CERTIFICATION

QB Certification Reference System:

Glass fibre mesh for façade renders

Identification No.: QB 12
Revision No.: 3
Application date:08/05/2017

CENTRE SCIENTIFIQUE ET TECHNIQUE DU BATIMENT – CERTIFYING BODY
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This certification reference system was approved by the CSTB Technical Department on 07/04/2017.

It cancels and replaces all previous versions.

As a certifying body accredited by the COFRAC under the number 5-0010, accreditation range available at www.cofrac.fr, the CSTB undertakes to draft certification reference systems that guarantee an appropriate level of requirements for the quality of the products, their suitability for use and their durability.

This certification reference system may therefore be revised, in whole or in part, by the CSTB, after the interested parties have been consulted in accordance with the requirements in Standard NF X 50-067.

MODIFICATION HISTORY

Modified part	Revision no.	Date brought into application	Changes made
The entire document	1	12/10/1999	Creation of Specific and Technical Requirements
The entire document	2	23/02/2015	Full update of the CSTBat 24 Certification Reference System
The entire document	3	08/05/2017	Procedures for transition to the QB mark

The Specific Committee has set the latest deadline for replacing the mark with the QB mark CSTBat “Glass fibre mesh for façade renders” with the QB mark:

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

The marking procedures during this transition period are defined in Paragraph 2.5.

This certification reference system will be applicable at the latest on 08/05/2017 for holders and will immediately apply to applicants.

Partie 1
Application

1.1 Scope

At this time, this certification reference system concerns glass fibre mesh for façade renders, intended to be used for reinforcement, as defined in chapter 1.2 of this document:

- in base coats of external thermal insulation composite systems by rendering on insulation (ETICS);
- in façade renders applied to unit masonry walls or to concrete walls.

Only normal reinforcements are covered under the “Glass fibre mesh for façade renders” QB certification.

The QB mark strives to inspect the safety characteristics for people and goods, the suitability for use and the durability of the products, as well as any complementary characteristics to enable them to stand out in the market.

1.2 Certification added value

Certification is recognition by a third party of the conformity of the characteristics demonstrating the added value of the product.

The certified characteristics for the "Glass fibre mesh for façade " renders" application for normal reinforcements subject to a QB certificate are those of the T Ra M E classification defined below:

T	tensile strength at the initial state,
Ra	resistance to alkalis,
M	mesh dimensions,
E	Elongation (tensile strength determined at 0.5% elongation).

The levels associated with each of these characteristics are defined in the technical requirements of this QB certification reference system "Glass fibre mesh for facade renders".

The CSTB is responsible for assessing the certified characteristics, with the following control measures:

	Admission	**Continued monitoring**
Completion of a production audit by a qualified auditor: - Supervision of tests conducted by the applicant, - Verification that production controls have been carried out: raw materials, manufacturing, finished products, - Verification of the provisions for controlling quality: packaging, storage, processing of non-conformities and customer complaints, traceability, product marking.	**Yes**	**Yes** **Frequency [1]:** ***1 annual audit***
Tests carried out by a laboratory recognised by the certifying body (independent and competent):		
- Samples taken by the applicant or the certifying body (in the case of admission tests after the examination audit)	Yes	No
- Samples taken by the CSTB auditor during the follow-up audit	-	Yes Frequency: *every 5 years*[2]

[1] The audit frequency can be increased to 2 annual audits if critical non-conformities are observed.

[2] Nature of the tests: Identification tests (surface density, ash content) and Tension (initial state & 28 d / 3 ions)

1.3 Applying for certification

Any legal entity:

- manufacturing products within the scope defined above and which can comply with the technical requirements described in Part 2 of this document;
- or distributing products within the scope defined above for which the manufacturer complies with the technical requirements described in Part 2 of this document,

can apply to benefit from a right to use the QB Mark .“Glass fibre mesh for façade renders”.

Such requests are referred to as "applications" while the entities making them are referred to as "applicants".

Before applying, applicants must make sure that they meet the conditions defined in this certification reference system concerning their product and the sites concerned. It is the responsibility of applicants to make sure that the regulations applicable to their products are respected.

They shall commit themselves to meeting the same conditions during the whole duration of use of the QB mark.

Note: When an applicant has subcontracted production

Applicants may subcontract part of the manufacture of their products covered by this certification reference system.

If so, they undertake to:

- be responsible for the effectiveness of the production control system as a whole in accordance with this certification reference system;
- be able to provide, on the one hand, the specifications that define the inspection operations that they impose on their subcontractors in order to comply with the requirements of this certification system and, on the other hand, evidence regarding the subcontractor’s skills in complying with those requirements.

Failing compliance with all of the commitments, the applicants may incur a halt to or suspension of the examination of their dossiers.

Partie 2
The Certification Scheme

The certification scheme for the application “Glass fibre mesh for façade renders” consists of this certification reference system, which references:

- The QB mark General Requirements, which set the organisation and conditions for use of the mark;
- additional technical requirements;
- the standards and the additional specifications in § 2.2.

This certification reference system is consonant with the framework of the certification of products and services other than alimentary, as provided for in the Consumer Code (articles R-433-1 to R 433-2 and L 433-3 to L 433-11). It specifies the conditions for applying the General Requirements of the QB mark to products defined in Part 1.

2.1 Regulations

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

As regards the regulatory requirements covered by this certification reference system, applicants/holders shall submit to the certifying body, during the certification audits, the documentary evidence defined in the regulations and attesting to the compliance of their product with the regulatory requirements.

Note: If the documentary evidence is not handled or available on the site where the audit is being conducted, this evidence shall be submitted to the certifying body, using any appropriate means, before the certifying body ends its assessment.

Applicants/holders are held responsible to the certifying body for any inaccurate, deceptive and/or non-compliant documentary evidence with regard to the definition of documentary evidence as laid down in the regulations.

