

CERTIFICATION

QB – UPEC

QB – UPEC.A

QB – UPEC.A+

certification system

administrative

management Appendix:

# Resilient floor coverings



UPEC

UPEC.A

UPEC.A+



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# Partie 1

## Obtaining the certification

### 1.1 Lodging an initial admission application

#### 1.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in compliance with the conditions and templates provided in part 3 (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.

A mandate must be established between the applicant and its representative, regarding the following points:

- missions and associated responsibilities,
- financial aspects,
- complaints,
- contact for the mandated body

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

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

#### 1.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, CSTB verifies that:

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

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The request is only receivable if:

- the application letter is complete and signed;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing, and specifies the critical points of the various steps;
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. The applicant shall remain responsible for all the operations and for ensuring they are consistent;
- the products covered by the application comply with the reference standards and technical specifications set in part 2 of this certification reference system and the Technical document 99030-01;
- the inspections and tests for the products covered by the application and specified in this certification reference system and the Technical document 99030-01, 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.

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

As soon as the application is admissible, it is taken into consideration and the secretariat of the mark forwards the admission running costs to the applicant.

Upon the reception of payment of admission fees, CSTB plans for the assessment and informs the applicant of the organisational procedures (auditor, audit duration, sites to be audited, products to be sampled, etc.).

### **1.1.3 EVALUATION METHODS**

The verifications performed within the framework of the QB mark associated with UPEC.(A+) classification are generally of two types:

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

They may be supplemented with further evaluations, for instance the analysis of the control registers following the audit, an assessment of the relevance of the holder's technical support, etc.

A report is to be drafted following those evaluations: audit report, test report, etc.

In case of a deviation, the applicant shall:

- 1- submit a corrective action plan to CSTB within 15 days following notification of the given deviation,
- 2- implement an action plan within:
  - ➔ 3 months in the event of a critical deviation,
  - ➔ 6 to 12 months in the event of a non-critical deviation.

The audit reports may mention weak points. Those points indicate departures from the product/service performance. They do not require any corrective actions. However they are to be analysed within the framework of the next evaluation and may be converted into deviations in the event of departures leading to non-respect of the reference system's requirements.

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

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

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

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

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

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

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

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

In case of a positive certification decision, CSTB shall remit the QB certificate associated with UPEC(.A+) classification to the applicant which, on that occasion, will become the holder of the right to use the QB mark associated with UPEC(.A+) classification.

The certificates are issued without a validity date.

The applicant can contest the decision taken by sending a request in conformity with the General Requirements of the QB mark. The applicant is entitled to present his case formally.

The granting of the right of use can in no way substitute CSTB's responsibility for the legal responsibility on the company which holds the QB mark associated with UPEC(.A+) classification usage right.

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

## **1.2 Complementary admission application**

The steps described in paragraph 1.1 above apply. The application shall be submitted in compliance with the conditions and templates provided in part 3 (paragraph 3.2).

## **1.3 Distributors admission application**

The steps described in paragraph 1.1 above apply. The application shall be submitted in compliance with the conditions and templates provided in part 3 (paragraph 3.3).

## **1.4 Extension application**

The steps described in paragraph 1.1 above apply.

Audit are not mandatory for extension application.

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

As soon as the application is admissible, it is taken into consideration and the secretariat of the mark forwards the extension running costs to the holder.

The laboratory of the mark establishes and estimates the program of initial tests to be realized on the taken samples and addresses the quotation to the holder.

The secretariat of the mark officially registers the application and communicates the registration number to the holder at the reception of the samples.

The registration number can only be diffused by the holder under the three following cumulative conditions:

- The product object of the extension application will be manufactured on a production line (or under a same manufacturing process) already inspected by CSTB within two years before the date of application. The extension application concerns a product belonging to an already audited product family.
- The production site concerned by the extension application has not been suspended or withdrawn within two years before the date of application.

And, under the following form:

Declared classification **Ux Px Ex Cx** (\*) for the product « commercial name »  
Application **in progress** and registered at CSTB under the n°yy.xxxx of dd mm yyyy.

*(\*) The declared classification does not prejudice of the assessment outcomes and therefore of the product certification.*

When the application concerns a floor covering with an acoustic efficiency, the registration number is diffused after checking of its efficiency and in respect to the above listed conditions.

In the case where one of the cumulative conditions defined here-above would not be fulfilled, the secretariat of the mark will officially register the application and communicate the registration number to the holder. However, this number will not be diffused by the holder in any form.

In the case where the communication is not made according to the conditions established above, CSTB will notify to the holder a warning and will dispose of 15 days to indicate the corrective actions. After that period, CSTB will notice a reminder and the holder will dispose of an additional 15 days to implement the corrective actions. A complementary audit might be made to check that the documents involved have been modified.

If the holder has not implemented the corrective actions during the allocated time, it exposes itself to a procedure refusal, even a suspension of all of its certificates.

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## **1.5 Maintenance application**

The application shall be submitted in compliance with the conditions and templates provided in part 3 (paragraph 3.5).

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

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

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

## **1.6 Case of a change of trade denomination, duplication of certificate or generic certificate application**

The application shall be submitted in compliance with the conditions and templates provided in part 3 (paragraph 3.6 to 3.8).

The steps described in paragraph 1.1 above apply.



## Partie 2

# Maintaining certification: terms and conditions for follow-up

Throughout the certification period, the holder shall:

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

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

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

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

## 2.1 Conditions for follow-up inspection

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

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

The reports are accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the holder within a prescribed time span. Deviations are treated in accordance with the provisions defined in § 1.1.3.

The follow-up conditions depend upon the following:

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

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

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## **2.2 Evaluation review and decision**

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

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

For each deviation, the holder shall present the actions implemented or envisaged with a relevant time span for bringing into application with regard to the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the pertinence of the reply and can request the implementation of a complementary check.

CSTB may submit to the Specific Committee, for approval, a summary of all the assessment results in an anonymous way.

Depending on the results of all the checks, CSTB makes a conclusion about the evaluation and notifies the holder about the conclusion, which may be:

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

In the event of a penalty, this will be operative dating from its notification. The choice of penalty depends on the severity of the observed deviation. The sanction notifications which affect the usage right are signed by CSTB Management.

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

The holders and their distributors that benefit from usage right maintenance are each of them responsible for the right to use the QB mark associated with UPEC(.A+) classification, relative to the product considered and commit themselves to apply the measures which result 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 associated with UPEC(.A+) classification entails the prohibition to use the QB mark associated with UPEC(.A+) classification and to make reference to it. This obligation is valid not only for the holder but also for the wholesales network of his company, as well as for the dealers called upon to distribute its products.

All the documentation (technical and sales documents, labels, notices, advertising, Web sites, etc.) shall no longer mention the QB mark associated with UPEC(.A+) classification 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.

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## Partie 3

# Certification files

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

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

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 standard letters and sheets may be obtained from CSTB.

### 3.1 Case of an initial admission application

Applicants prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1; in French language,
- a general information sheet concerning the applicant, using standard sheet 3,
- a data sheet per product according to standard sheet 4,
- samples (mini format 10x10cm) of products concerned by the application,
- the Declaration of Performance of the product (in French),
- a technical file giving following information:
  - the indication of other productions of the factory and other manufacturing sites of the company or group,
  - the general production organization, production means, schematic description of production lines,
  - the dispositions of the prepared quality management (copy of the control plan) concerning the manufacturing unit and the subcontracts if necessary,
  - the means of control and control organization in the factory,
  - commercial documentation (or a draft of document) relative to the concerned products of the application,
  - a set of product packing which complies with all marking rules,
  - the internal approval of the product in compliance with the tables 1 to 10 of the referential system,
  - declaration of product construction.

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## **3.2 Case of a complementary admission application**

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1; in French language,
- a general information sheet concerning the applicant, using standard sheet 3;
- a data sheet per product according to standard sheet 4.
- samples (mini format 10x10cm) of products concerned by the application,
- The Declaration of Performance of the product (in French)
- a technical file giving following information:
  - the indication of other productions of the factory and other manufacturing sites of the company or group,
  - the general production organization, production means, schematic description of production lines,
  - the dispositions of the prepared quality management (copy of the control plan) concerning the manufacturing unit and the subcontracts if necessary,
  - the means of control and control organization in the factory,
  - commercial documentation (or a draft of document) relative to the concerned products of the application,
  - a set of product packing which complies with all marking rules,
  - the internal approval of the product in compliance with the tables 1 to 10 of the referential system,
  - declaration of the product construction.

## **3.3 Case of a distributor admission application**

The holder establishes a file containing:

- an application and engagement letter of the manufacturer holder on company notepaper and signed by the distributor and himself according to the standard letter 2A, in French language,
- the engagement of the distributor on company notepaper according to the standard letter 2B,
- the Declaration of Performance of the product (in French),
- the approbation of the requirements relative to the marking according to the form type 6,
- a form of general information concerning the applicant according to the form type 3,
- a technical file giving following information:
  - the list of sales outlets,
  - the communication medium projects (website, printed documentation...),
  - the address of the head office or business premises accessible to the auditor,
  - the address of the warehouses.

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### **3.4 Case of an extension application**

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1, in French language at minimum,
- a data sheet per product according to standard sheet 4,
- samples (size mini 10x10cm) of products concerned by the application,
- the Declaration of Performance of the product (in French),
- the internal approval of the product in compliance with the tables 1 to 10 of the referential system,
- declaration of the product construction.

### **3.5 Case of a maintenance application**

Holders prepare a dossier to include:

- an application and engagement letter of the manufacturer holder on company notepaper and signed by the distributor and himself according to the standard letter 2A, in French language,
- the engagement of the distributor on company notepaper according to the standard letter 2B,
- the Declaration of Performance of the product (in French),
- the approbation of the requirements relative to the marking according to the form type 6.

The application could be lightened for the distributors already benefiting the right to use for a same manufacturer.

The lighten will include the annual approbation of the distributor for:

- the requirements relative to the marking according to the form type 6, which will be sent back with the signature to the secretariat of the mark.
- the engagement of the distributor on company notepaper according to the standard letter 2B, per manufacturer.

For the distributor holders which do not send any application during the year, the approbation of the requirements relative to the marking will be sent to the distributors yearly. They will send it back with the signature to the secretariat of the mark.

### **3.6 Case of a change of trade name application**

Holders prepare a dossier to include:

- an application letter of the manufacturer on company notepaper, in French language,
- the Declaration of Performance of the product (in French)
- a technical form per product according to the form type 4 (excepted for the distributors).

For the changes of trade name of distributor certificate, the file must be established by the manufacturer holder.

### **3.7 Case of a duplication of certificate**

The conditions are the same with §3.6.

### **3.8 Case of a generic certificate application**

In addition to §3.6., applications for generic products have to meet the conditions below:

A generic certificate application can be made for a product with identical technical characteristics than a product already certified, under the following conditions:

- The UPEC classification, impact sound efficiency or declared abrasion group may be lower.
- A single characteristic (classification - acoustic - abrasion) can be lowered on the same certificate.
- A downgrade simultaneously on the "U" and "P" or on different levels is not allowed.
- Acoustic value cannot be lowered by more than 1 dB.

The assessed product (reference product) is the one with the highest classification, the best acoustic performance and best abrasion group.

If the applicant wishes to lower the wear layer thickness value displayed on the generic certificate, it must be lowered by 10% from the value of the reference product.

The values of other dimensional characteristics of the generic product shown on the certificate can be lowered (total thickness, surface density), nevertheless, these dimensional values must remain within the tolerances defined in the relevant product standards.

### **3.9 Case of a new admission application subsequent to withdrawal of the right to use the QB mark**

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1;
- a general information sheet concerning the applicant, using form type 3;
- a data sheet per product according to form type 4;
- specific items all applicants must submit as part of a new admission application where the usage right has been withdrawn as a result of a sanction in accordance with form type 5.

### **3.10 Standard letters**

The electronic versions of the models of letters and forms can be obtained from CSTB or on the application website « Revêtements de sol résilients » available on <http://evaluation.cstb.fr/> :

**STANDARD LETTER 1**

**QB mark associated with UPEC(.A+) classification– Resilient floor coverings**

**APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK ASSOCIATED WITH UPEC(.A+) CLASSIFICATION**

**STANDARD LETTER 2A**

**QB mark associated with UPEC(.A+) classification– Resilient floor coverings**

**APPLICATION FORM FOR THE EXTENSION OF THE RIGHT TO USE THE QB MARK ASSOCIATED WITH UPEC(.A+) CLASSIFICATION FOR A MODIFIED PRODUCT**

**STANDARD LETTER 2B**

**QB mark associated with UPEC(.A+) classification– Resilient floor coverings**

**MAINTENANCE APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK ASSOCIATED WITH UPEC(.A+) CLASSIFICATION**

**And**

**DISTRIBUTOR'S COMMITMENT SHEET (VISA)**

**FORM-TYPE 3**

**QB mark associated with UPEC(.A+) classification– Resilient floor coverings**

**APPLICANT GENERAL INFORMATION SHEET**

**FORM-TYPE 4**

**QB mark associated with UPEC(.A+) classification– Resilient floor coverings**

**TECHNICAL FORM**

**FORM-TYPE 5**

**QB mark associated with UPEC(.A+) classification– Resilient floor coverings**

**SPECIFIC ITEMS 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**

**FORM-TYPE 6**

**QB mark associated with UPEC(.A+) classification– Resilient floor coverings**

**APPROBATION OF THE REQUIREMENTS RELATIVE TO THE MARKING – EXTRACT OF RULES OF QB 30 §2.6. THE MARKING**



## Partie 4

### Prices

The purpose of this part is to define the amount of services related to QB associated with UPEC(.A+) classification – Resilient floor coverings certification- and to describe the terms of payment.

The QB UPEC(.A+) 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 UPEC(.A+) certification

The payment for these services remains attainable also in case where the right to use the QB mark associated with UPEC(.A+) classification should not be granted or the application should be abandoned in the course of instruction.

Nature of the service	Definition of the service	General terms and conditions
<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 associated with UPEC(.A+) classification, including the preparation of the certification reference system.</p> <p>Services including examination of the application dossiers, relations with applicants, laboratories and auditors, and the assessment of the results of the checks. It concerns the contract amount.</p>	<p>➤ <i>Initial application / extension application: Cf. § 4.2.1.</i></p>
<p><u>Management:</u> Processing of certification application</p>	<p>Services including the processing of dossiers of certified products, relations with holders, laboratories and auditors, publication of certified data, certificates, the assessment of the results of the verifications (audit and tests) and the sectorial communication actions. It concerns the contract amount.</p>	<p>➤ <i>Surveillance: Cf. § 4.2.2.</i></p>



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Nature of the service	Definition of the service	General terms and conditions
Testing	<p>Laboratories' testing services.</p> <p>Services including preparation and sampling itself</p>	<p>The minimum amount invoiced will be a half day if the sampling is carried out outside the ambit 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 the duties and taxes before dispatching the samples.</p> <ul style="list-style-type: none"> <li>➤ Initial application / extension application: Cf. § 4.2.1</li> <li>➤ Surveillance: Cf. § 4.2.2</li> </ul>
Audit	<p>Services including preparation for the audit, the audit itself as well as the report and, where appropriate, the follow-up to the corrective actions referred to in the deviation sheets. It concerns the contract amount.</p>	<ul style="list-style-type: none"> <li>➤ Initial application: Cf. § 4.2.1</li> <li>➤ Surveillance: Cf. § 4.2.2</li> </ul>
Complementary / supplementary checks.	<p>Services required by the additional checks (audit or complementary verification tests) which may turn out to be necessary following insufficiencies or anomalies detected by the current verifications.</p>	<p>These services are to be borne by the applicant/holder according to the prices in force, provided upon request.</p> <p>Complementary / supplementary checks costs are invoiced and paid before the realisation of the services.</p>
Travel expenses		<p>If they are not included in the "audit" service, the travel expenses are to be invoiced after the performance of each audit.</p>
Promotion	<p>Generic promotion of the QB mark associated with UPEC(.A+) classification. It concerns the contract amount.</p>	<p>Service where the amount is defined each year.</p>



## **4.2 Paying for the services**

### **4.2.1 INITIAL APPLICATION / EXTENSION APPLICATION**

The right of registration and the fees linked with the instruction and audit services (admission, complementary admission or extension) and inspection expenses invoiced are payable at the same time after the reception of the complete application in order to register it officially.

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

The invoicing of the annual fees relating to the renewal of the right to use the mark is applicable to the products whose certificate issuing date is prior to the 1st of July of the year N-1.

These fees remain payable even if the right to use the QB mark is not awarded, extended, or if the application is abandoned during the examination.

### **4.2.2 SURVEILLANCE**

The fees for the annual services pertaining to management and audit will be invoiced during the first quarter of each year and remain payable if the right to use the QB mark associated with UPEC(.A+) classification is not renewed, is cancelled or is suspended during the year.

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

### **4.2.3 NON-PAYMENT OF AMOUNTS DUE**

The applicant or holder of the right to use the QB mark associated with UPEC(.A+) classification must pay all their fees in accordance with the stipulated terms of payment. Any failure on their part constitutes an obstacle to the performance by CSTB of the responsibilities of verification and corrective action that are incumbent upon them under this certification reference system.

In case an initial notification by registered letter, with 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**

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

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

If the CSTB travel and accommodation expenses are not the subject of a fixed rate, they will be invoiced too, 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 associated with UPEC(.A+) classification for their certified products.