

STANDARD LETTER 1

QB MARK 12 - Glass fibre mesh for façade renders

**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/holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment
Direction Enveloppe, Isolation et Sols
Division Revêtements Etanchéité Enduits
Mortiers
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 - "Glass fibre mesh for façade renders" / Complementary admission application for the right to use the QB mark - "Glass fibre mesh for façade renders"** ⁽¹⁾

Dear Sir/Madam,

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

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

For that purpose, I declare that I am familiar with and accept the General Rules of the QB mark and the certification reference system of the QB mark "Glass fibre mesh for façade renders" and I undertake to comply with them and to inform my commercial network of them throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Rules of the QB mark and with the certification reference system of the QB mark "Glass fibre mesh for façade renders".

⁽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 (position) to represent me in the European Economic Area for all questions relative to the use of the QB mark - "Glass fibre mesh for façade renders".*

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

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

Yours faithfully,

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

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

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

⁽¹⁾ Delete as appropriate

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

STANDARD LETTER 2A
QB MARK 12 – Glass fibre mesh for façade renders

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

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

Subject: **Extension application for the right to use the QB mark - "Glass fibre mesh for façade renders" for a modified product**

Dear Sir/Madam,

As the holder of the QB mark - "Glass fibre mesh for façade renders" for the product of my manufacture, identified under the following references:

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

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

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

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

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

For that purpose, I declare that I am familiar with and accept the General Rules of the QB mark and the certification reference system of the QB mark "Glass fibre mesh for façade renders" and I undertake to comply with them and to inform my commercial network of them throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Rules of the QB mark and with the certification reference system of the QB mark "Glass fibre mesh for façade renders".

Yours faithfully,

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

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

⁽¹⁾ Delete as appropriate

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

STANDARD LETTER 2B
QB MARK 12 – Glass fibre mesh for façade renders

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 Enveloppe, Isolation et Sols
 Division Revêtements Etanchéité Enduits
 Mortiers
 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 - "Glass fibre mesh for façade renders"**

Dear Sir/Madam,

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

The company that will distribute these products (distributor) under the following brand name **<new brand name 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 - "Glass fibre mesh for façade renders" and, in particular, with the marking provisions laid down in § 2.6 of that certification reference system.

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

For that purpose, I declare that I am familiar with and accept the General Rules of the QB mark and the certification reference system of the QB mark "Glass fibre mesh for façade renders" and I undertake to comply with them and to inform my commercial network of them throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Rules of the QB mark and with the certification reference system of the QB mark "Glass fibre mesh for façade renders".

I authorise the CSTB to inform the above-mentioned distributor of any sanctions applied in accordance with the certification reference system of the QB mark - "Glass fibre mesh for façade renders", pertaining to the certified products hereby covered.

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

Yours faithfully,

Date and signature of the legal representative of the holder, maintenance applicant

STANDARD LETTER 2B (cont'd)

QB MARK 12 – Glass fibre mesh for façade renders

DISTRIBUTOR'S COMMITMENT SHEET (SIGNATURE)

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

I the undersigned

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

the registered office of which is located at:

SIRET No.:

hereby agree:

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

Identification of the products admitted to the QB mark		Brand name and/or specific retail product name requested by the distributor
Certificate no.	Name and reference of the holder's product	

- to make no alterations likely to modify the certified features of the products manufactured by the company **<holder>** such as **<detail of alterations>**. Any subsequent alteration must be reported beforehand to the CSTB for approval and the holder must also agree;
- to not change the abovementioned brand names and/or specific retail product names unless agreed with the holder of the right to use the QB mark and after having previously notified the CSTB by registered letter with acknowledgement of receipt;
- to distribute **<under the brand names>** and/or **<retail product names>** only the products delivered by the company **<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 - "Glass fibre mesh for façade renders";
- to cooperate with the CSTB in all verifications relating to the products covered by this document and to the sale of said products and to provide the CSTB with all documentation that refers to these products;
- to apply the measures resulting from penalties imposed in accordance with the certification reference system of the QB mark - "Glass fibre mesh for façade renders";
- to pay the fees provided for in the QB mark price list and to effect all subsequent payments demanded from me in accordance with the certification reference system of the QB mark - "Glass fibre mesh for façade renders";
- to inform the holder of any complaint received pertaining to the certified products.

