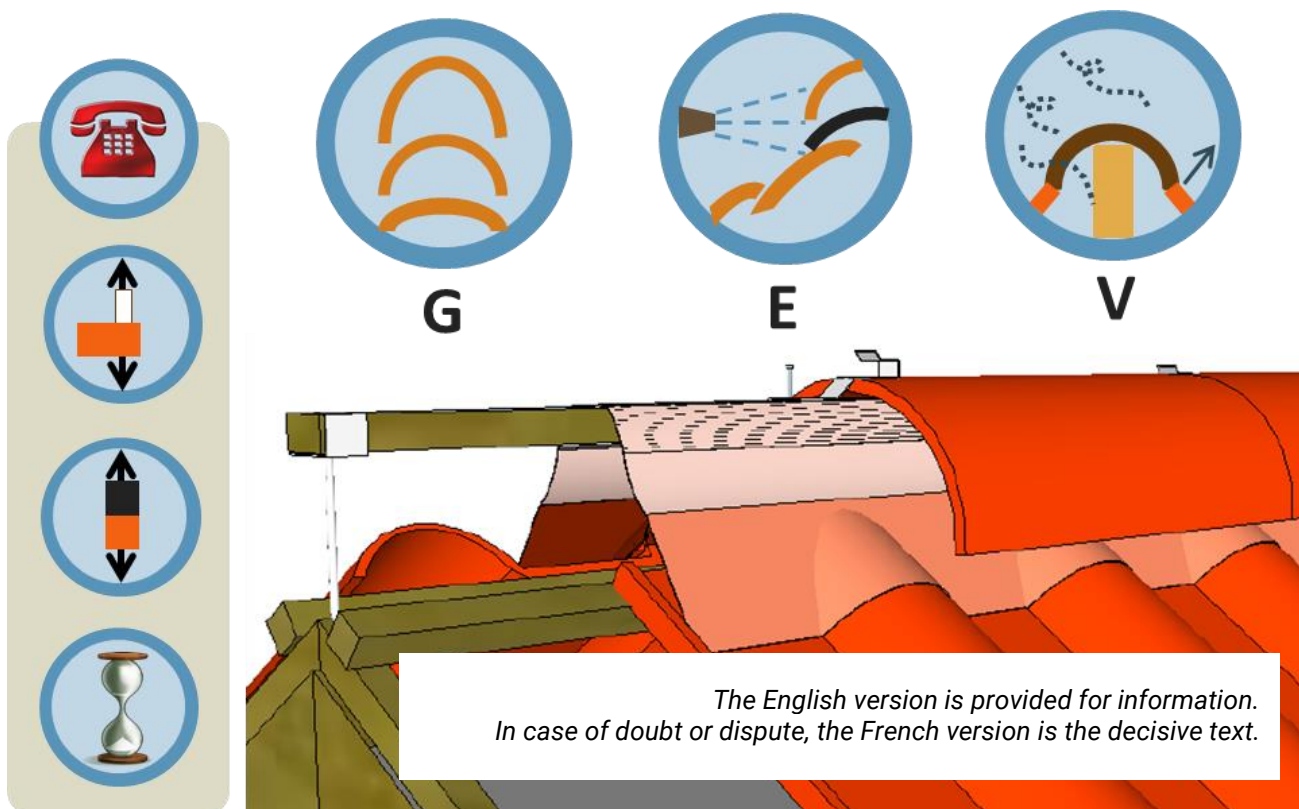




CERTIFICATION

QB certification system administrative management appendix: Ventilated Hips and Ridges



Identification No. : QB 35
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Part 1 Obtaining the certification

Before to request the mark, the applicant must ensure that it meets the conditions defined in this Certification reference system concerning its product and sites involved in the process.

It is the applicant's responsibility to ensure that the regulations related to his product are respected.

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

Failing compliance with all of the commitments, the applicant may incur halt to or suspension of the examination of his dossier.

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.

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.

The request is only receivable if:

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

Once the application is admissible, CSTB plans for the assessment and informs the applicant of the organisational procedures (auditor, audit duration, sites to be audited, laboratories, products to be sampled, etc.).

1.1.3 EVALUATION METHODS

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

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

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

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

The reports may mention weak points. Those points indicate departures from the 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 the test and audit reports that are prepared and sent to the applicant (evaluation review).

The reports are accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within a prescribed time span.

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

For each 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 to the applicant which, on that occasion, will become the holder of the right to use the QB mark.

The certificates are issued without a validity date.



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 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 Extension application

The steps described in paragraph 1.1 above apply.

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

1.4 Maintenance application

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

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 Specific Committee is notified when CSTB issues decisions to maintain the right of use.

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.

CSTB may carry out controls at the retail site (merchants, DIY superstores, etc.) for products that are the subject of a maintenance application.



Part 2 Maintaining certification: terms and conditions for follow-up

Throughout the certification period, the holder shall:

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

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

- a modification affecting the certified product or the quality organisation of 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 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 follow-up conditions (for audits and tests) depend upon the following:

- whether or not the holder holds the ISO 9001 certification, in compliance with part 2 of this certification reference system;
- decisions made 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.

2.2 Evaluation review and decision

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

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



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

For each deviation, the holder shall present the actions implemented or envisaged with a relevant time span for 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 and the assessment conclusions.

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, 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 entails the prohibition to use the QB mark and to make reference to it. This obligation is valid not only for the holder but also for the 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 for the product subjected to a suspension or a withdrawal (erratum and/or reprinting).

Holders can contest the decision taken by submitting a request in conformity with the General Requirements of the QB mark. They are entitled to present their case formally.



Part 3 Certification files

The application for the right to use the mark must be 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;
- a general information sheet concerning the applicant, using standard sheet 3;
- a data sheet per product according to standard sheets 4 and 5.

It is recommended to the licence holders to submit all documents where the QB mark is mentioned to CSTB beforehand.

The brand name should not refer to performances.

To ensure product traceability and market surveillance, a brand name can be attributed:

- To a product (product range in the sense of the Part 5 of QB certification Reference System) for a production unit in a single location ;
- Or to two identical products (same specifications, same raw materials) from distinct production units where the same controls are applied (initial tests, audit, quality controls).

The certificate is issued respectively for:

- A unique production unit ;
- Two production units producing the same product with the same monitoring. In this case, values used for the GEV classification are the most critical of both values.



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.
- a general information sheet concerning the applicant, using standard sheet 3;
- a data sheet per product according to standard sheets 4 and 5.

3.3 Case of an extension application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2A;
- a data sheet per product according to standard sheets 4 and 5.

3.4 Case of a maintenance application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2B;
- a distributor's commitment sheet (visa) on his Company's letterhead paper, in accordance with standard letter 2B (cont'd).
- a data sheet per product of a distributor according to standard sheets 4 and 5 (specific elements to be sent to the CSTB).

3.5 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 standard sheet 3;
- a data sheet per product according to standard sheet 4;
- specific items all applicants must submit as part of a new admission application where the usage right has been withdrawn as a result of a sanction in accordance with standard sheet 6.



STANDARD LETTER 1
QB MARK – Ventilated Hips-and-Ridges

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 Façades, Couvertures et Toitures
Division Enveloppe, Isolation et Sols
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 - Ventilated Hips-and-Ridges / Complementary admission application for the right to use the QB mark - Ventilated Hips-and-Ridges**
(1)

Dear Sir,

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 specify "as set out in the list included with this application");
- produced at the following manufacturing plant: (company name, address);
- and for the following trade name:..... (brand name and/or specific retail product name, that may be included in the list attached to this application).

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark, the certification reference system of the QB mark - Ventilated Hips-and-Ridges, and I commit myself to conform to them and to inform my commercial network throughout the duration of usage of the QB mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Ventilated Hips-and-Ridges.

(2) <Option>: <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– Ventilated Hips-and-Ridges.

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

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

Yours faithfully,

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

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

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 - Ventilated Hips-and-Ridges

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 Façades, Couvertures et Toitures
Division Enveloppe, Isolation et Sols
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 - Ventilated Hips-and-Ridges for a modified product**

Dear Sir,

As the holder of the QB mark – Ventilated Hips-and-Ridges 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/range of products we manufacture, derived from the certified product/range of products with the following modifications: *<modifications>*.

This product/range of products 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 Requirements of the QB mark, the certification reference system of the QB mark - Ventilated Hips-and-Ridges, and I commit myself to conform to them and to inform my commercial network throughout the duration of usage of the QB mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Ventilated Hips-and-Ridges.

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 (EEA).



STANDARD LETTER 2B
QB MARK - Ventilated Hips-and-Ridges

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 Façades, Couvertures et Toitures
 Division Enveloppe, Isolation et Sols
 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 - Ventilated Hips-and-Ridges**

Dear Sir,

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 which will distribute these products (distributor) under the following brand name *<new brand name>* has the following contact information:

Name:

Address:

I commit myself to provide the above-mentioned distributor with the certification reference system for the QB mark – Ventilated Hips-and-Ridges, and in particular with the marking provisions laid down in § 2.5 of that certification reference system.

I commit myself to immediately inform CSTB of any changes made to the distribution of those products, and in particular in the event of any supply discontinuation by the above-mentioned distributor.

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark, the certification reference system of the QB mark - Ventilated Hips-and-Ridges, and I commit myself to conform to them and to inform my commercial network throughout the duration of usage of the QB mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Ventilated Hips-and-Ridges.

I authorize CSTB to inform the above-mentioned distributor of any penalties made in accordance with the certification reference system of the QB mark – Ventilated Hips-and-Ridges, 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 him.

Yours faithfully,

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



STANDARD LETTER 2B (cont'd)
QB MARK - Ventilated Hips-and-Ridges

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

I, the undersigned.....
 acting in my capacity as: *(MD, Chairman, CEO, etc.)*
 with headquarters at:
 SIRET no.:
 hereby undertake:

- 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 following company *<holder>* such as *<details of alterations>*. Any subsequent alteration shall be reported beforehand to CSTB for approval, and also agreed with the holder;
- Not to change the above-mentioned brand names and/or specific retail product names unless agreed with the holder of the right to use the QB mark and after having previously notified CSTB by registered mail with acknowledgement of receipt;
- To distribute *<under the brand names>* and/or the specific *<retail product names>* only the products delivered by the company *<holder>*;
- Not to make any changes to the marking on the products in accordance with the provisions in the certification reference system of the QB mark - Ventilated Hips-and-Ridges ;
- To lend CSTB my assistance for any verifications pertaining to the products hereby covered and their marketing, and to give CSTB any documentation referring to those products;
- To apply the measures resulting from penalties imposed in accordance with the certification reference system of the QB mark - Ventilated Hips-and-Ridges ;
- 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 - Ventilated Hips-and-Ridges ;
- To inform the holder of any complaint received pertaining to the certified products.

I declare that I am familiar with and accept the General Requirements of the QB mark, the certification reference system of the QB mark - Ventilated Hips-and-Ridges, and I commit myself to conform to them and to inform my commercial network throughout the duration of usage of the QB mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark - Ventilated Hips-and-Ridges.

⁽¹⁾ <Optional>: I authorize CSTB to inform the holder of the results of the Technique Assistance Service evaluation in case of a mark lower than 12 in the Multiple-Choice Questionnaire.

Yours faithfully,

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

⁽¹⁾ Only applies to distributors that carry out themselves the Technique Assistance Service.



STANDARD SHEET 3
QB MARK - Ventilated Hips-and-Ridges

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: _____
- Web site: _____
- Certified quality management system (4): ISO 9001

MANUFACTURER (if different from the 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: _____
- Web site: _____

DELEGATE (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: _____
- Web site: _____

(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 - Ventilated Hips-and-Ridges

PRODUCT INFORMATION SHEET

NAME OF THE APPLICANT/HOLDER:

PRODUCTION UNIT:

TRADE NAME OF THE PRODUCT

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

DESCRIPTIVE TABLE OF THE RANGES OF REQUIRED HIPS-AND-RIDGES :

RANGE	REFERENCES	FAMILY OF HIP-AND-RIDGE	INTENDED CLASSES			NOMINAL WIDTH OF SIDE STRIPES	TOTAL WIDTH OF HIP-AND-RIDGE	FOLDING RATE
			G	E	V			

PRODUCT GEOMETRY WITH A SECTIONAL DRAWING:

Date and signature of the applicant/holder



STANDARD SHEET 5
QB MARK - Ventilated Hips-and-Ridges

DOCUMENTS ALL APPLICANTS MUST PRODUCE AS PART OF A NEW ADMISSION, EXTENSION or MAINTENANCE APPLICATIONS OF THE RIGHT TO USE THE QB MARK VENTILATED HIPS-AND-RIDGES

- List of raw materials with production units, suppliers and mechanical characteristics.
- Test reports in accordance with paragraph 3.5 of Certification Reference system.
- Factory production control system / Quality controls:
 - On raw materials,
 - On production line where appropriate,
 - On final product (marking included).
- Copy of recordings of controls on final products (at least one month of production).
- Applicant/holder contact sheet. (*)
- List of « user references» (*)
- Organization of the Technical Assistance (identification of the responsible for the Technical Assistance in France) : nominative organization chart (*)
- Copy of technical documentation (*)
- Copy of ISO 9001 certificate (*)
- Instruction manual (*)
- Labelling model (*)

(*) In case of usage right maintenance admission, only these documents must be provided.



STANDARD SHEET 6
QB MARK - Ventilated Hips-and-Ridges

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

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

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

ACTIONS	AS A MINIMUM, PROOFS 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 PROOFS 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. 	<p><i>CSTB will verify that this action has been carried out by contacting 5% of those affected or at least 5 customers and technical controllers.</i></p> <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). 	<p><i>CSTB will verify that this action has been carried out by contacting 5% of the customers or at least 5 customers</i></p> <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>

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Revision No. : 04



ACTIONS	AS A MINIMUM, PROOFS 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 PROOFS RECEIVED
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> • Proofs that all the personnel in the company have been informed/made aware of the deceptive marketing practices (e.g. signed attendance record, informative media, etc.). 	<input type="checkbox"/> Proof(s) relevant <input type="checkbox"/> Proof(s) not relevant <i>Comments:</i>
	<ul style="list-style-type: none"> • Ethical rules. 	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined <i>Comments:</i>
	<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 <i>Comments:</i>
	<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 <i>Comments:</i>
	<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 <i>Comments:</i>
	<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 ACTIONS	<ul style="list-style-type: none"> • Where applicable, proof of diffusion of the ethical charter in the company's subsidiaries. 	<input type="checkbox"/> proof(s) relevant <input type="checkbox"/> proof(s) not relevant <i>Comments:</i>

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

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

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



Part 4 Prices

The purpose of this part is to define the total QB certification-related services due and to describe the terms of payment.

The QB certification includes the following services:

- Management (development and implementation of an application, examination of the certification application, processing of certification application);
- Testing;
- Audits;
- Complementary or supplementary checks;
- Travel expenses.

4.1 Services relating to QB certification

Nature of the service	Definition of the service	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, including the preparation of the certification reference system.</p> <p>Services including the examination of the application dossiers, the relations with the applicants, the laboratories and the auditors, and the assessment of the results of the checks.</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 the dossiers of certified products, the relations with the holders, the laboratories and the auditors, the publication of certified data, certificates, the assessment of the results of the verifications and the sectorial communication actions.</p>	<p>➤ <i>Surveillance: Cf § 4.2.2</i></p>
<p>Right to use the QB mark</p>	<p>This usage right contributes to :</p> <ul style="list-style-type: none"> - protection of the QB mark: registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (justice costs); - generic promotion of the QB mark; - general operation of the QB mark (governance, etc.). 	<p>➤ <i>Initial application / extension application: Cf § 4.2.1</i></p> <p>➤ <i>Surveillance: Cf § 4.2.2</i></p>



Nature of the service	Definition of the service	General terms and conditions
Testing	Laboratories' testing services. <Services including preparation and sampling itself>	The laboratories' price lists are provided upon request. The minimum amount invoiced will be a half day if the sampling is carried out outside the ambit of the audit. The applicant/holder supplies samples free of charge et makes them available at the laboratory's address. 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. ➤ <i>Initial application / extension application: Cf. § 4.2.1</i> ➤ <i>Surveillance: Cf. § 4.2.2</i>
Audit	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.	➤ <i>Initial application / extension application: Cf. § 4.2.1</i> ➤ <i>Surveillance: Cf. § 4.2.2</i>
Complementary / supplementary checks.	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.	These services are to be borne by the applicant/holder according to the prices in force, provided upon request.
Travel expenses		If they are not included in the "audit" service, the travel expenses are to be invoiced after the performance of each audit.

4.2 Paying for the services

4.2.1 INITIAL APPLICATION / EXTENSION APPLICATION

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

These fees are to be paid at the stage of Admission to the mark (usage right agreement). It is a single flat amount.

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

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, audit and testing will be invoiced during the first quarter of each year and remain payable if the right to use the QB mark is not renewed, is 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 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.

Case of companies in collective insolvency proceedings:

When the company is in the event of collective insolvency proceedings, the contract between the certifying body and the holder cannot be broken, even if the certifying body has not been already paid.

It is important, in case of doubt, to provide a certificate of incorporation or other legal proof of the company's registration, in order to check the statement of the collective insolvency proceeding.

Concerning the amounts owing before the event of the collective insolvency proceeding, the chance of recovering debts are almost non-existent. The Application Manager may ensure that the certifying body's Accounting Service has submitted a debt statement attributable to liabilities of the debtor company to the legal agent appointed as liquidator or creditor's representative.

Concerning the amounts owing after the event of the collective insolvency proceeding, it's a priority debt. In this case, the administrator or the debtor authorized in advance by the delegated judge can demand the continuity of the contract. The certifying body will send a registered mail with confirmation of receipt, enclosing the contract documents, to demand formally to take sides regarding the contract. If there is no answer in 1 month, the termination of the contract is effective. If the holder answers and wants to maintain the usage right, this right cannot be terminated but, the non-performance of his contractual obligations, in particular his obligation of payment, can lead to the termination of the contract.



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 5 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 right to use the QB mark for their certified products.