The certifying body’s tasks do not lie in proving conformity of a product to the regulatory requirements listed in this document. Those tasks are strictly incumbent upon the bodies approved by the authorities in charge of applying each of the regulations concerned.

The regulations applicable for launching products on the French market and for which the applicants/holders shall submit to the certifying body a document attesting to the conformity of their products with the regulations are listed below.

Regulations	Documentary evidence required
Regulation (EU) no. 305/2011 of the European Parliament and Council of 9th March 2011.	Performance declaration (only for mesh subject to a European Technical Assessment (ETA) completed according to European Assessment Document (EAD) no. 040016-00-0404)

2.2 Additional standards and specifications

For the references that indicate a date of implementation or an index, only the version cited is applicable. For references that do not indicate a date of implementation or index, the most recent version of the reference document applies (including any amendments).

2.2.1 IMPLEMENTATION STANDARDS

NF DTU 26.1 P1-1, Rendering and plastering works done with mortars — Part 1-1: Contract bill of technical model clauses.

2.2.2 TEST STANDARDS

NF EN 13496: *Thermal insulation products for building applications – Determination of the mechanical properties of glass fibre meshes as reinforcement for External Thermal Insulation Composite Systems with renders (ETICS).*

CSTB e-book: Book 3204 v2 – January 2012: *Definition of the glass fibre mesh characteristics used in external thermal insulation systems by rendering on insulation.*

ETAG 004: *European Technical Approval Guideline No. 004 – External Thermal Insulation Composite Systems (ETICS) with rendering.*

EAD 040016-00-0404: *Glass fibre mesh for reinforcement of cement-based renderings.*

2.3 Modification declaration

This paragraph specifies the information that holders of the right to use the QB mark must provide to the CSTB and the procedures they must follow in the event of any modifications to:

- the holder;
- the manufacturing plant;
- the quality organisation of the manufacturing plant;
- the product.

Failure to respect this obligation as observed by the CSTB may lead to a suspension or withdrawal of the right to use the QB mark.

In the cases not provided for earlier, the CSTB determines whether the modifications call the certification into question and whether it is necessary to carry out an additional inspection.

Depending on the results of the examination, the CSTB communicates the appropriate decision.

2.3.1 MODIFICATION CONCERNING THE HOLDER

The holder shall communicate in writing to the CSTB any legal modification of its company or any modification to the company name.

In case of merger, liquidation or absorption of the holder, all rights to use the QB mark, from which it might benefit, automatically stop.

A new admission application may be submitted and its examination may be moderated depending upon the modifications made.

2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT

- Regarding production transfers:

The holder shall declare in writing to the CSTB any modification relative to its quality organisation, which might affect the conformity of production with the requirements of this certification reference system.

In particular, holders shall declare any modification in the certification of their quality management system. If distribution is carried out by a third party, as the case may be, holders shall undertake to immediately inform the CSTB of any modification made to the distribution of their products and, in particular, any halt in supply by the designated third parties.

Any temporary halt in the internal quality assurance operation for a certified product entails an immediate halt in the QB marking of this product by the holder, which shall inform the CSTB of this.

The CSTB then communicates to the holder a decision to suspend the right to use the QB mark for a specific duration following which, if the right of use cannot be re-established, the holder's right to use the QB mark will be withdrawn.

- Regarding production process modifications:

The holder shall prove that modifying the production process does not have an impact on the performances of the product's certified features (See § 2.4.2: § 8.5.6. ISO 9001 v. 2015); they inform the CSTB of this

2.3.3 MODIFICATION CONCERNING THE MANUFACTURING UNIT'S QUALITY ORGANISATION

The holder shall declare in writing to the CSTB any modification relative to its quality organisation, which might affect the conformity of production with the requirements of this certification reference system.

In particular, holders shall declare any modification in the certification of their quality management system. If distribution is carried out by a third party, as the case may be, holders shall undertake to immediately inform the CSTB of any modification made to the distribution of their products and, in particular, any halt in supply by the designated third parties.

Any temporary halt in the internal quality assurance operation for a certified product entails an immediate halt in the QB marking of this product by the holder, which shall inform the CSTB of this.

The CSTB then communicates to the holder a decision to suspend the right to use the QB mark for a specific duration following which, if the right of use cannot be re-established, the holder's right to use the QB mark will be withdrawn.

2.3.4 MODIFICATION CONCERNING THE CERTIFIED PRODUCT

Any modification to the certified product when compared with the application dossier likely to have an effect on the product's compliance with the requirements in the certification reference system shall be declared in writing to the CSTB.

According to the modification declared, the CSTB determines whether this is a certification extension application.

2.3.5 TEMPORARY OR DEFINITIVE HALT IN PRODUCTION

Any definitive or temporary halt in the manufacture of the certified product (or range of products) or any abandonment of a right to use the QB mark shall be declared in writing to the CSTB, specifying the time necessary to sell off the inventory of the QB-labelled products. The suspension or withdrawal of the right to use the QB mark is communicated to the holder of the QB mark by the CSTB. Following the time span given by the holder, the product shall be removed from the list of certified products.

Any temporary halt in the manufacture of the certified products (or range of products) must be the subject of a suspension of the right to use the QB mark for a maximum period of 6 months, renewable only once, if applicable. The total duration of the suspension of the right to use the QB mark for these products must not exceed one year. The lifting of the suspension may only be announced following one or more assessments, particularly the completion of an audit.

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CHANNEL

Holders shall commit to informing the CSTB of any modification to the distribution of the certified products as soon as they become aware of such modifications and, in particular, whenever they stop supplying a distributor that holds the right to use the QB mark, which means that the right to use the QB mark is no longer maintained.