I declare that I am familiar with and accept the General Rules of the QB mark and the certification reference system of the QB mark "Glass fibre mesh for façade renders" and I undertake to comply with them and to inform my commercial network of them throughout the duration of usage of the QB mark and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Rules of the QB mark and with the certification reference system of the QB mark "Glass fibre mesh for façade renders".

Yours faithfully,

**Date and signature of the legal representative
of the distributor, maintenance beneficiary**

STANDARD SHEET 3

QB MARK 12 – Glass fibre mesh for façade renders

APPLICANT GENERAL INFORMATION SHEET

PRODUCTION UNIT:

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

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

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

MANUFACTURER (if different from the manufacturing 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 contact person (if different):

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

REPRESENTATIVE (if requested):

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

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

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

(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 12 – Glass fibre mesh for façade renders

PRODUCT INFORMATION SHEET

General information:

- Name of the applicant/holder
- Production Unit (address)
- Trade name of the product
 - Brand name
 - Specific retail product name (where applicable)
 - Business name (optional)
- Trade name of the product
- Implementation date of the factory production control system
- General provisions concerning quality control in the company:
 - individuals responsible for quality in the company, in the factory,
 - verification frequency and calibrating proportioning and measuring devices,
 - method for utilising inspection results and frequency.
- Specific provisions concerning manufacturing and inspecting the product, particularly including:
 - detailed manufacturing process of the relevant product.
 - internal quality assurance:
 - sampling method,
 - sampling frequency,
 - test conditions,
 - acceptance ranges,
 - dealing with non-compliant products and corrective actions

Description of the mesh

- Mesh construction and number of threads, in warp and weft
- Marker method, coloured thread
- Mesh dimensions
- Nature of the coating,
- Surface density before coating
- Total surface density
- HHV: Higher Heating Value + associated ratio

Mesh characteristics

To support its application, the manufacturer will provide the results of the tests performed in its own laboratory.

In any case, these characteristics are determined at the CSTB as part of the examination procedure.

- Identification characteristics:
 - Surface density,
 - Ash content,
 - Clear opening.
- Suitability for use characteristics:
 - Initial strengths,
 - Strengths after storage in alkaline solution,
 - Elongation.

Packaging

- Width
- Length of rolls
- Packaging
- Marking
- Storage method

References

Date of first manufacture and overall size.

Internal quality assurance

When the product is manufactured in a factory for which there is still no Certificate, the manufacturer must prove that effective internal quality assurance was implemented by providing a photocopy of the inspection results over a period of at least 2 months before being presented to the Assessment Committee.

Date and signature of the applicant/holder

STANDARD SHEET 5

QB MARK 12 – Glass fibre mesh for façade renders

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

- Deceptive marketing practices in application of Articles L 121-2 to L121-5 and subsequent articles from the Consumer Code and of deception in application of Article L 433-9 of the Consumer Code (Issuance of a false attestation and/or a false certificate indicating that the products are CSTB-certified when they are not).
Failure to meet commitments as regards the correct usage of the certification mark.

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

ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE 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 mark certification(s); failing that, a list of customers during the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> Letter written by the Applicant's manager informing those affected of the invalidity of the false attestations/false certificates they have been sent. 	<i>The CSTB will verify that this action has been carried out by contacting 5% of those affected or at least 5 customers and technical controllers.</i> <input type="checkbox"/> Letter of information duly implemented and corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> Letter written by the Applicant's manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s). 	<i>The 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>

ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CORRECTIVE ACTION	<ul style="list-style-type: none"> Proof that all the personnel in the company have been informed / made aware of the deceptive marketing practices (e.g. signed attendance record, informative media, etc.). 	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>

	<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 in compliance <input type="checkbox"/> Scheduling not in compliance 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 the 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; Note: the purpose of this audit is to verify the effectiveness of the implementation of the actions on a documentary and in situ 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 in receipt of proposals so that a sample of the items received can be examined by the CSTB for a period of two years. 	<i>The 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 ACTION	<ul style="list-style-type: none"> Where applicable, proof of diffusion 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 in compliance. The admission application can proceed.
- Not all the required actions are available. The admission application cannot proceed.

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

VALIDATED BY THE OPERATIONS DIRECTOR (Name):
DATE: __ / __ / ____ SIGNATURE: