

CERTIFICATION



QB certification system administrative management appendix: Connection hoses



Identification No.: QB 10

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The English version is provided for information. In case of doubt or dispute, the French version only is valid.



TABLE OF CONTENTS

Part 1	Obtaining certification.....	3
1.1	Lodging an initial admission application	3
1.2	Maintenance application.....	5
Part 2	Maintaining certification: terms and conditions for follow-up	6
2.1	Conditions for follow-up inspection	6
2.2	Assessment review and decision	7
Part 3	Certification files	8
3.1	For an initial admission application.....	8
3.2	For a maintenance application or a commercial extension.....	8
3.3	For a new admission application following withdrawal of the right to use the QB mark	8
Part 4	Prices.....	21
4.1	Services relating to QB certification	22
4.2	Paying for the services	23
4.3	Cancellation by the applicant/holder of an audit or a test.....	24
4.4	Prices.....	24



Part 1

Obtaining certification

1.1 Lodging an initial admission application

Paragraphs 1.1.1 to 1.1.3 do not apply for certification applications for products holding a Technical Appraisal.

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.

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

- an administrative and technical review of the request is performed;
- 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 application 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 operations and for ensuring they are consistent;
- the products covered by the application comply with the reference standards and technical specifications laid 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 technical document 10-01 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.

QB 10 certification system administrative management appendix "Connection hoses"

Revision No.: 14



CSTB also ensures that it has all the resources needed to reply to the application, and it may request additional information needed to ensure 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 site;
- tests on the products.

They may be supplemented with further evaluations, e.g. an analysis of inspection records following the audit, an assessment of the capabilities of the holder's technical support, etc.

A report is drafted following these evaluations: audit report, test report, etc.

Should a requirement of the reference system not be met, then the reports are to be accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within a prescribed time span.

The reports may mention weak points. Those points indicate departures from the optimal product/service performance. They do not require any corrective actions. However, they are analysed as part of the next evaluation, and may be reclassified as deviations in the event of departures leading to non-respect of the requirements laid out in these rules.

1.1.4 ASSESSMENT REVIEW AND DECISION

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

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

For each irregularity, the applicant shall describe the actions implemented or planned, along with a schedule for their application that is consistent with the deviation observed. The persons responsible for the actions to be implemented must also be specified here.

CSTB analyses the relevance of the reply and may ask for an additional inspection to be carried out in order to verify that corrective actions have been taken (partial or complete audit and/or testing/document verification).

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

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

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

In case of a positive certification decision, CSTB shall remit 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.

QB 10 certification system administrative management appendix “Connection hoses”

Revision No.: 14



The applicant can contest the decision taken 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 that holds the QB mark usage right.

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

1.2 Maintenance application

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

In the context of distribution under other trademarks, certain modifications may be made to the presentation of the affected 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.

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 for each new version.

CSTB may carry out inspections at retail sites (merchants, DIY superstores, etc.) for products that are included in 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 templates supplied in Part 3 of this Appendix;
- always 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 inspections (visits, tests, verifications, etc.) it deems necessary as a result of:

- a modification affecting the certified product or the quality organisation of manufacturing entities (production factory, production workshops, sub-contractors' factory, etc.);
- complaints, disputes, legal actions, etc. of which it becomes aware that relate to the use of the QB mark;
- inspections (including sampling) may be carried out at retail outlets.

In case of disputes with users, the inspections may include samplings or tests on the usage sites (in this case, the holder is invited to be represented in order to observe the operations).

2.1 Conditions for follow-up inspection

Monitoring of certified products includes follow-up audits of the production unit and tests on the products.

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

The reports are accompanied by deviation sheets if necessary, including a request for a proposed corrective action by the holder within a prescribed time span.

The follow-up conditions (for 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 as a result of previous inspections (audits and tests);
- any applicable simplifications.

Before initiating the follow-up process, CSTB completes an administrative and technical review of the certification dossier to ensure that 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).

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

For each irregularity, the holder shall describe the actions implemented or planned, along with a schedule for their application that is consistent with the deviation observed. The persons responsible for the actions to be implemented must also be specified here.

CSTB analyses the relevance of the reply and can request the implementation of an additional inspection.

In due course, CSTB submits an anonymous summary of all the results of the assessment or the findings of the assessments to the Assessment Committee for approval.

Depending on the results of all the inspections, 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
- decision to sanction in accordance with the General Requirements of the QB mark.

In the event of a penalty, this will be operative as of the notification date. The choice of sanction depends on the severity of the observed deviation. Sanction notifications that affect the right of use are signed by CSTB Management.

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

The holders and their distributors that benefit from usage right maintenance are each of them responsible for the right to use the QB 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 QB mark entails the prohibition to use the QB mark and to make reference to it. This obligation is valid not only for the holder but also for the whole sales network of their company, as well as for the dealers responsible for distributing the company's products.

All the documentation (technical and sales documents, labels, notices, advertising, Web sites, 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 prepared by the applicant/holder in one copy in accordance with the examples and templates set out below. **One original of this request shall be prepared on the applicant’s letterhead paper in French** and the entire application shall be sent to CSTB.

In the event that the product comes from a manufacturing unit located outside the European Economic Area, the applicant shall designate a representative within the European Economic Area who 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.

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

3.1 For an initial admission application

The applicant shall prepare a dossier which includes:

- an application and commitment letter in accordance with standard letter 1A;
- a general information sheet about the applicant, as per standard sheet 3;
- one data sheet per product using standard sheet 4.

In the case of a review of a Technical Appraisal that does not lead to the modification of the holder’s commitment, it is not necessary to submit a new application, the initial application being naturally renewed.

3.2 For a maintenance application or a commercial extension

The holder shall prepare a file containing the following:

- an application and commitment letter from the holder using standard letter 1B (commercial extension application);
- an application and commitment letter from the holder using standard letter 2B (maintenance application);
- a distributor’s commitment sheet (signed) on their Company’s letterhead paper, in accordance with standard letter 2B (cont’d).

3.3 For a new admission application following withdrawal of the right to use the QB mark

The holder shall prepare a file containing the following:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet about the applicant, as per standard sheet 3;
- one data sheet per product using standard sheet 4;

**QB 10 certification system administrative management appendix
"Connection hoses"**

Revision No.: 14



- specific items that all applicants must submit as part of a new admission application where the right of use has been withdrawn as a result of a sanction, using standard sheet 5.



STANDARD LETTER 1A
QB MARK - Connection hose

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

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

Centre Scientifique et Technique du Bâtiment
Direction HES
Division CANALISATIONS
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 - Connection hose / Complementary admission application for the right to use the QB mark - Connection hose⁽¹⁾

Dear Sir, Madam,

I am pleased to apply for the right to use the QB mark:

(Application to be made out for each production centre on the applicant's headed notepaper and to be returned to CSTB, to the secretariat for the application*)

1 - I, the undersigned (1) Mr/Ms.....

representing the Company (2).....

manufacturer of (3).....

compliant with Technical Appraisal No...../....., request a QB CERTIFICATE from CSTB

2 - The manufacture of this product or system (4) is carried out in the following factory:

.....

(address of the factory)

4 - I declare that I have read the "General Requirements for the QB Certificates for building products" and its appendix as well as the "Specific Requirements" specific to Connection hoses.

5 - I undertake to comply with the requirements of these documents.

7 - I appoint (5) Mr/Ms.....

as my representative for everything concerning the examination of my application.

8 - I undertake to settle all subsequent payment requests in accordance with the Technical Regulation.

9 - I give permission to display the full version of the certificates issued by CSTB regarding this application:

YES (4)

NO (4)

9 - Have you benefited from advice services from CSTB during the last two years:

YES (6)

NO

Administrative management appendix to the QB certification system
Connection hoses
Revision No.: 14



- I declare that the products/product range covered by this application (1):
- are not subject to an environmental declaration
 - are subject to an Environmental and Health Declaration Sheet (FDES)
 - are subject to an EPD/OEO or other (please specify) < individual > < collective > < self-declared > environmental declaration or an environmental declaration < which has been verified by (name/date):> (1)

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

(2) <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 as (position) to represent me in the European Economic Area for all questions relative to the use of the QB mark – Connection hose I undertake to immediately notify CSTB of any new appointment of the representative designated above.*

