

**CERTIFICATION**

NF certification system  
administrative  
management  
appendix:  
Acrylic Sheets



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## Part 1

# Obtaining 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 (Paragraph 3.1).

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

The applicant/holder must draw up a mandate specifying the functions to be carried out by the representative (template in Part 3) and which must be co-signed by the applicant/holder and their representative.

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 verifies that:

- all documents requested in the application dossier are included;
- 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, specified in this certification reference system, 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.

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CSTB also ensures it has all the ways and means necessary to respond to the application and may 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 EVALUATION METHODS**

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

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

### **1.1.4 EVALUATION REVIEW AND DECISION**

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

The reports are accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within one (1) month.

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

For each irregularity, 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 evaluation results to the Specific Committee for its opinion.

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

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

In the case of a positive certification decision, AFNOR Certification shall grant the right to use the NF mark and CSTB shall remit the NF certificate, which is valid for 12 months, to the applicant, which, on that occasion, will become the holder of the right to use the NF mark.

The applicant can contest the decision taken by sending a request in conformity with the General Rules of the NF 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 on the company that holds the NF mark usage right.

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

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## **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 (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 (Paragraph 3.3).

## **1.4 Maintenance application**

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

Within the framework of distribution under other trademarks, the products concerned may undergo certain modifications to their presentation that have no functional impact. 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.

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.

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## 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 the manufacturing entities (manufacturing plant, production workshops, subcontractors' plants, etc.);
- complaints, disputes, legal actions, etc. of which it becomes aware related to the use of the NF mark.

Checks (including sampling) may take place in retail sites.

In the case of disputes with users, the checks may include sampling or tests on the utilisation premises (in this 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 surveillance of the usage of the mark and the logos on the products, packaging and any communication materials.

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

- whether or not the holder holds 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.

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## 2.2 Evaluation review and decision

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

The reports are accompanied, where appropriate, by deviation sheets, including a request for a proposal of corrective action by the holder, within a prescribed time span.

In certain cases, a complementary 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 complementary check.

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

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:

- decision to renew the certificate; or
- decision to penalise in accordance with the General Rules of the NF mark.

In the event of a penalty, this will be operative from the date of notification. The choice of penalty 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 penalties or after analysing the reports is to be borne by the holder.

The holders and their distributors that benefit from usage right maintenance are each responsible for the right to use the NF mark, relative to the product considered, and commit to applying the measures resulting from the penalties, decided upon in conformity with the certification reference system.

Any suspension or any withdrawal of the right to use the NF mark entails use of the NF mark being prohibited as well as making reference to it. This obligation is valid not only for the holders but also for their company's entire sales network and for the dealers called upon to distribute their products.

All the documentation (technical and sales documents, labels, notices, advertising, Web sites, etc.) shall no longer mention the NF 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 Rules of the NF mark. They are entitled to present their case formally.

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## 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 produced on the applicant's letterhead paper in French or English** and the entire application shall be sent to CSTB.

In case the product comes from a manufacturing unit located outside the European Economic Area, the applicant designates a delegate within the European Economic Area who co-signs the application.

Note: Electronic versions of template letters and sheets may be obtained from CSTB.

#### 3.1 Regarding an initial admission application

Applicants prepare a dossier to include:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet concerning the applicant, as per standard sheet 3;
- a data sheet per product as per standard sheet 4;
- a copy of a contract drawn up between the applicant/holder and their representative if the manufacturing unit is outside the EEA.

#### 3.2 Regarding a complementary admission application

Holders prepare a dossier that includes:

- an application and commitment letter in accordance with standard letter 1;
- a general information sheet concerning the applicant, as per standard sheet 3;
- a data sheet per product according to standard sheet 4.

#### 3.3 Regarding an extension application

Holders prepare a dossier that includes:

- an application and commitment letter from the holder in accordance with standard letter 2A;
- a data sheet per product according to standard sheet 4.

#### 3.4 Regarding a maintenance application

Holders prepare a dossier that includes:

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



### **3.5 Regarding a new admission application subsequent to withdrawal of the right to use the NF mark**

Holders prepare a dossier that includes:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet concerning the applicant, as per standard sheet 3;
- a data sheet 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 in accordance with standard sheet 5.

**STANDARD LETTER 1**  
**NF MARK - Acrylic Sheets**

**APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK**  
**OR FOR EXTENDING THIS RIGHT TO A NEW PRODUCT (COMPLEMENTARY ADMISSION)**

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

Centre Scientifique et Technique du Bâtiment  
Direction Hydraulique et Equipements Sanitaires  
Division Robinetterie et Appareils Sanitaires  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

Subject: **Admission application for the right to use the NF mark - Acrylic Sheets / Complementary admission application for the right to use the NF mark - Acrylic Sheets** <sup>(1)</sup>

Dear Sir,

I am pleased to apply for the right to use the NF 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: ..... (brand name and/or specific retail product name, which may be on the list included with this application).

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF mark - Acrylic Sheets and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Acrylic Sheets.

<sup>(2)</sup> *<Optional>: <And 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 NF mark - Acrylic Sheets.*

*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  
representative  
legal representative**

<sup>(2)</sup> **Date and signature of the  
in the European Economic Area**  
Preceded by the handwritten words  
"Fit for acceptance of representation"

<sup>(1)</sup> Delete as appropriate

<sup>(2)</sup> Only applies to applicants or holders located outside the European Economic Area (EEA)

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**STANDARD LETTER 2A**  
**NF MARK - Acrylic Sheets**

**APPLICATION FORM FOR THE EXTENSION OF THE RIGHT TO USE THE NF MARK FOR A MODIFIED PRODUCT**  
(to be drawn up on the holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment  
Direction Hydraulique et Equipements Sanitaires  
Division Robinetterie et Appareils Sanitaires  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

Subject: **Extension application for the right to use the NF mark - Acrylic Sheets for a modified product**

Dear Sir,

As the holder of the NF mark – <name of the application> for the product of my manufacture, identified under the following references:

- Name of the product / range of products:
- Production unit:
- Brand name:
- Specific commercial reference:
- Right of use granted on (date) and bearing the following number:

I am writing to apply for the right to use the NF 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 Rules of the NF mark and the certification reference system of the NF mark - Acrylic Sheets and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Acrylic Sheets.

Yours faithfully,

**Date and signature of the holder's  
legal representative**

**Date and signature of the representative  
in the European Economic Area <sup>(2)</sup>**

<sup>(1)</sup> Delete as appropriate

<sup>(2)</sup> Only applies to applicants located outside the European Economic Area.

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**STANDARD LETTER 2B**  
**NF MARK - Acrylic Sheets**

**MAINTENANCE APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK**  
 (to be drawn up on the holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment  
 Direction Hydraulique et Equipements Sanitaires  
 Division Robinetterie et Appareils Sanitaires  
 84, avenue Jean Jaurès  
 Champs sur Marne  
 F-77447 Marne La Vallée Cedex 2

Subject: **Application to maintain the right to use the NF mark - Acrylic Sheets**

Dear Sir,

I would like to apply for maintenance of the right to use the NF mark on products that are no different from those already covered by the mark other than by their brand names and/or their specific retail product names 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 NF mark		Brand name and/or specific retail product name requested by the distributor
Certificate no.	Name and reference of the holder's product	

The company that will distribute these products (distributor) under the brand name <new brand name requested> has the following contact information:

Name: .....  
 Address: .....

<I commit to providing the abovementioned distributor with the certification reference system for the NF mark - Acrylic Sheets and, in particular, with the marking provisions laid down in § 2.6 of this same certification reference system.>

I commit to immediately informing CSTB of any changes made to the distribution of these products and, in particular, in the event of any supply discontinuation by the abovementioned distributor.

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF mark - Acrylic Sheets and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Acrylic Sheets.

I authorise CSTB to inform the abovementioned distributor of any penalties applied in accordance with the certification reference system of the NF mark - Acrylic Sheets pertaining to the certified products hereby covered.

Please find attached a copy of the commitment sheet signed by the distributor, <name of Company>, to distribute under the brand name and/or the specific retail product name only those certified products that I have delivered to them.

Yours faithfully,

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

**STANDARD LETTER 2B (cont'd)**  
**NF MARK - Acrylic Sheets**

**DISTRIBUTOR'S COMMITMENT SHEET (SIGN)**  
 (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 NF mark		Brand name and/or specific retail product name requested by the distributor
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 company <holder>, such as <detail of alterations>. Any subsequent alteration must be reported beforehand to CSTB for approval and the holder must also agree;
- to not change the abovementioned brand names and/or specific retail product names unless agreed with the holder of the right to use the NF mark and after having previously notified CSTB by registered letter with acknowledgement of receipt;
- to distribute under the abovementioned brand names and/or the specific retail product names only those products delivered by <holder>;
  - to not make any changes to the marking on the products in accordance with the provisions in the certification reference system of the NF mark - Acrylic Sheets;
- 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 penalties imposed in accordance with the certification reference system of the NF mark - Acrylic Sheets;
- to pay the fees provided for in the NF mark price list and to carry out all subsequent payments demanded from me in accordance with the certification reference system of the NF mark - Acrylic Sheets;
- to inform the holder of any complaint received pertaining to the certified products.

I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF mark - Acrylic Sheets and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, without any restriction or reservation, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Acrylic Sheets.

Yours faithfully,

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

**STANDARD SHEET 3**  
**NF MARK - Acrylic Sheets**

**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 manufacturing 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: \_\_\_\_\_

**DESCRIPTION OF THE MANUFACTURING AND QUALITY SYSTEM**

- Description of the various manufacturing stations
- Description of the inspection plan
- Description of the inspection and test laboratory

Specify whether the quality management system of the plant is certified. If so, attach a copy of the valid certificate.

**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 SHEET 4**  
**NF MARK - Acrylic Sheets**

**PRODUCT INFORMATION SHEET**

**NAME OF THE APPLICANT/HOLDER:**

**PRODUCTION UNIT:**

**TRADE NAME OF THE PRODUCT**

- **BRAND NAME:**
- **SPECIFIC RETAIL PRODUCT NAME (WHERE APPLICABLE):**
- **BUSINESS NAME (OPTIONAL):**

• **Product identification:**

- **Designation (capacity):** .....
- **Format:** .....
- **Thickness:** .....
- **Colour(s):**
  - \* **Name of range:** .....
  - \* **Trade reference:** .....
  - \* **Colour range:**

<input type="checkbox"/> Light matt	<input type="checkbox"/> Light glossy
<input type="checkbox"/> Medium matt	<input type="checkbox"/> Medium glossy
<input type="checkbox"/> Dark matt	<input type="checkbox"/> Dark glossy
  - \* **Colorimetry (Y or L):** .....
- **Properties (e.g.: antibacterial):** .....

**Date and signature of the applicant/holder**

**STANDARD SHEET 5**  
**NF MARK - Acrylic Sheets**

**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**

- Deceptive marketing practices in application of Articles L 121-2 to L121-5 of the French 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 CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
<b>CURATIVE ACTIONS</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> <li>A list of customers including full contact details who have taken delivery of inappropriately marked products or who have been presented with the mark certification(s); failing that, a list of customers during the preceding 24 months.</li> </ul>	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> <li>Letter written by the Applicant's manager informing those affected of the invalidity of the false attestations / false certificates they have been sent.</li> </ul>	<i>CSTB will verify that this action has been carried out by contacting 5% of those affected or 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"> <li>Letter written by the Applicant's manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s).</li> </ul>	<i>CSTB will verify that this action has been carried out by contacting 5% of the customers or 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"> <li>Action undertaken against the person or persons responsible for approving and issuing the false attestations / false certificates and/or delivering inappropriately marked products.</li> </ul>	<input type="checkbox"/> Action relevant <input type="checkbox"/> Action not relevant <i>Comments:</i>



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ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> <li>• 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.).</li> </ul>	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Ethical rules.</li> </ul>	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Commitment by all the personnel in the company to abide by the ethical rules (e.g. employment contract, individual commitments, etc.).</li> </ul>	<input type="checkbox"/> Commitments available <input type="checkbox"/> Commitments not available <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Scheduling of internal audits on the observance of the ethical rules:  * 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.</li> </ul>	<input type="checkbox"/> Scheduling in compliance <input type="checkbox"/> Scheduling not in compliance <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Letter from the company manager committing to:  * 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;  <b>Note: the purpose of this audit is to verify the effectiveness of the implementation of the actions on a documentary and in situ basis.</b></li> </ul>	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• 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 CSTB for a period of two years.</li> </ul>	<i>CSTB will make enquiries with 5% of the recipients of proposals or at least 5 recipients for a period of two years from the date of the CSTB admission application.</i>
PREVENTIVE ACTIONS	<ul style="list-style-type: none"> <li>• Where applicable, proof of diffusion of the ethical charter in the company's subsidiaries.</li> </ul>	<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 admission application cannot proceed.

ANALYSIS CARRIED OUT BY (Name of the manager and/or application manager):  
DATE: \_\_ / \_\_ / \_\_\_\_ SIGNATURE:

VALIDATED BY THE OPERATIONS DIRECTOR (Name):  
DATE: \_\_ / \_\_ / \_\_\_\_ SIGNATURE:

**STANDARD SHEET 6**

**SAMPLE MANDATE**

**REPRESENTATIVE in the European Economic Area (if requested):**

- Corporate name: .....
- Address: .....
- Country: .....
- SIRET no. (1): ..... - APE Code (1): .....
- Intracommunity VAT no. (2): .....
- Website: .....
- Name and capacity of legal representative (3): .....
- **CONTACT:**
- Name and capacity of contact person: .....
- Telephone: ..... - Fax: .....
- Email address: .....

**Description of the representative's functions to be included in the mandate between the applicant/holder and the representative**

Applicant/Holder: .....

Representative: .....

***Minimum requirements that must appear in the mandate:***

- assignments and related responsibilities
- financial aspects
- complaints
- contact at certifying body

The mandate shall be indexed in the applicant/holder's quality system.

A copy of the mandate in either French or English must be attached to the co-signed admission application.

Adherence to the mandate will be audited.

Initial agreement date:

Modification dates:

Reason for the modification

- 1 –
- 2 –
- 3 –

Co-signature

(1) For French companies only.

(2) The legal representative is the individual legally responsible for the company.

(3) Concerns European manufacturers.

STANDARD SHEET 7

**CONTRACT FORM**  
**NF MARK - ACRYLIC SHEETS**

*This sheet is intended to define the contractual links existing between the applicant and the various service providers to which it subcontracts one or more inspections on finished products.*

***It is to be updated when there is any evolution in the contracts and any change of service provider and transmitted to CSTB.***

*A sheet is to be prepared for each service provider.*

Applicant/Holder:.....

Service provider:.....

**Identification of the service:**

**Minimum requirements to be mentioned in the contract:**

- the service provider's commitment to complying with the requirements of the certification reference system for the relevant application NF - Acrylic sheets;
- customer complaint management by the applicant/holder in coordination with the service provider;
- management by the applicant/holder of inter-service provider complaints;
- the service provider's commitment to informing the applicant/holder of any evolution in its quality management system and, particularly, to informing the applicant/holder of any non-conformities detected during internal quality assurance operations or external audits.

**Contract reference:**

**DOCUMENTS TO BE SUPPLIED:**

- A copy of the contract in French or in English.

## Part 4

### Prices

The purpose of this section is to set the prices for services relating to NF certification and describe the terms and conditions of payment.

NF certification includes the following services:

- Development and implementation of an application;
- Examination of the certification application;
- Processing of the certification application;
- Testing;
- Audits;
- Sampling;
- Right to use the NF mark;
- Complementary or supplementary checks;
- Promoting the NF mark.

#### 4.1 Services relating to NF certification

Type of service	Service description	General terms and conditions
Development and implementation of an application.	Participation in the implementation of the NF mark, including the preparation of the certification reference system.	This service is paid by the applicant when they make their initial application for the right to use the NF mark. The fee for this service remains due even if the right to use the NF mark is not awarded or if the application is withdrawn during the examination.
Examination of the certification application.	Services including examination of the application dossiers, the relationships with the applicants, the laboratories, the auditors and the assessment of the results of the checks.	These services are invoiced when the application is received. It is a single flat amount. The fee for these services remains due even if the right to use the NF mark is not awarded or if the application is abandoned during the examination.
Processing of the certification application.	Services of processing the dossiers of certified products and of their holders, preparation of lists of certified products, assessment of the results of the verifications.	These fees are invoiced annually, starting from the year following the year in which the party was first awarded the NF mark. Annual administration fees remain due even if the right to use the NF mark is suspended or withdrawn from the holder during the year. If the right to use the NF mark is withdrawn, administration fees remain due as long as the holder continues to stock NF-marked products.

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Type of service	Service description	General terms and conditions
Testing	Laboratories' testing services.	The fee for these services remains due even if the right to use the NF mark is not awarded or if the application is abandoned during the examination.
Audit	Services including preparation for the audit, the audit itself as well as the report. Travel expenses are to be added to these services.	The fee for these services remains due even if the right to use the NF mark is not awarded or renewed.
Sampling	Services including preparation and sampling itself.	The minimum amount invoiced will be a half day if the sampling is carried out outside the ambit of the audit.
Right to use the NF mark	This usage right contributes to: <ul style="list-style-type: none"> <li>- protection of the NF mark: registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (justice costs);</li> <li>- the generic promotion of the NF mark;</li> <li>- the general operation of the NF mark (management of the NF mark bodies, quality system, etc.).</li> </ul>	The annual fee for using the NF mark is invoiced to the holder after certification of a product. Whenever the NF 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. The fee for using the NF mark is considered earned even if the right to use the NF mark is withdrawn or suspended during the year.
Complementary/additional checks.	Services required by the additional checks or complementary verification tests that may prove necessary following insufficiencies or anomalies detected by the current verifications.	These services are to be borne by the applicant/holder according to the prices in force.
Promoting the NF mark	Sector promotion actions to promote the NF mark.	The fee for this service is specified each year and invoiced in addition to the other services.

## 4.2 Paying for the services

The registration fee and the costs relative to the services of examination and audit, invoiced as part of an admission or extension application of the right to use the NF mark are payable in a single payment, at the time the application is submitted, for its official registration.

These fees remain payable even if the right to use the NF mark is not awarded or renewed.

The fees for the annual services pertaining to follow-up and right to use the NF mark will be invoiced during the first quarter of each year (even if the tests and audits have not yet been completed) and remain payable if the right to use the NF mark is not renewed, is cancelled or is suspended during the year.

The applicant or holder of the right to use the NF 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 verification and corrective action that are incumbent upon them under this certification reference system.

In case an initial notification by registered letter, with acknowledgement of receipt, should not result, within one month, in the payment of all the sums due, all penalties provided for in the General Rules of the NF mark may be applied for all the products accepted for that holder.

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### 4.3 Prices

Prices are reviewed annually, in the form of a price list drawn up by CSTB. This revision is communicated to the Specific Committee.

If holders refuse to recognise the annual price review, they will be deemed to have voluntarily terminated the right to use the NF mark for their certified products.