

CERTIFICATION

Appendix 1

QB certification administrative management appendix:

Built-up cladding products,
veture, cladding products and
soffit products



Identification No.: QB 15
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Part 1

Obtaining the certification

1.1 Lodging an initial admission application

1.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (see *paragraph 3.1*).

If the product comes from a production unit located outside the European Economic Area, the applicant shall designate a representative within the EEA as a joint signatory to the application.

When the application is received, the following procedure is initiated:

- an administrative and technical review of the request is undertaken;
- the assessment (audits and tests) is carried out;
- the assessment is reviewed;
- the decision is taken.

1.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, CSTB checks that:

- all documents requested in the application are enclosed;
- elements contained in the technical file respect the requirements in the certification reference system.

The request is only admissible if:

- the application letter is complete, signed and accompanied by the signed quote where applicable;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing and specifies the critical points of the various steps;
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. The applicant shall remain responsible for all the operations and for ensuring they are consistent;
- the products covered by the application comply with the reference standards and technical specifications set out in Part 2 of this certification reference system;
- the inspections and tests for the products covered by the application and specified in this certification reference system and in the technical documents are implemented;
- all requested documents are enclosed with the application, in particular the contractual documents between the applicant/representative and the applicant/distributor, if applicable.

CSTB also makes sure that it has all the ways and means to reply to the application and it may be led to request additional information necessary for the admissibility of the dossier if it is incomplete.

Once the application is admissible, CSTB plans for the assessment and informs the applicant of the organisational procedures (auditor, audit duration, sites to be audited, laboratories, products to be sampled, etc.).

1.1.3 ASSESSMENT METHODS

The verifications performed within the framework of the QB mark are generally of two types:

- audits carried out at the production unit;
- tests on the products.

These can be supplemented by other assessments, e.g. use of the inspection registers following the audit, an assessment of the competence of the applicant's technical support, etc.

The assessments give rise to a report: audit report, test report, etc.

If a requirement of the reference system is not satisfied, the reports are accompanied by deviation sheets, with a request for proposals for corrective action from the applicant within a specified time.

The reports may mention sensitive points. The latter indicate deviations concerning the performance of the product/service. They do not require corrective action. However, they are analysed as part of the next assessment and can be requalified as deviations in case of deviations leading to a failure to satisfy the requirements of the reference system

1.1.4 ASSESSMENT REVIEW AND DECISION

CSTB assesses the test and audit reports that are prepared and sent to the applicant (assessment review).

If applicable, the reports are accompanied by deviation sheets, including a request for a corrective action proposal by the applicant within a specified time.

In certain cases, a supplementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each deviation, the applicant shall describe the actions implemented or planned with the time span for their application consistent with the deviation observed. The persons responsible for the actions to be implemented shall also be listed.

CSTB analyses the relevance of the reply and may ask for an additional test to be carried out to check that corrective actions have been implemented (partial or complete audit and/or tests / documentation verification).

CSTB may present an anonymous summary of all assessment results to the Specific Committee for its opinion.

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Depending on the results of the entire assessment, CSTB will make one of the following decisions:

- certification approval with or without comments;
- certification refusal, giving reasons for the refusal.

In case of a positive certification decision, CSTB shall send the QB certificate to the applicant, which, on that occasion, will become the holder of the right to use the QB mark.

The certificates are issued without a validity date.

Applicants can contest the decision made by sending a request in conformity with the General Requirements of the QB mark. They are entitled to present their case formally.

The granting of the right of use can in no way substitute CSTB's responsibility for the legal responsibility of the company which holds the QB mark usage right.

The holder can then provide information about their certification using the methods defined in Part 2 of the certification reference system.

1.2 Complementary admission application

The steps described in paragraph 1.1 above apply.

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (see *paragraph 3.2*).

1.3 Extension application

The steps described in paragraph 1.1 above apply.

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (see *paragraph 3.3*).

1.4 Maintenance application

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (see *paragraph 3.4*).

For distribution under other trademarks, it is acceptable to make certain presentation modifications to the relevant products that have no functional effect. In this case, the holder shall specify in the maintenance application the list of modifications made to the products in question.

CSTB then makes sure that these modifications have no functional effect.



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The Specific Committee is notified when CSTB issues decisions to maintain the right of use.

The company that distributes the certified products must provide CSTB with all the sales documents (catalogues, brochures, websites, etc.) that refer to these products and send updated documents as appropriate.

CSTB may carry out inspections at the retail site (merchants, DIY superstores, etc.) for products that are the subject of a maintenance application.

Part 2

Maintaining certification: terms and conditions for follow-up

Throughout the certification period, the holder shall:

- comply with the requirements and marking procedures described in Part 2 of the certification reference system;
- update their certification file using the models supplied in Part 3 of this Appendix;
- systematically inform CSTB of any modification to one of the characteristics of the certified product and/or of its organisation that is likely to have an impact on the certification.

In addition, CSTB reserves the right to carry out any controls (visits, tests, verifications, etc.) it deems necessary as a result of:

- a modification affecting the certified product or the quality organisation of manufacturing entities (manufacturing factory, manufacturing workshops, subcontractors' factory, etc.);
- complaints, disputes, legal actions, etc. of which it becomes aware and related to the use of the QB mark;
- checks (including sampling) may be made in trade outlets.

In case of disputes with users, the verifications may include sampling or tests in the places of use (in that case, the holder is invited to be represented so as to witness the operations).

2.1 Conditions for follow-up inspection

The monitoring of the certified products includes follow-up audits to the production unit and tests on the products.

It also involves monitoring of the use of the mark and the logos on the products, packaging and any communication materials.

If applicable, the reports are accompanied by deviation sheets, including a request for a corrective action proposal by the holder within a specified time.

The follow-up conditions (audits and tests) depend upon the following:

- whether or not the holder holds the ISO 9001 certification, in compliance with part 2 of this certification reference system;
- decisions made following previous controls (audits and tests);
- any applicable reductions.

Before initiating the follow-up process, CSTB completes an administrative and technical review of the certification dossier to make sure no modifications affecting certification need to be taken into account.

2.2 Assessment review and decision

CSTB assesses the test and audit reports that are prepared and sent to the holder (assessment review).

If applicable, the reports are accompanied by deviation sheets, including a request for a corrective action proposal by the holder within a specified time.

In certain cases, a supplementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each deviation, the holder shall present the actions implemented or envisaged with a relevant time span for their application with regard to the deviation observed. The persons responsible for the actions to be implemented shall also be listed.

CSTB analyses the pertinence of the reply and can request the implementation of a supplementary inspection.

The CSTB may anonymously submit a summary of all the assessment results to the Specific Committee for approval or submit the assessment conclusions.

Depending on the results of all the checks, CSTB comes to a conclusion about the assessment and notifies the holder of the conclusion, which may be:

- a decision to maintain the certificate, or
- a decision to sanction in accordance with the General Requirements of the QB mark.

In the event of a sanction, this will be operative from the date of notification. The choice of sanction depends on the severity of the observed deviation. Sanction notifications affecting the usage right are signed by CSTB Management.

The cost of additional verifications due to the sanctions or after analysing the reports is to be borne by the holder.

The holders and their distributors that benefit from maintenance of the usage right are each responsible for the right to use the QB mark relative to the product considered and undertake to apply the measures resulting from the sanctions, decided upon in accordance with the certification reference system.

Any suspension or any withdrawal of the right to use the QB mark entails a ban on using the QB mark and making reference to it. This obligation is valid not only for the holder but also for the company's sales network, as well as for the dealers called upon to distribute its products.

All the documentation (technical and sales documents, labels, notices, advertising, websites, etc.) shall no longer mention the QB mark for the product subjected to a suspension or a withdrawal (erratum and/or reprinting).

Holders can contest the decision taken by submitting a request in conformity with the General Requirements of the QB mark. They are entitled to present their case formally.

Part 3

Certification files

The application for the right to use the mark must be drawn up by the applicant/holder in one copy in accordance with the examples and templates set out below. **One original of this request shall be made on the applicant's letterhead paper in French** and the entire application shall be sent to CSTB.

If the product comes from a production unit located outside the European Economic Area, the applicant designates a representative within the European Economic Area that co-signs the application.

An application concerning a product which benefits from a foreign conformity mark or from a test certificate issued by a foreign laboratory is processed, taking into account any existing recognition agreements, in conformity with the General Requirements of the QB mark.

N.B. Electronic versions of template letters and sheets may be obtained from CSTB.

3.1 Case of an initial admission application

Applicants prepare a dossier that includes:

- an application and commitment letter from the applicant as per standard letter 1 or 1a;
- a general information sheet concerning the applicant, as per standard sheet 3;
- one datasheet per product as per standard sheet 4.

3.2 Case of a complementary admission application

Holders prepare a dossier that includes:

- an application and commitment letter as per standard letter 1;
- a general information sheet concerning the applicant, as per standard sheet 3;
- one datasheet per product as per standard sheet 4.

3.3 Case of an extension application

Holders prepare a dossier that includes:

- an application and commitment letter from the holder as per standard letter 2A;
- one datasheet per product as per standard sheet 4.

3.4 Case of a maintenance application

Holders prepare a dossier that includes:

- an application and commitment letter from the holder as per standard letter 2B;
- the distributors' commitment sheet (signed) on their Company's letterhead paper, as per standard letter 2B (cont'd).

3.5 Case of a new admission application subsequent to a sanction withdrawing the right to use the QB mark

Holders prepare a dossier that includes:

- an application and commitment letter from the applicant as per standard letter 1;
- a general information sheet concerning the applicant, as per standard sheet 3;
- one datasheet per product as per standard sheet 4;
- specific items all applicants must submit as part of a new admission application where the usage right has been withdrawn as a result of a sanction as per standard sheet 5.



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STANDARD LETTER 1
QB MARK - Built-up cladding products, veture, cladding products and soffit products

APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK
OR AN EXTENSION OF THIS RIGHT FOR A NEW PRODUCT (COMPLEMENTARY ADMISSION)
(to be drawn up on the applicant/holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment
 Direction Enveloppe, Isolation et Sols
 Division Façades, Couvertures et toitures (FaCeT)
 84, avenue Jean Jaurès
 Champs sur Marne
 F-77447 Marne La Vallée Cedex 2

Subject: **Admission application for the right to use the QB mark - Built-up cladding products, veture, cladding products and soffit products / Complementary admission application for the right to use the QB mark - Built-up cladding products, veture, cladding products and soffit products** ⁽¹⁾

Dear Sir,

I would like to apply for the right to use the QB mark:

- for the following product/range of products:..... (detailed list pertaining to the product/range of products or specifying "as set out in the list included with this application");
- produced at the following production unit: (company name, address);
- and for the following trade name: (trademark and/or specific trade reference, which may be on the list included with this application).

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark as well as the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products and I undertake to conform to them and to inform my commercial network throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products.

I declare that the products / product range covered by this application ⁽¹⁾:

- are not subject to an environmental declaration;
- are subject to an environmental declaration > <are subject to an <individual> <collective> <self-declared> EPD/PEP/other environmental declaration (to be specified) > <that has been verified by (name/date):> ⁽¹⁾

This declaration can be viewed at: (attach the declaration)

⁽²⁾ <Optional>: <Furthermore, I delegate to the Company (company name) (company legal form), (registered office), represented by (Mr/Ms)* (name of the legal representative) in that person's capacity (position) to represent me in the European Economic Area for all questions relative to the use of the QB mark - Built-up cladding products, veture, cladding products and soffit products.

I undertake to immediately notify CSTB of any new appointment of the representative designated above.

For this purpose, I request that the expenses that are to be borne by me be invoiced directly to the representative. They will make the payments on my behalf and in my name as soon as the invoices are received, as agreed upon when accepting the role of representative.>

Yours faithfully,

Date and signature of the applicant's/holder's legal representative

⁽²⁾ Date and signature of the representative in the European Economic Area
 Preceded by the handwritten words
 "Valid for acceptance of representation"

⁽¹⁾ Delete as appropriate

⁽²⁾ Only applies to applicants or holders located outside the European Economic Area (EEA).



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STANDARD LETTER 1A
QB MARK - Built-up cladding products, veture, cladding products and soffit products

**APPLICATION FORM FOR TRANSFORMERS FOR THE RIGHT TO USE THE QB MARK
OR AN EXTENSION OF THIS RIGHT FOR A NEW PRODUCT (COMPLEMENTARY ADMISSION)**

(to be drawn up on the applicant/holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment
Direction Enveloppe, Isolation et Sols
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Admission application for the right to use the QB mark - as a transformer of Built-up cladding products, veture, cladding products and soffit products / Complementary admission application for the right to use the QB mark - Built-up cladding products, veture, cladding products and soffit products** ⁽¹⁾

Dear Sir,

I would like to apply for the right to use the QB mark as a transformer for the products manufactured in the following unit (company name) (address)

.....

- for the following product(s):

Brand name	Technical Assessment reference	Holder of the Technical Assessment

Please find attached, the authorisation of the holder(s) of the Technical Assessment allowing me to apply, as a transformer, for certification.

For that purpose, I declare that I have read, understood and accept the General Requirements of the QB mark, the Special Requirements of the QB mark – Built-up cladding products, veture, cladding products and soffit products and I undertake to conform to said requirements throughout the duration of use of the QB mark.

I undertake to immediately notify CSTB of any new company name or of any new appointment of the representative designated above¹.

I appoint Mr as my representative for all that is related to processing my application.

Yours faithfully,

Date and signature of the applicant's legal representative

< OPTION: Date and signature of the applicant's legal representative, preceded by the handwritten statement "Valid for Representation">

<OPTION¹ Date and signature of the representative in the European Economic Area, preceded by the handwritten mention "Valid for acceptance of representation">

STANDARD LETTER 2A
QB MARK - Built-up cladding products, veture, cladding products and soffit products

APPLICATION FORM FOR THE EXTENSION OF THE RIGHT TO USE THE QB MARK FOR A MODIFIED PRODUCT

(to be drawn up on the holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment
Direction Enveloppe, Isolation et Sols
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Application for an extension of the right to use the QB mark - Built-up cladding products, veture, cladding products and soffit products, for a modified product**

Dear Sir,

As the holder of the QB mark – <désignation de l'application> for the product I manufacture, identified under the following references:

- name of the product/range of products:
- production unit:
- trademark:
- specific trade reference:
- right of use granted on (date) and bearing the following number:

I would like to apply for the right to use the QB mark for the product / product range I manufacture, derived from the certified product / product range with the following modifications: <description of the modifications>.

The product / product range for which I am seeking an extension will replace the certified product listed above:

- NO (1);
- YES (1).

I declare that the products / product range covered by this application are, with relation to the other characteristics, strictly in conformity with the products / product range already certified and manufactured under the same conditions.

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark as well as the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products and I undertake to conform to them and to inform my commercial network throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products.

I declare that the products/product range covered by this application ⁽¹⁾:

- are not subject to an environmental declaration;
- <are subject to an environmental declaration> <are subject to an <individual> <collective> <self-declared> EPD/PEP/other environmental declaration (to be specified)> <that has been verified by (name/date):> ⁽¹⁾

This declaration can be viewed at:(attach the declaration)

Yours faithfully,

**Date and signature of the Holder's
Legal Representative**

**Date and signature of the Legal Representative
in the European Economic Area ⁽²⁾**

⁽¹⁾ Delete as appropriate

⁽²⁾ Only applies to applicants located outside the European Economic Area.

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STANDARD LETTER 2B
QB MARK - Built-up cladding products, veture, cladding products and soffit products

APPLICATION FORM FOR MAINTENANCE OF THE RIGHT TO USE THE QB MARK

(to be drawn up on the holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment
 Direction Enveloppe, Isolation et Sols
 Division Façades, Couvertures et toitures (FaCeT)
 84, avenue Jean Jaurès
 Champs sur Marne
 F-77447 Marne La Vallée Cedex 2

Subject: **Application for maintenance of the right to use the QB mark - Built-up cladding products, veture, cladding products and soffit products, for a modified product**

Dear Sir,

I would like to apply for maintenance of the right to use the QB mark on products that are no different from those already covered by the mark other than by their brand names and/or their specific trade reference affixed thereto and, where applicable, by design changes that do not alter their certified features in any way whatsoever.

Identification of the products admitted to the QB mark		Trademark and/or specific trade reference requested by the distributor	Manufacturing unit(s)
Certificate no.	Name and reference of the holder's product		

The company that is going to distribute these products (distributor) under the above-mentioned trade names is the following at the address below:

Name:

Address:

I agree to supply to the distributor named above, the certification reference system for the QB mark for Built-up cladding products, veture, cladding products and soffit products, in particular the rules for marking specified in § 2.6 of the certification reference system.

I undertake to immediately inform CSTB of any changes made to the distribution of those products and, in particular, in the event that supply to the above-mentioned distributor should cease.

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark as well as the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products and I undertake to conform to them and to inform my commercial network throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products.

I authorise CSTB to inform the above-mentioned distributor of any sanctions imposed in accordance with the certification reference system of the QB mark pertaining to the certified products hereby covered.

Please find attached a copy of the distributor's agreement to only distribute under the trademark and/or specific trade reference the certified products that I have delivered to said company.

Yours faithfully,

Date and signature of the legal representative of the holder (maintenance applicant)

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STANDARD LETTER 2B (cont'd)
QB MARK - Built-up cladding products, veture, cladding products and soffit products

DISTRIBUTOR'S COMMITMENT SHEET (SIGNATURE)

(to be drawn up on the distributor's letterhead paper)

I, the undersigned,

acting in my capacity as: *(MD, Chairman, CEO, etc.)*

with headquarters at:

SIRET No.:

hereby agree:

- to make no technical changes, in particular, any affecting the nature and/or operational features of the certified products named below:

Identification of the products admitted to the QB mark		Trademark and/or specific trade reference requested by the distributor	Manufacturing unit(s)
Certificate no.	Name and reference of the holder's product		

- to make no alterations likely to modify the certified features of the products manufactured by the following company **<titulaire>** such as **<détail des aménagements>**. Any subsequent alteration must be reported beforehand to CSTB for approval and the holder must also agree;
- not to change the above-mentioned trademarks and/or specific trade references unless agreed with the holder of the right to use the QB mark and after having previously notified CSTB by registered letter with acknowledgement of receipt;
- to distribute under the above-mentioned **<marques commerciales>** and/or specific **<références commerciales>** only those products delivered by **<titulaire>**;
- not to make any changes to the marking on the products in accordance with the provisions in the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products;
- to cooperate with CSTB in all verifications relating to the products covered by this document and to the sale of said products and to provide CSTB with all documentation that refers to these products;
- to apply the measures resulting from the sanctions imposed in accordance with the certification reference system for the QB mark for Built-up cladding products, veture, cladding products and soffit products;
- to pay the fees provided for in the QB mark price list and to effect all subsequent payments demanded from me in accordance with the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products;
- to inform the holder of any complaint received pertaining to the certified products.

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark for Built-up cladding products, veture, cladding products and soffit products and I undertake to conform to them and to inform my commercial network throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Built-up cladding products, veture, cladding products and soffit products.

Yours faithfully,

Date and signature of the legal representative of the distributor (maintenance beneficiary)



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STANDARD LETTER 3
QB MARK - Built-up cladding products, veture, cladding products and soffit products

APPLICANT GENERAL INFORMATION SHEET

PRODUCTION UNIT:

- Company name: _____
- Address: _____

- Country: _____
- Telephone: _____ Fax: _____
- SIRET No. ⁽¹⁾: _____ NAF Code ⁽¹⁾: _____
- Name and capacity of the legal representative ⁽²⁾: _____

- Name and capacity of the contact person (if different): _____

- VAT identification number ⁽³⁾: _____
- Email address: _____
- Website: _____
- Certified quality management system ⁽⁴⁾: ISO 9001

MANUFACTURER (if different from the production unit):

- Company name: _____
- Address: _____

- Country: _____
- Telephone: _____ Fax: _____
- SIRET No. ⁽¹⁾: _____ NAF Code ⁽¹⁾: _____
- Name and capacity of the legal representative ⁽²⁾: _____

- Name and capacity of the contact person (if different): _____

- VAT identification number ⁽³⁾: _____
- Email address: _____
- Website: _____

REPRESENTATIVE (if requested):

- Company name: _____
- Address: _____

- Country: _____
- Telephone: _____ Fax: _____
- SIRET No. ⁽¹⁾: _____ NAF Code ⁽¹⁾: _____
- Name and capacity of the legal representative ⁽²⁾: _____

- Name and capacity of the contact person (if different): _____

- VAT identification number ⁽³⁾: _____
- Email address: _____
- Website: _____



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CONSULTANCY SERVICES:

If CSTB has undertaken any consultancy work for your company in the 2 years prior to this admission application, please specify:

- The designation of the consultancy service:
- The name of your contact at CSTB:

⁽¹⁾ For French companies only.

