.8.2. MARKING CONDITIONS

This section describes both the terms for affixing the QB logo and the marking of certified characteristics.

The requirements of article R 115-2 of the Consumer Code stipulate that marking must comply with the provisions outlined in the following paragraphs, and whenever possible, include the following information:

Water distribution or drainage pipes

http://evaluation.cstb.fr

List of certified characteristics defined in paragraph 2.1 of each technical document

It is recommended that consumers be informed of the primary reasons for and advantages of using a certified product. The certified characteristics must appear on at least one of the supports (product, packaging or communication media).

2.8.3. MARKING OF CERTIFIED PRODUCTS

All certified products manufactured after the date indicated on the approval of the right to use the QB mark (via an admission or extension procedure) and which comply with the requirements of this Certification Reference System, must be marked, at a minimum, with the mark logo (unless not possible for technical reasons).

During the transition period, certified products can be marked with:

1 the QB mark logo or,

2 the CSTBat mark logo.

At the end of the transition period, only the marking of the QB mark logo will be authorised on certified products.

The marking must be permanently present, legible and indelible on the pipes and couplings, with the following specifications.

NB: If there is a code for identifying the product, the code must be given to CSTB.

2.8.4. MARKING ON THE PACKAGING OF THE CERTIFIED PRODUCT OR THE PRODUCT'S ACCOMPANYING DOCUMENT (IF APPLICABLE)

All packaging for certified products or accompanying documents must include all the marking components defined in paragraph 2.6.2. mark logo, name of the application, reference to the website and, if possible, list of certified characteristics.

During the transition period, the packaging for certified products or accompanying documents can be marked with:

1 the QB mark logo or,

2 the CSTBat mark logo.

At the end of the transition period, only the marking of the QB mark logo will be authorised on the packaging or the accompanying documents of certified products.

Example of marking: the marking procedures are defined in part 4 of each technical document.

2.8.5. MARKING ON THE COMMUNICATION MEDIA AND DOCUMENTATION (TECHNICAL OR COMMERCIAL DOCUMENTS, POSTERS, ADVERTISING, WEBSITES, ETC.)

The generic use of the QB mark through its reproduction in the holders' correspondence is forbidden, unless the holder has the right to use the QB mark for all of its products.

References to the QB mark in communication material or documentation must be made in a way that does not allow for any confusion between certified products and other products. These references must include all the marking components defined in paragraph 2.6.2.: mark logo, name of the application, reference to the website and if possible a list of certified characteristics.

During the transition period, documentation can make reference to:

1 the QB mark logo or

2 the CSTBat mark logo or

3 the QB mark logo associated with the CSTBat mark logo.

At the end of the transition period, only the marking of the QB mark logo will be authorised on the communication media and the documentation.

For the French market, this information must be provided in French (Law No. 94-665 of 4 August 1994 relative to the use of the French language). If necessary, the information can also be given in one or more other languages.

For the proper interpretation of this paragraph, the holder should be advised to submit to CSTB in advance all communication material and documentation where the certification mark is expected to be used.