In this regard, I request that the expenses that are to be borne by me be invoiced directly to the representative. He/she will make the payments on my behalf and in my name as soon as the invoices are received, as he/she agreed upon accepting the role of representative.>

Yours faithfully,

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

Preceded by the handwritten words
"acceptance of representation"

(2) Date and signature of the representative in the European Economic Area

Preceded by the handwritten words
"Fit for acceptance of representation"

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

- (1) Last name, first name, address, telephone number
- (2) Commercial name and address, telephone
- (3) Nature and trade name of the component or system
- (4) Line out the inapplicable item
- (5) Last name, first name and position in the Company, telephone number, fax number
- (6) If yes: give details



STANDARD LETTER 1B
QB MARK - Connection hose

APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK FOR A COMMERCIAL EXTENSION

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

Centre Scientifique et Technique du Bâtiment
Direction HES
Division CANALISATIONS
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Usage right application for a commercial extension of the QB mark - Connection hose** ⁽¹⁾

Dear Sir, Madam,

I am pleased to apply for the right to use the QB mark:

(Part 1 - to be drawn up on the distributor's letterhead and returned to CSTB to the application secretariat*)

1 - I, the undersigned (1) Mr/Ms.....

representing the Company (2).....

component or system distributor (3).....

.....

holder of Technical Appraisal No. .../...-...,

request a QB CERTIFICATE from CSTB for the name.....

.....

2 - Manufacture of this component or system is carried out in the following factory:

.....

.....

(address of the factory)

By the company (4).....

3 - I declare that I have read the "General Requirements for the QB Certificates for building products" and as well as the "Specific Requirements" related to "Connection hoses" (QB10)

4 - I undertake to comply with the requirements of these documents.

5 - I appoint (5) Mr/Ms.....

as my representative for everything concerning the examination of my application.

6 - I undertake:

to make no technical changes to the product that would affect these characteristics,

to make no changes to the trade name provided above without the agreement of the manufacturer-holder,

to distribute under this name only the product delivered by this company,

to not modify the marking in any way,

to pay all sums that may be required of me in accordance with the Specific Requirements (6).

(1) Last name, first name, address, telephone number

Administrative management appendix to the QB certification system
Connection hoses
Revision No.: 14



- (2) Commercial name and address, telephone
- (3) Nature and Trademark of the product
- (4) Name and address of the manufacturer
- (5) Last name, first name and position in the Company, telephone number, fax number
- (6) If responsibility for these fees is born by the manufacturer: delete this item.

Signed at

On

Add the handwritten statement

“Read and approved”

Yours faithfully,

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

Administrative management appendix to the QB certification system
Connection hoses
Revision No.: 14



Subject: **Usage right application for a commercial extension of the QB mark - Connection hose** ⁽¹⁾

Dear Sir, Madam,

I am pleased to apply for the right to use the QB mark:

(Part 2 - to be drawn up on the manufacturer's letterhead and returned to CSTB to the application secretariat*)

1 - I, the undersigned (1) Mr/Ms.....

- representing the Company (2).....
- component or system manufacturer (3).....

.....

holder of Technical Appraisal No. .../...-...,

- agree to immediately inform CSTB of any changes made to the distribution of these products and, in particular, in the event of supply discontinuation to the indicated distributing company,
- I authorise CSTB to inform the above-named Company of any penalties applied in conformity with the General and Specific Requirements relating to the products covered by this document.

2 - I appoint (5) Mr/Ms.....

as my representative for all matters related to follow-up on this file.

3 - I undertake to pay all sums that may be required of me in accordance with the Specific Requirements (6)

Signed at

On

Add the handwritten statement

"Read and approved"

(1) Last name, first name, address, telephone number

(2) Commercial name and address, telephone

(3) Nature and Trademark of the product

(4) Name and address of the manufacturer

(5) Last name, first name and position in the Company, telephone number, fax number

(6) If responsibility for these fees is born by the distributor: delete this item.

Signed at

On

Add the handwritten statement

"Read and approved"

Yours faithfully,

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

Administrative management appendix to the QB certification system
Connection hoses
Revision No.: 14



STANDARD LETTER 2B
QB MARK - Connection hose

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

Centre Scientifique et Technique du Bâtiment
 Direction HES
 Division CANALISATIONS
 84, avenue Jean Jaurès
 Champs sur Marne
 F-77447 Marne La Vallée Cedex 2

Subject: **Application to maintain the right to use the QB mark - Connection hose**

Dear Sir, Madam,

I would like to apply to maintain 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 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 QB mark		Trademark and/or specific trade reference requested by the distributor
Certificate No.	Name and reference of the holder's product	

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

Name:

Address:

I undertake to provide the above-mentioned distributor with the certification reference system for the QB mark - Connection hose and, in particular, with the marking provisions laid down in §2.6 of that 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 of any discontinuation of supply by the above-mentioned distributor.

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark and the certification reference system of the QB mark - **Connection hose**, 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 taken, 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 - **Connection hose**.

I authorise CSTB to inform the distributor named above of any penalties imposed in accordance with the certification reference system of the QB mark - **Connection hose** that pertain to the certified products covered by this letter.

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

Yours faithfully,

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

Administrative management appendix to the QB certification system
Connection hoses
Revision No.: 14



STANDARD LETTER 2B (cont'd)
QB MARK - Connection hose

DISTRIBUTOR'S COMMITMENT SHEET (SIGN)
 (to be drawn up on the distributor's letterhead)

I, the undersigned
 acting in my capacity as: (MD, Chairman, CEO, etc.)
 having its registered office at:
 SIRET No.:.....
 hereby agree:

- to make no technical changes, and in particular, any such changes 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
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, <holder>, such as <specify alterations>. Any subsequent alteration must be reported beforehand to CSTB for approval and the holder must also have agreed;
- to not change the above-mentioned brand names and/or specific retail product names unless agreed with the holder of the right to use the QB mark and after having previously notified the CSTB by registered letter with acknowledgement of receipt;
- to distribute <under the above-mentioned trademarks> and/or the specific <trade references> 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 QB mark - **Connection hose**;
- to provide my assistance to CSTB for any verifications pertaining to the products covered by the present letter and to their marketing, and to give CSTB any documentation referring to those products;
- to apply the measures resulting from penalties imposed in accordance with the certification reference system of the QB mark - **Connection hose**;
- to pay the fees provided for in the QB mark price list and to carry out all subsequent payments demanded from me in accordance with the certification reference system of the QB mark - **Connection hose**;
- - to inform the holder of any complaint received with regard to the certified products.

I declare that I am familiar with and accept the General Requirements of the QB mark and the certification reference system of the QB mark - <name of the application>, 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 taken, 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 - <name of the application>.

Yours faithfully,

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



STANDARD SHEET 3
QB MARK - Connection hose

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

MANUFACTURER (if different from the manufacturing plant):

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

(1) Only for French companies.
(2) The Legal Representative is the individual who is legally responsible.
(3) Applies to European manufacturers.
(4) Include a copy of the certificate.



STANDARD SHEET 4
QB MARK - Connection hose

PRODUCT DATASHEET

NAME OF THE APPLICANT/HOLDER:

PRODUCTION UNIT:

TRADE NAME OF THE PRODUCT

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

Date and signature of the applicant/holder

Administrative management appendix to the QB certification system
Connection hoses
Revision No.: 14



STANDARD SHEET 5
QB MARK - Connection hose

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

1. Deceptive marketing practices in application of Articles L 121-2 to L121-5 from 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	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
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 were sent. 	<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, 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 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"> 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>

Administrative management appendix to the QB certification system
Connection hoses
Revision No.: 14



ACTIONS	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"> • Proofs 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 Comments:
	<ul style="list-style-type: none"> • Ethical rules. 	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined Comments:
	<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 Comments:
	<ul style="list-style-type: none"> • 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. 	<input type="checkbox"/> Scheduling compliant <input type="checkbox"/> Scheduling non-compliant Comments:
	<ul style="list-style-type: none"> • 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. <u>Note:</u> the purpose of this audit is to verify the effective implementation of the actions on a documentary and <i>in situ</i> basis. 	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available Comments:
	<ul style="list-style-type: none"> • grant the CSTB auditor access to the full contact details of all those having received proposals so that a sample of the items received can be examined by CSTB for a period of two years. 	<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"> • Where applicable, proof of distribution of the ethical charter in the company's subsidiaries. 	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant Comments:

- All the actions required are available, defined, relevant or compliant. The admission application can proceed.
- Not all the required actions are available. The admission application cannot proceed.

ANALYSIS CARRIED OUT BY (Name of the application manager and/or administrator):
 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, examination of the certification application, processing of certification application);
- Testing;
- Audits;
- Complementary or supplementary checks;
- Travel expenses

4.1 Services relating to QB certification

Nature of the service	Definition of the service	Paying for the services
<p><u>Management:</u> Development and implementation of an application, examination of the certification application</p>	<p>Participation in the implementation of the QB mark, including the preparation of the certification reference system.</p> <p>Services including examination of application dossiers, relations with applicants, laboratories and auditors and assessment of inspection results.</p>	<p>➤ <i>Initial application (see §4.2.1)</i></p>
<p><u>Management:</u> Processing of the certification application</p>	<p>Services including processing of the dossiers of certified products, relations with holders, laboratories and auditors, publication of certified data, certificates, assessment of inspection results and the sectorial communication actions.</p>	<p>➤ <i>Monitoring: See §4.2.2.</i></p>
<p>Tests</p>	<p>Laboratories' testing services</p>	<p>The laboratories' price lists are provided upon request.</p> <p>The minimum amount invoiced will be a half day if the sampling is performed outside of the audit.</p> <p>The applicant/holder supplies samples free of charge and makes them available at the laboratory's address.</p> <p>The costs related to the import duties and taxes are to be borne by the test applicant; the applicant shall pay all duties and taxes before sending the samples.</p> <p>➤ <i>Initial application/extension application: See §4.2.1.</i></p> <p>➤ <i>Monitoring: See §4.2.2.</i></p>
<p>Audit</p>	<p>Services including preparation for the audit, the audit itself as well as the report and, if applicable, follow-up on corrective actions mentioned in the deviation sheets.</p>	<p>➤ <i>Initial application/extension application: See §4.2.1.</i></p> <p>➤ <i>Monitoring: See §4.2.2.</i></p>
<p>Complementary/supplementary checks</p>	<p>Services required by the additional checks (audit or complementary verification tests) which may turn out to be necessary following</p>	<p>These services are to be borne by the applicant/holder according to the prices in force, provided upon request.</p> <p>The fees for complementary/supplementary</p>

Administrative management appendix to the QB certification system

Connection hoses

Revision No.: 14



	insufficiencies or anomalies detected by the routine verifications.*	checks are invoiced and paid prior to provision of the services.
Travel expenses		If they are not included in the "audit" service, travel expenses are to be invoiced after the performance of each audit.

*: Additional expenses

In the event of a malfunction caused by the holder and hindering verification (e.g. failure to comply with the dates for sending samples and requiring several reminders and/or changes to the laboratory schedule), additional management expenses will be calculated pro-rata based on the time spent by the manager (or other person) and invoiced to the holder.

If additional audits or tests prove necessary due to shortcomings or anomalies detected by the routine checks, or due to changes to the manufacturing process, these visits or tests are at the manufacturer's expense. The amount is calculated in the same way as for a routine inspection, according to the service performed.

4.2 Paying for the services

4.2.1 INITIAL APPLICATION

The registration fee and the costs relative to the services of examination and audit, invoiced as part of an admission application for the right to use the QB 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 QB mark is not awarded or renewed.

4.2.2 MONITORING

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

4.2.3 NON-PAYMENT OF AMOUNTS 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 verification and corrective action that are incumbent upon it under this certification reference system.

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

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

For any audit cancelled by the applicant/holder less than 30 days prior to the date of the audit, CSTB may charge a lump sum by way of damages:

- 25% of the audit invoice if cancelled 1 month prior to the audit;
- 50% of the audit invoice if cancelled from 1 month to 15 days prior to the audit;
- 75% of the audit invoice if cancelled less than 15 days prior to the audit.

If the CSTB travel and accommodation expenses are not subject to a fixed rate, they will also be invoiced if those expenses cannot be fully refunded.

Applicants/holders do not have to pay this lump sum provided that they can demonstrate that the cancellation directly results from a case of absolute necessity as specified in the 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 the certification contract and the right to use the QB mark for their certified products.