Distributors whose right to use the QB mark has been maintained shall commit to informing the CSTB of any modifications in their supplies that would result in this right to use the QB mark no longer being maintained. The distributor's right to use the QB mark can only be validated after a new examination in accordance with Part 3 of this certification reference system.

2.4 The quality management provisions: audit reference system

2.4.1 PURPOSE

Applicants/holders and their distributors whose right to use the mark has been maintained are all responsible, within their respective roles, for the right to use the QB mark relative to the product in question.

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

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

The quality system depends in part on the establishment by the applicant/holder of a set of organisational measures ensuring conformity of the delivered products with the standards and additional specifications, if applicable. These measures are described in Paragraph 2.4.2 below.

2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT

Applicants/holders shall have implemented the ways and means that they possess, the existence and effectiveness of which have been assessed based on the requirements of Standard NF EN ISO 9001:

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

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

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

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

Possible reduction:

If the manufacturing unit has a certified quality management system that conforms to Standard NF EN ISO 9001, the audits may be “reduced”. Only the requirements identified on a “shaded” line in Table 1 are to be audited.

This reduction can be envisaged as long as:

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

Table 1 (Applicable requirements)

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
4. Context of the organisation				
-	4.1.	Understanding the organisation and its context	-	NA
-	4.2.	Understanding the needs and expectations of interested parties	-	NA
1	4.3.	Determining the field of application of the quality management system	-	NA
4.1.	4.4.	Quality management system and its processes	-	NA
5. Leadership				
5.1.	5.1.	Leadership and commitment	-	NA

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
5.3.	5.2.	Policy	-	NA
5.5.1 / 5.5.2.	5.3.	Organisational roles, responsibilities and authorities	* Organisation chart * Description of responsibilities and authorities (examples: organisation chart, job sheets, etc.) * Person appointed to be responsible for organising and efficiently implementing the production system	■ All the items except: * ISO 9001 V15: §5.3 c, d
5.5.3.	7.4.	Communication		NA
6. Planning				
-	6.1.	Actions to address risks and opportunities	-	NA
5.4.	6.2.	Quality objectives and planning to achieve them	-	NA
-	6.3.	Planning of changes *(SMQ)*		NA
7. Support				
6.1.	7.1.1.	Resources – General	-	NA
6.3.	7.1.3.	Infrastructure	-	NA
6.4.	7.1.4.	Environment for the implementation of processes	Evidence of the maintenance of the work environment. Examples: storage of a product and its components to protect them from bad weather, adapted ambient conditions, etc.	■ To be used for processes linked to the production of the products / execution of the services
7.6.	7.1.5.	Monitoring and measuring resources	* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory, * Identification of the equipment used to determine its validity, * Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular, the equipment used to perform tests on certified characteristics), * Evidence of the verification and/or calibration operations (e.g. equipment data sheet, verification or calibration report, etc.), * Evidence of connection to national or international standards (where possible), * Validation of software used to monitor and measure the specified requirements, where appropriate.	■ To be used for processes linked to the production of the products / execution of the services

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
-	7.1.6.	Organisational knowledge	-	NA
6.2.	7.2.	Competence	* Compliance with test methods and inspection provisions. * Actions planned to acquire the necessary competencies (training, tutoring, etc.), where appropriate.	■ To be used for persons responsible for the inspection or with a direct impact on critical points in making the product
6.2.2.d	7.3.	Awareness	-	NA
4.2.	7.5.	Documented information	* List of the internal and external documented information Examples: Procedures, operating methods, test methods, inspection examination, quality records, * Evidence of control of internal and external documents Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.	■ To be used for processes linked to the production of the products / execution of the services All the items except: * ISO 9001 v08: § 4.2.1., 4.2.2 *Note: Quality Manuals are no longer required.*
8. Operation				
7.1.	8.1.	Operational planning and control	-	NA *Note: Operational control:* *Same as § ISO 9001 v08 7.5.1. / 7.5.2. and § ISO 9001 v15: 8.5.1.*
7.2.	8.2.2.	Determining requirements for products and services	-	NA
7.3.	8.3.	Design and development of products and services	-	NA
7.4.	8.4.	Control of externally provided processes, products and services	* List of the service providers * Contract/order defining the requirements of the applicant/holder of the certification * Evidence of the verification of raw materials, components ***(1)***, services purchased * Evidence of the verification of subcontracting conditions: transport, handling, tests ***(2)***, etc.	■ To be used for raw materials, bought-in components and outsourced services affecting the quality of the product/service <u>External providers:</u> * supplier of raw materials, components, services integrated into the product/service * subcontractor of external services (ex: tests, handling, transport, etc.) *<u>(*) Specific case of applicants/holders subcontracting part of their production</u>* *The CSTB audits the subcontractors (as provided for in the certification reference system)* All the items except: * ISO 9001 v08: § 7.4.1. * ISO 9001 v15: § 8.4.1.
§ ISO 9001: 2008	**§ ISO 9001: 2015**	**REQUIREMENTS**	**MINIMUM EVIDENCE EXPECTED**	**APPLICABLE (NA = not applicable)**

7.5.1 / 7.5.2.	8.5.1.	Control of production and service provision	* Information defining the characteristics of products and services. Examples: product plan / description of the service, etc. * Information defining the activities to be carried out and the results to be obtained. Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance) * Monitoring and measurement activities Examples: Monitoring plan, inspection procedures and instruction(s), test method(s), etc. * Conservation of documented information proving the conformity of products/services with the acceptance criteria *(Same as § 8.2.4. ISO 9001 v08 and § 8.6.ISO 9001 v14)*	■
7.5.3.	8.5.2.	Identification and traceability	* Identification / Marking of the product in accordance with the requirements in the Certification reference system *Marking of commercial documents in accordance with the requirements of this Certification Reference System.	■
7.5.4.	8.5.3.	Property belonging to customers or external providers	-	NA
7.5.5.	8.5.4.	Preservation	Verification that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.)	■
-	8.5.5.	Post-delivery activities	-	NA
-	8.5.6.	Control of changes *(in production / service provision)*	* Evidence of control pertaining to the modifications in the manufacturing process / service provision, in particular the impact of modifications on the product's performance ***(3)***: - reviewing the modifications, - person permitting modifications and all the necessary related actions.	■
8.2.4.	8.6.	Release of products and services	* Provisions for the control of products/services; records of the results of inspections and compliance with the acceptance criteria ***(4)*** * Name of the persons responsible for releasing the finished products / services	■

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8.3.	8.7.	Control of nonconforming outputs	*Provisions for processing non-conformities, including customer complaints, and implementation of these provisions ***(5)*** * No dispensation granted as regards the performance of a certified characteristic	■
9. Performance evaluation				
8.2.3.	9.1.	Monitoring, measurement, analysis and evaluation	-	NA
8.2.2.	9.2.	Internal audit	-	NA
5.6.	9.3.	Management review	Management review report	NA
10. Improvement				
8.5.	10.1.	General		NA
8.5.2.	10.2.	Nonconformity and corrective action	* Implementation of corrective actions to deal with non-conformities pertaining to a certified product, including customer complaints ***(6)*** * Effectiveness of the actions taken.	■
8.5.3.	10.3.	Continuous improvement	-	NA

The applicant/holder shall possess the necessary ways and means for the checks and tests defined by the standards, reference documents and complementary specifications mentioned in Paragraph 2.2 of this reference system. The applicant/holder agrees to carry out reliable and regular verification of its production:

- inspection of the product components;
- checks carried out during production;
- verifications and tests carried out on finished products.

(1) Inspecting product components

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

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

– the control methods for products upon reception that assess their conformities and/or regularities in relation to the expected characteristics;

– if applicable, collection rules for product samples.

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

(2) Subcontracting tests

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

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

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

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

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

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

(4) Inspection during production and on finished products

<u>During production</u>

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

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

<u>On finished products</u>

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

The various controlled characteristics are measured using the operating procedures specified in the reference standards mentioned in Paragraph 2.2 of this certification reference system.

The checks on finished products are carried out by the applicants/holders themselves in their own manufacturing plants.

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

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

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

(5) Provisions for processing non-conformities

These notably include:

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

(6) Customer complaints

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

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

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

2.5 Marking – General provisions

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

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

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

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

Moreover, mentioning the main certified characteristics is intended to make the technical characteristics covered by the mark transparent to consumers and users. It therefore adds value to the certification and its content.

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

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

2.5.1 THE QB LOGO

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

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

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

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

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

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

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

2.5.2 THE MARKING PROCEDURES

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

The requirements of article R 433-2 of the Consumer Code stipulate that marking must comply with the provisions outlined in the following paragraphs, and whenever possible, include the following information:

Glass fibre mesh for façade renders

http://evaluation.cstb.fr

$T_x\ Ra_x\ M_x\ E_x$

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

2.5.2.1 Identification marking of the certified products

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

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

1 the QB mark logo or,

2 the CSTBat mark logo.

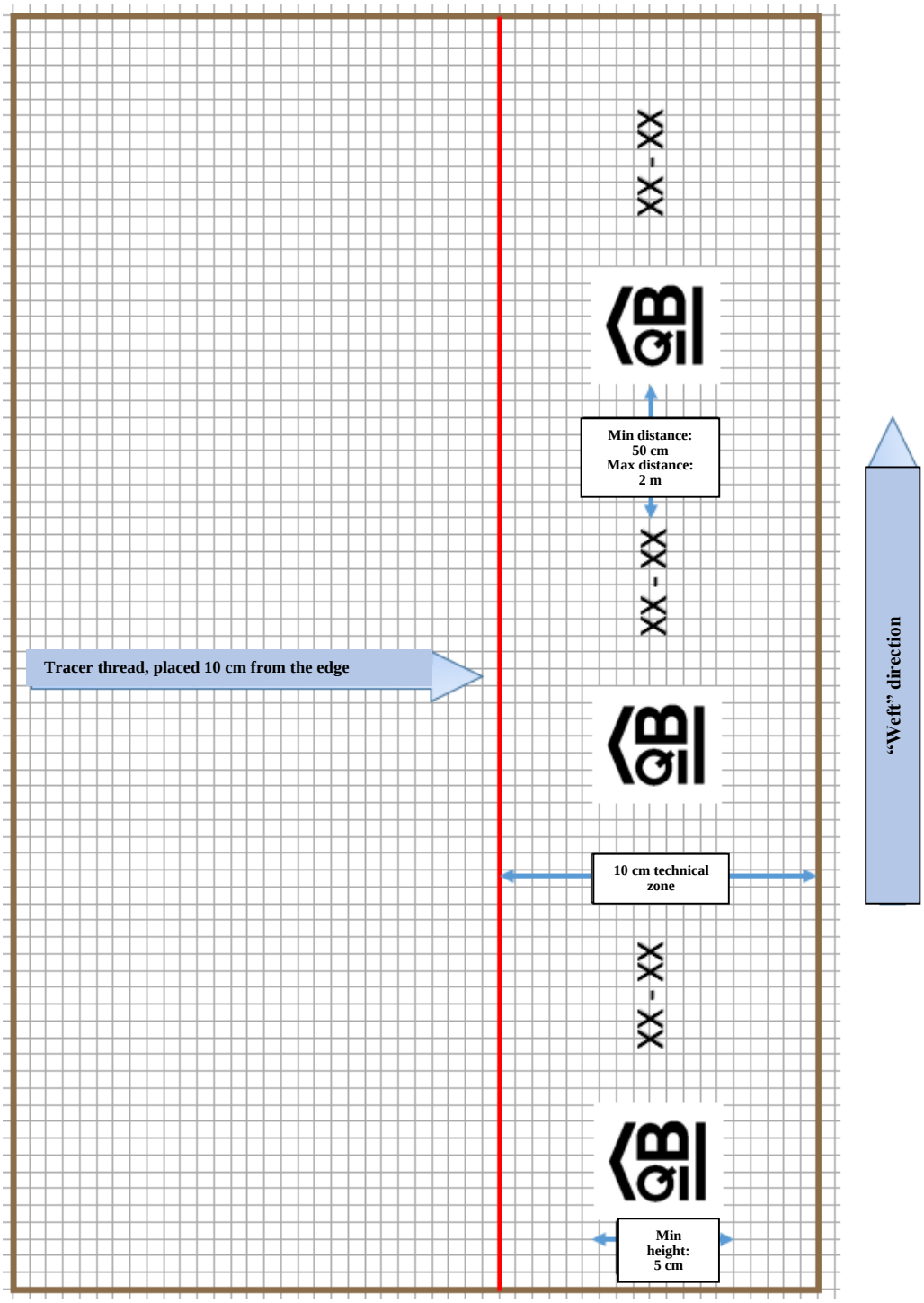
At the end of the transition period, only the marking of the QB mark logo will be authorised on certified products.

Marking must be carried out in a permanent, legible and indelible way on the reinforcement by direct printing, with the following specifications:

- The QB logo or the letters “QB”, repeated every 0.50 m to 2 m, at any position (technical area/strip of 0.10 m or other). The height of the logo must not be less than 5 cm and must remain legible;
- The certificate number (plant code and product number);
- Marking in the form of a coloured line printed 10 cm from the edge of the reinforcement.

with, where appropriate:

- printing the logo and/or mark at the request of the end client;
- The TRaME classification, when possible.



If affixing the complete logo is not possible, the CSTB permits "QB" to be affixed in text and only on the certified product (reinforcement).

Note: A coding system (coloured line) must be established to enable the product to be identified. It must be sent to the CSTB and will be included in the certificate on the identification sheet.

2.5.2.2 Marking on the packaging of the certified product or on the product's accompanying document (if applicable)

All packaging for certified products or accompanying documents must include all the marking components defined in 2.5.2 Paragraph: logo of the mark, name of the application, reference to the website, and, if possible, the list of the certified characteristics.

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

1 the QB mark logo, or

2 the CSTBat mark logo

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

If the holder of the right to use the QB mark has just completed a specific order for a client, with the addition of a trade name belonging/specific to its client, it is vital that the original identification (T Ra M E and certificate no.) of the mesh not be obscured or lost.

2.5.2.3 Marking on the communication media and documentation (Technical or commercial documents, posters, advertising, websites, etc.)

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

References to the QB mark in communication material or documentation must be made in a way that does not allow for any confusion between certified products and other products. They shall include all the marking components defined in Paragraph 2.5.2: logo of the mark, name of the application, reference to the website and, if possible, the list of the certified characteristics.

During the transition period, documentation can make reference to:

1 the QB mark logo,

2 the CSTBat mark logo,

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

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

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

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

2.6 Conditions for terminating marking or for removing the mark in the case of suspension, withdrawal or abandonment

If any product is accidentally not in conformity, the product and its packaging shall not be marked with the QB logo or the logo must be crossed out or concealed to prevent any risk of confusion.

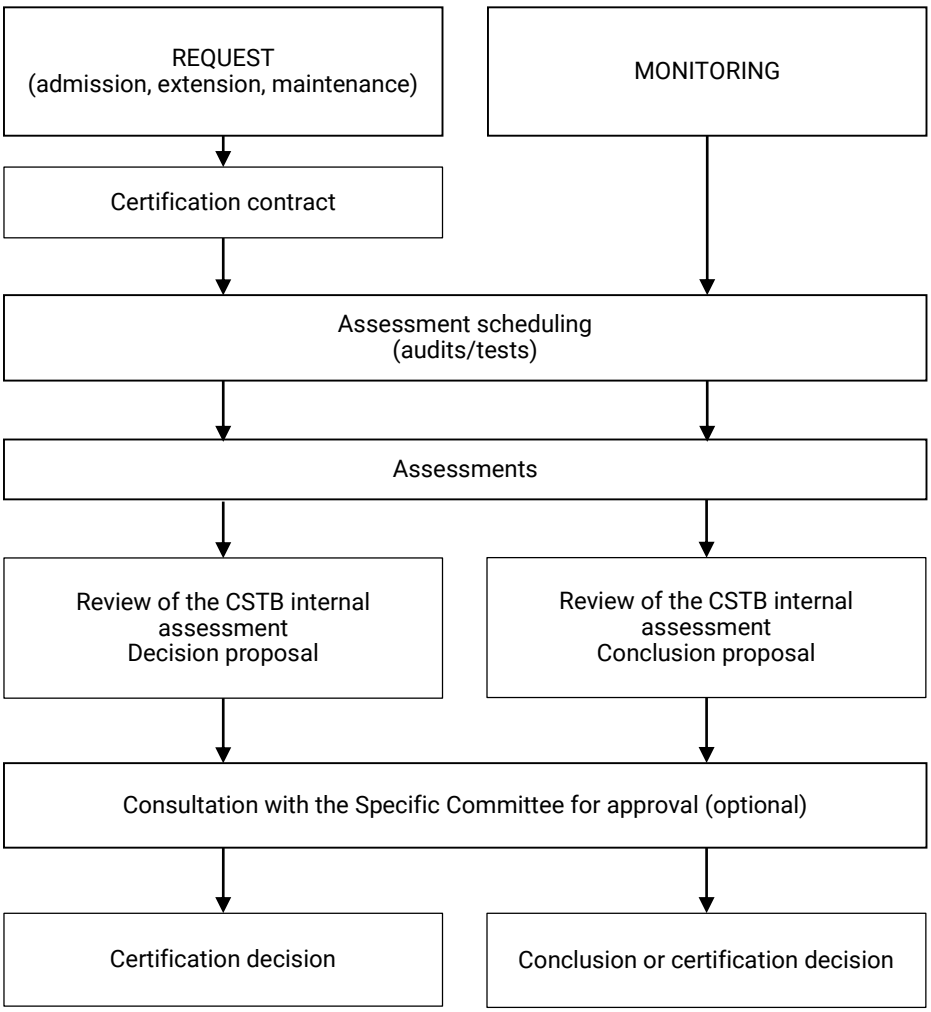
Partie 3
Certification Process

3.1 General

- Definition of the applicant (see Part 5);
- Definitions of the various types of application (admission application / complementary admission application / extension application / maintenance application):

    - An admission application is made by an applicant that does not have the right to use the QB mark for the application "Glass fibre mesh for façade renders".
      It corresponds to a product (or a range of products) coming from a specific design process and/or manufacturing unit and/or a specific sales location, defined by a trademark and/or with a specific reference to the product submitted and the technical characteristics;
    - A complementary admission and/or extension application is made by a holder and applies to a new product / a modified product on the same manufacturing site;
    - A maintenance application is made by a holder and applies to a QB-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;
    - A new application for admission of a product (or a range of products) following the right to use the QB mark being withdrawn as a penalty due to an act of deceptive marketing practices, in application of Articles
      L 121-2 to L121-5 et seq. of the Consumer Code and deception in application of Article L 433-9 of the Consumer Code.

3.2 Certification application handling process



The conditions for obtaining certification and the certification follow-up procedure are described in Parts 1 and 2 of the Appendix to this certification reference system.

3.3 Audits

3.3.1 ADMISSION AUDITS

The purpose of audits is to make sure that the measures defined and implemented by the applicant in the manufacturing unit meet the requirements in Part 2 of this certification reference system and the Technical Requirements.

This entails checking, before admission, the existence and effectiveness of the measures taken in the quality field as well as the product quality assurance operations by the applicant. These are the admission audits conducted by the auditor.

If the applicant subcontracts part of its production, the CSTB reserves the right to carry out an audit on the premises of the subcontractor(s) based on this certification reference system.

All the ways and means (premises, installations, equipment) enabling the auditor to carry out the mission incumbent upon him/her, shall be freely placed at his/her disposal, along with persons qualified to implement them.

In the event of any dangerous situation in relation to the certifying body's safety requirements, the auditor reserves the right to withdraw.

An audit report is prepared and remitted to the applicant.

3.3.1.1 Regarding initial admission applications

The audit normally lasts 1 day per manufacturing plant.

The audit duration may be adapted according to the risk: level of development of the quality system, organisation of the company (process, laboratory, etc.).

3.3.1.2 Regarding complementary admission applications

The steps described in Paragraph 3.3.1 above apply, with the specific consideration that the audit is accompanied by a follow-up audit. The accompanying audit normally lasts 1 day per manufacturing plant.

3.3.1.3 Regarding extension applications

The steps described in Paragraph 3.3.1 above apply with the following specifics:

- in the context of an extension application for a modified certified product, the tests are defined according to the planned modification;
- the audit is accompanied by a follow-up audit. The accompanying audit normally lasts 1 day per manufacturing plant.

3.3.2 FOLLOW-UP AUDITS

The follow-up audits are intended to check, following admission, that the provisions defined are still being maintained.

All of the provisions described in Paragraph 3.3.1 apply.

Inspections:

The auditor carries out at least the following audits, taking into account the information collected during the previous audit, the results of the last checks and any remarks made by the Specific Committee:

- verification of the effective application of the corrective measures announced as a result of any observations made during the previous audit;
- verification of the compliance with the holder's quality requirements set out in this certification reference system;
- verification of the self-inspection records since the last audit, statistically for at least one certified product and for the products sampled for mark laboratory tests;
- verification of the sales documents;
- verification of the changes to the characteristics of the certified products.

An audit report is prepared and remitted to the holder.

The audit normally lasts 1 day per manufacturing plant.

The audit duration may be adapted according to the risk: level of development of the quality system, organisation of the company (process, laboratory, etc.).

Normal monitoring:

The normal frequency is 1 annual audit for each manufacturing unit benefiting from a right to use the QB mark.

Heightened monitoring:

In the event of breach of the requirements in this certification reference system, or if the Specific Committee makes a reasoned request, a heightened monitoring procedure can be initiated for a given period. This monitoring can be adjusted up to double the normal frequency of audits, with or without heightened monitoring of the applicant and sampling for test purposes in the manufacturing unit and/or in the distribution network.

In addition, any critical deviation during an audit, whether or not it be accompanied by a sanction, may justify a transition to the stage of heightened monitoring, This will be triggered on the CSTB's initiative, possibly after the opinion of the Specific Committee, for a given period of time, with or without reinforced checks by the holder or taking samples for tests.

3.4 Sampling

The auditor has the necessary samples taken as required from stock and/or the manufacturing unit for testing. For some destructive testing, it is possible to take samples of products eliminated due to minor defects in terms of appearance that do not entail non-conformity of the certified products.

The samples taken are marked with a distinctive symbol or seal by the auditor and are sent by and under the responsibility of the applicant to the laboratory of the mark responsible

for carrying out the tests within the deadline set during sampling, unless the auditor decides to take charge of them.

An information sheet recording the sampling carried out is prepared on-site and handed over to the applicant/holder.

A copy of this sampling information sheet is automatically sent to the laboratory in charge of carrying out the tests.

It is accepted that if these samples cannot be taken, the holder will send the sample(s) requested by the CSTB to the mark's laboratory, within the time required. If holders fail to send the sample(s) to the mark's laboratory within the time required by the CSTB, penalties may be applied to them (sanction, suspension).

Regarding follow-up sampling:

When modifications declared as minor have been made to the products or when changes also declared as minor have been made to the production process for the products and the holder cannot prove that these changes do not affect the certified characteristics, samples are systematically taken and tests are to be performed in the mark's laboratory, in particular to check the characteristics involved.>

Inspections in retail sites:

As regards distributors whose right of use has been maintained, if ever non-compliant results or possible specific rebounds in the market are observed, inspections may be carried out on the CSTB's initiative.

Checks in retail sites may be conducted for products marketed by distributors whose right to use the QB mark has been maintained.

The CSTB carries out checks on these products in terms of marking, appearance and dimensions. The CSTB reserves the right to sample those products, as needed, for testing in the laboratory of the mark.

The costs for these verifications are to be borne by the distributor, in accordance with Part 4 of the Appendix to this certification reference system.

3.5 Tests

3.5.1 ADMISSION TESTS

The tests are performed in conformity with the standards and complementary specifications established in Part 2 of this certification reference system and in the Technical Requirements "Test procedures and checks carried out by the manufacturer".

The tests are carried out under the responsibility of the laboratory of the mark.

The tests are conducted prior to submitting the certification application. The applicant must provide the CSTB with a list of the in-stock batches. The CSTB will select the batch to post and the applicant will send the samples requested by the CSTB to the laboratory of the mark within the prescribed time limits.

A test report is prepared and remitted to the applicant.

If the applicant has already had tests performed, these can be taken into consideration during product assessment. The following conditions must be met:

- Tests conducted with a test body indicated in § 4.3 below and in compliance with the specifications of the Technical Requirements "Test procedures and checks carried out by the manufacturer";
- Tests conducted in the laboratory of the mark (CSTB); and that the date of the certification application is no later than 6 months from the date the test report was issued.

3.5.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

The tests are carried out in accordance with the standards and additional specifications set out in Part 2 of this Certification Reference System and the Technical Requirements.

These tests are conducted in the laboratory of the manufacturing unit.

The auditor will have the following tests performed:

- Identification tests: surface density, ash content,
- Certified characteristic test: testing of tensile strength at the initial state.

These tests make it possible to ensure that the manufacturer has control over the quality assurance systems (verification, calibration) and that it respects the test methods defined in the Technical Requirements "Test procedures and checks carried out by the manufacturer".

The results of these tests are recorded in the audit report.

During a follow-up audit, if non-conformities are identified during the inspections in the holder's laboratory, the auditor will take samples to have retesting performed by the laboratory of the mark.

In this case, the samples are identified by the auditor using a distinctive symbol and are sent by and under the responsibility of the holder within the set time span.

A test report is drawn up and remitted to the applicant, if the tests are conducted in the CSTB's mark laboratory.

When the audit takes place in the year during which the product must be tested at the laboratory of the mark (See table § 1.2), the auditor has the necessary samples taken from the factory's stock for inspection in the laboratory of the mark. This sampling takes place every 5 years. The tests performed are: Identification tests (surface density, ash content) and tension (initial state & 28 d / 3 ions).

The samples shall be marked with a distinctive symbol by the auditor and sent by and under the responsibility of the manufacturer to the laboratory of the mark within a period of time set during sampling, unless the auditor decides to assume this responsibility. A sheet stating the sampling performed shall be drawn up on-site and handed over to the manufacturer. If taking samples is not possible, it is acceptable for the manufacturer to send the samples requested by the CSTB to the laboratory of the mark, within the prescribed time span.

A test report is prepared and remitted to the holder.

Partie 4
The stakeholders

The organisations involved in the procedure for granting the right to use the QB mark and in monitoring the certified products are specified below.

4.1 The certifying body

The QB mark is the property of the CSTB, which is a certifying body. The CSTB specifies the governance rules and the operating conditions applicable to the marks. Furthermore, it takes responsibility for the application of the reference system and the decisions made in this context.

Centre Scientifique et Technique du Bâtiment (CSTB)
Enveloppe, Isolation et Sols
Division Revêtements, Etanchéité, Enduits et Mortiers
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
☎ : 01 64 68 81 38

http://evaluation.cstb.fr/

4.2 Audit bodies

The audit functions for the manufacturing unit and, as the case may be, on the utilisation premises are carried out by the following body(-ies), designated the audit body(-ies):

Centre Scientifique et Technique du Bâtiment (CSTB)
Enveloppe, Isolation et Sols
Division Revêtements, Etanchéité, Enduits et Mortiers
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

http://evaluation.cstb.fr/

The auditors have the inspection right on the premises of any applicant or holder within the framework of their mission.

4.3 Test bodies

Whenever the quality assurance operations carried out within the framework of QB mark usage include tests on products, such tests are carried out at the CSTB's request by the following laboratory, referred to as the laboratory of the mark:

Centre Scientifique et Technique du Bâtiment (CSTB)
Enveloppe, Isolation et Sols
Division Revêtements, Etanchéité, Enduits et Mortiers
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

http://evaluation.cstb.fr/

4.4 Subcontracting

The different functions described in Paragraphs 4.2 and 4.3 may be carried out, after opinion from the Specific Committee, where appropriate, by other audit bodies or recognised laboratories with which the CSTB has established a sub-contracting contract.

4.5 Specific Committee

An impartial consultative authority is established called the Specific Committee, the Secretariat of which is provided by the CSTB.

The Specific Committee is tasked with giving its opinion on the following:

- the initial draft certification reference system or the draft revised version, as specified in the Consumer Code;
- the preparation of advertising and promotional activities that fall within its competence;
- the selection of bodies participating in the certification process and the examination and implementation of recognition agreements.

It can be consulted about any other question pertaining to the application concerned and, in particular, about any interpretation of the certification reference system with a view to making decisions regarding dossiers in accordance with the certification reference systems and at the CSTB's request.

The composition of the Specific Committee is set to respect representation between the different parties concerned, without leading to the predominance of any one of them and guaranteeing their relevance.

It is composed as follows:

- A President chosen from the members of the boards defined below;
- A Vice Chairperson: a representative of CSTB;
- Manufacturers College (Holders): from 2 to 5 representatives;
- Users/Specifiers board: from 2 to 5 representatives;
- Board of Technical and Administrative Bodies: from 2 to 5 representatives.

The representatives of audit bodies and mark laboratories have the right to participate in the meetings of the Specific Committee.

The Specific Committee issues decision notifications and its members shall be precluded from receiving any remuneration for the functions entrusted to them.

The time span for the appointment of the members is 3 years. This appointment is renewable by tacit agreement. The Specific Committee's President can change every year.

The members of the Specific Committee formally commit themselves to keeping confidential all information, particularly of individual character, that is communicated to them.

The Specific Committee may, where appropriate, decide to set up working groups or subcommittees and define their missions and responsibilities. The composition of the

working groups is to be validated by the Specific Committee, those working groups being composed of at least one representative of the “Manufacturers” board, one representative of the “Users/Specifiers” board and one representative of the CSTB. It may call upon professionals, external individuals or holders that are not members of the Specific Committee.

Partie 5
Glossary

Granting of the right to use the QB mark: Authorisation granted by the CSTB to an applicant to affix the QB mark on the product for which the application has been submitted.

Admission: Application through which applicants request, for the first time, the right to use the QB mark for a product; they declare that they understand this certification reference system and undertake to respect it.

Complementary admission: Application through which a holder wants to benefit from the right to use the QB mark for a new product or a new production entity.

Audit: See Standard NF EN ISO 9001.

Warning: Non-suspensive penalties communicated by the CSTB. The product is still marked but the holder must correct observed deviations within a defined time. When a warning is accompanied by an increase in the number of inspections, the actions must be launched within a defined time period. The warning may only be renewed once.

Applicant/Holder: Legal entity that controls and/or is responsible for respecting all the requirements defined in the QB mark certification reference system. These requirements cover at least the following steps: design, manufacture, assembly, quality control, marking, packing and market release and specify the critical points in the different steps.

Any person who modifies the container and/or content of the product (for example, packets or loose cement distribution) becomes an applicant and may not be considered as a distributor. Therefore, this person must complete an admission application for the usage right.

Distributor: Body that distributes the applicant/holder's products and that does not modify the conformity of the product with the requirements of the QB mark.

Distributors may be of the following types:

- Distributors who distribute the product under the holder's trade name. In that case, no action is to be taken as part of the QB mark.
- Distributors who distribute the product after changing the trade name. The applicant/holder shall make an application for maintenance of right of use.

If the distributor does not wish to have explicit reference to the manufacturer, then an application for admission to the QB mark shall be made by the distributor. In that case, the manufacturing plant is not mentioned on the certificate.

Depending on the various operations carried out by the applicant/holder or the distributor, the sites audited and the audit duration within the framework of initial certification or monitoring are to be defined case by case.

Extension: Application through which holders request the extension of their right to use the QB mark for a certified product, the characteristics of which have been modified.

Representative:	Legal Entity or individual based in the EEA who represents the applicants/holders outside the EEA and has a written mandate from them signifying that they may act on their behalf and specifying under which context (missions and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the QB mark certification process according to the provisions in the certification reference system. The representative may be the distributor or importer; their different functions are clearly identified. The representative concept is vital once applicants are outside the EEA. Depending on the markets, the distributor concept may not be relevant.
Maintenance:	Application through which holders request the maintenance of their right to use the QB mark for a product intended to be marketed by a distributor under a different mark and/or trade reference, but without modifying the certified characteristics.
Observation:	Remark aiming to draw a holder's attention to a minor non-conformity so as to avoid any propensity that might end up with a warning.
Product:	Element resulting from a process or manufacturing process coming from a specific manufacturing unit, defined by a trademark, a specific trade reference and technical characteristics.
Certification Scheme:	Specific certification system for well-defined products to which the same specified requirements and specific rules and procedures apply.
Admissibility:	Study of a dossier enabling the application to be examined. Admissibility relates to the administrative and technical parts of the dossier.
Renewal:	Application through which the holders request the renewal of their right to use the QB mark before the validity of their QB certificate.
Certification Reference System:	Technical document that defines the characteristics that a product, a service or a combination of products and services shall have and the methods for inspecting conformity with these characteristics, as well as the methods for communicating on the certification (including the content of the information).
Withdrawal of the usage right:	Decision communicated by the CSTB to cancel the right to use the QB mark. A withdrawal can be pronounced as a sanction or in case of abandonment of the QB mark usage right by the holder.
Subcontracting:	Company that carries out some of the production steps for the certified products, under the control of the QB mark holder.
Suspension:	Decision communicated by the CSTB that temporarily and for a set period of time cancels the authorisation to use the QB mark. The suspension may be issued as a sanction or in the event that the right to use the mark is temporarily renounced by the holder. Suspension is accompanied by the prohibition on affixing the mark to future production. It shall be for a maximum 6-month period, renewable once, following which a withdrawal of the right to use the QB mark shall be announced if no action has been taken by the holder. The sanction notifications that affect the usage right (suspension/withdrawal) are signed by CSTB Management.