⁽²⁾ The Legal Representative is the individual who is legally responsible.

⁽³⁾ Concerns European manufacturers.

⁽⁴⁾ Include a copy of the certificate.

STANDARD LETTER 4
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TECHNICAL FILE
(to be drafted for each system)

GENERAL INFORMATION

- Name of the applicant/holder;
- Kbis extract (company identification) or equivalent;
- Production unit producing the products in the system;
- Trade name of the products in the system;
- Reference of the assessment of fitness for use (ATEC, DTA, ATE_x);
- Certificate of the ISO 9001:v2000 production quality assurance system (if production is certified);
- Date of establishment of the in-factory production quality assurance system;
- Names and addresses of the contact persons in charge of the certification file at the factory (Site Manager, Quality Manager, Production Manager – tel., fax and email);
- For transformers: letter from the holder of the assessment of fitness for use for the system (ATEC, DTA) authorising them to apply for transformer certification for their system.

DESCRIPTION OF THE PRODUCT

- The ranges of dimensions to be certified (lengths, widths and thicknesses);
- Production tolerances on the ranges of dimensions to be certified;
- The dimensioned drawings of the products in the ranges to be certified with the tolerances indicated (the drawings in the Technical File from the applicant of the CSTB assessment are to be used);
- The list of patterns and of finishes to be certified;
- The list of colours to be certified;
- The list of treatments applied on the products to be certified;
- Declaration of performance and if applicable, the CE certificate of conformity delivered by an authorised body;
- Total annual quantity produced and quantity produced for the French market upon admission.

INFORMATION CONCERNING PRODUCTION OF THE PRODUCT

- **Description or flow diagram of the production process;**
- **If part of the process is subcontracted and under the responsibility of the applicant, provide the specifications (laboratory, finish, processing, etc.);**
- Quality Assurance Manual and/or corroboration of the requirements of the reference system concerning the factory production control system for the product to be certified;
- Confidential list of raw materials (reminder, the composition is certified. Any change must be reported to the certifying body);
- Any special provisions concerning the production and quality assurance of the product;
- Raw materials acceptance plan and inspections;
- Plan for inspections during production;
- Plan for inspections on finished products;
- For the inspection plans, provide: the raw materials acceptance procedures, sampling procedure and its frequency, test procedures, test frequencies, acceptance ranges);
- Method for utilising the results of the inspections (statistical analyses);
- Procedure for handling customer complaints and handling non-compliant products.

PRODUCT INSPECTION RECORD

- Record of internal inspections of certified characteristics over a period of at least 2 months before submission to the Application Committee, specifying the inspection start date;
- Statistical analysis of the results for the certified characteristics.

OTHER INFORMATION

- Audit reports/certificates carried out by third-party bodies.
- The initial tests set out in the product standards and in the technical file of this reference system for the relevant family

The technical file can be accompanied by any other information likely to be useful to complete the file.

STANDARD LETTER 5
QB MARK - Built-up cladding products, veture, cladding products and soffit products

SPECIFIC ITEMS THAT ALL APPLICANTS (INDUSTRIALISTS, IMPORTERS, DISTRIBUTORS, ETC.) MUST PRODUCE AS PART OF A NEW ADMISSION APPLICATION WHERE THE USAGE RIGHT HAS BEEN WITHDRAWN AS A RESULT OF A SANCTION

1. Deceptive marketing practices in application of Articles L 121-2 to L121-5 of the Consumer Code (Issuance of a false attestation and/or a false certificate indicating that the products are CSTB-certified when they are not).
 Failure to meet commitments as regards the correct usage of the certification mark.

The applicant is responsible for determining and carrying out a course of action that will fully address and remedy the causes and consequences of their commitments as regards the correct usage of the certification mark.

ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE APPLICANT TO CSTB SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CURATIVE ACTIONS	<ul style="list-style-type: none"> • A list of those affected including full contact details (customers, prospects, technical controllers, etc.) who have received false attestations / false certificates. Failing that, a list of those affected (customers, prospects, technical controllers, etc.) who have been contacted over the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> • A list of customers, including full contact details, who have taken delivery of inappropriately marked products or who have been presented with the certification mark(s). Failing that, a list of customers during the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter written by the Applicant's manager informing those affected of the invalidity of the false attestations / false certificates they have been sent. 	<i>CSTB will verify that this action has been carried out by contacting 5% of those affected and at least 5 customers and technical controllers.</i> <input type="checkbox"/> Letter of information duly implemented and corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter written by the Applicant's manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s). 	<i>CSTB will verify that this action has been carried out by contacting 5% of the customers and at least 5 customers</i> <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> • Action undertaken against the person or persons responsible for approving and issuing the false attestations / false certificates and/or delivering inappropriately marked products. 	<input type="checkbox"/> Action relevant <input type="checkbox"/> Action not relevant <i>Comments:</i>
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> • Proof that all the personnel in the company have been informed / made aware of the deceptive marketing practices (e.g. signed attendance record, informative media, etc.). 	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>

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ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE APPLICANT TO CSTB SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
	<ul style="list-style-type: none"> • Ethical rules. 	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined <i>Comments:</i>
	<ul style="list-style-type: none"> • Commitment by all the personnel in the company to abide by the ethical rules (e.g. employment contract, individual commitments, etc.). 	<input type="checkbox"/> Commitments available <input type="checkbox"/> Commitments not available <i>Comments:</i>
	<ul style="list-style-type: none"> • Scheduling of internal audits of the observance of the ethical rules: <ul style="list-style-type: none"> ○ first internal audit to be scheduled within three months of the date of the CSTB admission application at the latest, ○ internal audits to be scheduled once a year. 	<input type="checkbox"/> Scheduling in compliance <input type="checkbox"/> Scheduling not in compliance <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter from the company manager committing to: <ul style="list-style-type: none"> ○ grant the CSTB auditor access to the contact details of all those in receipt of proposals so that a sample of the items received can be examined by CSTB for a period of two years, ○ agree to being invoiced for two additional auditing days over the course of the year at the applicable rate. <p>N.B. the purpose of this audit is to verify the effectiveness of the implementation of the actions based on documents and in situ.</p>	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available <i>Comments:</i>
	<ul style="list-style-type: none"> • Grant the CSTB auditor access to the full contact details of all those in receipt of proposals so that a sample of the items received can be examined by the CSTB for a period of two years. 	<i>CSTB will make enquiries with 5% of the recipients of proposals and at least 5 recipients for a period of two years from the date of the CSTB admission application.</i>
<p>PREVENTIVE ACTIONS</p>	<ul style="list-style-type: none"> • Where applicable, proof of deployment of the ethical charter in the company's subsidiaries. 	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant, <i>Comments:</i>

- All the actions required are available, defined, relevant or in compliance. The admission application can proceed.
- Not all the required actions are available. The admissibility of the admission application cannot be pronounced.

ANALYSIS CARRIED OUT BY (Name of the manager and/or application manager):

DATE: __ / __ / __

SIGNATURE:

VALIDATED BY THE OPERATIONS DIRECTOR (Name):

DATE: __ / __ / __

SIGNATURE:

Part 4

Prices

The purpose of this part is to define the total QB certification-related services due and to describe the terms of payment.

QB certification includes the following services:

- Management (development and implementation of an application, examining the application, processing of the certification application)
- Right to use the QB mark;
- Testing;
- Audits;
- Complementary or supplementary checks;
- Travel costs
- Transfer of information to a third-party body.
- Analysis of the assessment of fitness for use (other than ATEC, DTA or ATEEx)

4.1 Services relating to QB certification

Type of service	Service description	Paying for the services
<u>Management:</u> Development and implementation of an application; examination of the certification application	Participation in the implementation of the QB mark, including the preparation of the certification reference system. Services including examination of the application dossiers, relationships with the applicants, laboratories and auditors and the assessment of the results of the checks.	➤ <i>Initial application / Extension application: See § 4.2.1.</i>
<u>Management:</u> Processing of the certification application	Services including management of the certified product files, relationships with holders, laboratories and auditors, publication of certified data, certificates, assessment of the results of checks, sector communication operations.	➤ <i>Monitoring: See § 4.2.2.</i>
Fee for the right to use the QB mark	This usage fee contributes to: <ul style="list-style-type: none"> - the protection of the QB mark: registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (justice costs); - the generic promotion of the QB mark; - the general functioning of the QB mark (governance, etc.). 	<ul style="list-style-type: none"> ➤ <i>Initial application / Extension application: See § 4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2</i>
Type of service	Service description	General terms and conditions
<u>Management:</u> Development and implementation of an application; examination of the	Participation in the implementation of the QB mark, including the preparation	➤ <i>Initial application / Extension application: See § 4.2.1.</i>

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certification application	of the certification reference system. Services including examination of the application dossiers, relationships with the applicants, laboratories and auditors and the assessment of the results of the checks.	
<u>Management:</u> Processing of the certification application	Services including management of the certified product files, relationships with holders, laboratories and auditors, publication of certified data, certificates, assessment of the results of checks, sector communication operations.	➤ <i>Monitoring: See § 4.2.2.</i>
Fee for the right to use the QB mark	This usage fee contributes to: <ul style="list-style-type: none"> - the protection of the QB mark: registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (justice costs); - the generic promotion of the QB mark; - the general functioning of the QB mark (governance, etc.). 	<ul style="list-style-type: none"> ➤ <i>Initial application / Extension application: See § 4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2</i>
Tests	Laboratory testing services	<p>Costs relating to sending and to the import duties and taxes are at the expense of the party requesting the test; the requesting party pays all duties and taxes before sending the samples.</p> <ul style="list-style-type: none"> ➤ <i>Initial application / Extension application: See § 4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2.</i>
Audit	Services including preparation for the audit, the audit itself as well as the report, and, if applicable, monitoring corrective action mentioned in the deviation sheets.	<ul style="list-style-type: none"> ➤ <i>Initial application / Extension application: See § 4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2.</i>
Complementary/supplementary checks.	Services required by the additional checks (audit or complementary verification tests) that may prove necessary following insufficiencies or anomalies detected by the routine verifications.	These services are to be borne by the applicant/holder according to the prices in force, provided upon request. The cost of complementary/supplementary inspections is invoiced and paid for before the services are performed.
Travel costs		If travel costs are not included in the “audit” service, they are invoiced after the performance of each audit.

4.2 Paying for the services

4.2.1 INITIAL APPLICATION / EXTENSION APPLICATION

With its certification application (initial application or extension application), the Applicant pays an advance of 50% of the costs relative to the management, test and audit services.

These services are invoiced upon admission (right of use granted). It is a single flat amount.

If travel costs are not included in the “audit” service, they are invoiced after the performance of each audit.

The fee for these services remains due even if the right to use the QB mark is not awarded, extended or if the application is abandoned during examination.

Whenever the QB mark is granted during the year, the amount of the usage fee is calculated pro rata of the number of months following the decision to grant the right of use.

4.2.2 MONITORING

The fees for the annual services pertaining to management, audit, testing and the right to use the QB mark will be invoiced during the first quarter of each year and remain due if the right to use the QB mark is not renewed, is withdrawn, is cancelled or is suspended during the year.

If travel costs are not included in the “audit” service, they are invoiced after the performance of each audit.

4.2.3 NON-PAYMENT OF THE SUMS DUE

The applicant or holder of the right to use the QB mark must pay all their fees in accordance with the stipulated terms of payment. Any failure on their part constitutes an obstacle to the performance by CSTB of the responsibilities of inspection and intervention that are incumbent upon it under this certification reference system.

If initial notice by registered letter, with acknowledgement of receipt, should not result, within one month, in the payment of all the sums due, all sanctions provided for in the General Requirements of the QB mark may be applied for all the products accepted for that holder.

4.3 Cancellation of an audit or a test by the applicant/holder

For any audit cancelled by the applicant/holder less than 30 days before the date of the audit, CSTB may invoice a flat rate sum as damages:

- invoice of 25% of the audit if cancellation 1 month before the audit;
- invoice of 50% of the audit if cancellation between 1 month and 15 days before the audit;
- invoice of 75% of the audit if cancellation less than 15 days before the audit;

If the travel and accommodation costs incurred by CSTB are not the subject of a flat rate, they shall also be invoiced if CSTB cannot obtain reimbursement.

The applicant/holder is not required to pay this flat rate sum if it can provide proof that this cancellation is the direct consequence of a case of force majeure as defined under French law.

4.4 Prices

Prices are reviewed annually, in the form of a price list drawn up by CSTB. This revision is decided on after consultation with the Specific Committee.

If holders refuse to recognise the annual price review, they will be deemed to have voluntarily terminated their side of the certification contract and the right to use the QB mark for their certified products.