



CERTIFICATION

# QB certification system administrative management appendix: Steel reinforcements for window products



Identification No.: QB 44  
Revision No.: 01  
Effective date: 02/09/2019



## **TABLE OF CONTENTS**

<b>Part 1 Obtaining the Certification</b> .....	<b>3</b>
1.1 Lodging an initial admission application .....	3
1.2 Complementary admission application .....	5
1.3 Extension application .....	5
1.4 Application to maintain the right of use .....	5
<b>Part 2 Maintaining Certification: Terms and Conditions for Follow-Up</b> .....	<b>6</b>
2.1 Conditions for follow-up inspection .....	6
2.2 Evaluation review and decision.....	7
<b>Part 3 Certification Files</b> .....	<b>8</b>
3.1 Case of an initial admission application .....	8
3.2 Case of a complementary admission application .....	8
3.3 Case of an extension application .....	8
3.4 Case of an application for maintaining the right of use.....	8
3.5 Case of a new admission application subsequent to withdrawal of the right to use the QB mark.....	9
<b>Part 4 Prices</b> 18	
4.1 Services relating to QB certification .....	18
4.2 Paying for the services .....	19
4.3 Cancellation by the applicant/holder of an audit or a test.....	20
4.4 Prices.....	20

This document has been drawn up under the initiative and direction of the CSTB, which has brought together the opinions of all interested parties. Any reproduction or representation of this document in whole or in part, and any use of all or part of this document for the purpose of assessments, certification or tests performed without CSTB's prior written consent, are prohibited.



---

## Part 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.

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

- an administrative and technical review of the request 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 admissible if:

- the application letter is complete, signed and accompanied by the signed quote where applicable;
- the applicant manages and assumes responsibility for the following stages: production, assembly, quality control, marking, packaging and possibly 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 out in Part 2 of this certification reference system;
- the inspections and tests for the products covered by the application and specified in this certification reference system and Technical Document 44-01 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.

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**

Two types of controls are carried out within the framework of the QB mark:

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

They may be supplemented with further evaluations, e.g. the analysis of the control registers following the audit, etc.

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.

In case of a deviation, the applicant must:

- 1 - propose an action plan to CSTB within 15 days following notification of the 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 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 testing/document 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 take one of the following decisions:

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

In case of a positive certification decision, CSTB shall remit the QB certificate to the applicant, which, on that occasion, will become the holder of the right to use the QB mark.

**The certificates are issued without a validity date.**



---

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

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

The holder can therefore provide information about their 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 Application to maintain the right of use**

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

CSTB may carry out inspections at the users' site 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 the manufacturing entities (manufacturing plant, production workshops, subcontractors' plants, etc.);
- complaints, disputes, legal actions, etc. about which it becomes aware and related to the use of the QB mark;
- checks (including sampling) may be made in trade outlets.

In case of disputes with users, the verifications may include sample-taking or testing 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 of 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, where appropriate, by deviation sheets, including a request for a proposal of corrective action by the holder, within a prescribed time span. Deviations are processed 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.



---

## **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 them 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 anonymously submit to the Specific Committee, for approval, a summary of all the assessment results and the assessment conclusions.

Depending on the results of all the checks, CSTB comes to a conclusion about the assessment and notifies the holder of the conclusion, which may be:

- a decision to maintain the certificate, or
- a 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 sanction depends on the severity of the observed deviation. The sanction notifications that affect the usage right are signed by CSTB Management.

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

The holders and their distributors that benefit from usage right maintenance are each of them responsible for the right to use the QB mark, relative to the product considered and commit to applying the measures resulting from the penalties, decided upon in conformity with the certification reference system.

Any suspension or any withdrawal of the right to use the QB mark entails the prohibition to use the QB mark and to make reference to it. This obligation is valid not only for the holder but also for the whole sales network of their company, as well as for the dealers called upon to distribute the company's products.

All documentation (technical and sales documents, labels, notices, advertising, websites, 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 the event that the product comes from a manufacturing unit located outside the European Economic Area, the applicant designates a representative within the European Economic Area who co-signs the application.

An application concerning a product which benefits from a foreign conformity mark or from a test certificate issued by a foreign laboratory is processed, taking into account any existing recognition agreements, in conformity with the General Requirements of the QB mark.

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

#### 3.1 Case of an initial admission application

Applicants prepare a dossier to include:

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

#### 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 about the applicant, as per standard sheet 3;
- a data sheet per product according to standard sheet 4.

#### 3.3 Case of an extension application

Holders prepare a dossier to include:

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

#### 3.4 Case of an application for maintaining the right of use

Holders prepare a dossier to include:

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



### **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 from the applicant in accordance with standard letter 1;
- a general information sheet about the applicant, as per standard sheet 3;
- a data sheet per product as per 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 5.



**STANDARD LETTER 1**

**QB mark "Steel reinforcements for window products"**

**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 Baies et Vitrages  
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 - "Steel reinforcements for window products" / Complementary admission application for the right to use the QB mark - "Steel reinforcements for window products" (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 of the product/range of products or specify "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: ..... (trademark and/or specific trade reference, which may be on the list included with 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 "Steel reinforcements for window products", 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 "Steel reinforcements for window products".

*(2) <Optional>: And furthermore, I delegate to the Company (company name) (legal form of company), located at (registered office), represented by (Mr/Ms)\* (name of the legal representative) in that person's capacity as (position) to represent me in the European Economic Area for all questions relative to the use of the QB mark - Steel reinforcements for window products.*

*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 the representative. He/she will make the payments on my behalf and in my name as soon as the invoices are received, as he/she agreed upon accepting the role of representative.>*

Yours faithfully,

**Date and signature of the representative** (2)

**Date and signature of the applicant's/holder's legal representative in the European Economic Area**  
Preceded by the handwritten words  
"Fit for acceptance of representation"

<sup>(1)</sup> Delete as appropriate

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



**STANDARD LETTER 2A**

**QB mark “Steel reinforcements for window products”**

**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 Baies et Vitrages  
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 - “Steel reinforcements for window products” for a modified product**

Dear Sir,

As the holder of the QB mark – “Steel reinforcements for window products” for the product of my manufacture, identified under the following references:

- name of the product/range of products:
- production unit:
- trademark:
- specific trade reference:
- 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/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 “Steel reinforcements for window products”, 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 “Steel reinforcements for window products”.

Yours faithfully,

**Date and signature of the Holder’s  
Legal Representative**

**Date and signature of the Representative  
in the European Economic Area <sup>(2)</sup>**

<sup>(1)</sup> Delete as appropriate

<sup>(2)</sup> Only applies to applicants located outside the European Economic Area.

**QB 44 certification system administrative management appendix**  
**Steel reinforcements for window products**  
**Revision No.: 01**



**STANDARD LETTER 2B**  
**QB mark “Steel reinforcements for window products”**

**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 Baies et Vitrages  
 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 - “Steel reinforcements for window products”**

Dear Sir,

I would like to apply to maintain the right to use the QB mark on products that are no different from those already covered by the mark other than by their brand names and/or their specific retail product names affixed thereto, and where applicable by design changes that do not alter their certified features in any way whatsoever.

Identification of the products admitted to the QB mark		Trademark and/or specific trade reference requested by the distributor
Certificate no.	Name and reference of the holder’s product	

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

Name: .....

Address: .....

**<I commit myself to provide the above-mentioned distributor with the certification reference system for the QB mark - “Steel reinforcements for window products”, and in particular with the marking provisions laid down in § 2.6 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 “Steel reinforcements for window products”, 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 “Steel reinforcements for window products”.

I authorize CSTB to inform the above-mentioned distributor of any penalties made in accordance with the certification reference system of the QB mark “Steel reinforcements for window products”, 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 trademark and/or the specific trade reference only those certified products that I have delivered to them.

Yours faithfully,

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

**QB 44 certification system administrative management appendix**  
**Steel reinforcements for window products**  
**Revision No.: 01**



**STANDARD LETTER 2B (cont'd)**  
**QB mark "Steel reinforcements for window products"**

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

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

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

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

- to make no alterations likely to modify the certified features of the products manufactured by the following company, <holder>, such as <specify alterations>. Any subsequent alteration must be reported beforehand to CSTB for approval and the holder must also have agreed;
- not to 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 above-mentioned trademarks> and/or the specific <trade references> only those products delivered by <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 "Steel reinforcements for window products";
- to cooperate with CSTB in all verifications relating to the products covered by this document and to the sale of said products and to provide 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 "Steel reinforcements for window products";
- 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 "Steel reinforcements for window products";
- 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 "Steel reinforcements for window products", 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 "Steel reinforcements for window products".

Yours faithfully,

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



**STANDARD SHEET 3**  
**QB mark "Steel reinforcements for window products"**

**APPLICANT GENERAL INFORMATION SHEET**

**PRODUCTION UNIT:**

- Company name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Country: \_\_\_\_\_
- Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_
- SIRET No. (1): \_\_\_\_\_ NAF Code (1): \_\_\_\_\_
- Name and capacity of the legal representative (2):  
\_\_\_\_\_
- Name and capacity of the correspondent (if other):  
\_\_\_\_\_
- VAT identification number (3): \_\_\_\_\_
- Email address: \_\_\_\_\_
- Website: \_\_\_\_\_
- Certified quality management system (4):  ISO 9001

**MANUFACTURER (if different from the manufacturing plant):**

- Company name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Country: \_\_\_\_\_
- Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_
- SIRET No. (1): \_\_\_\_\_ NAF Code (1): \_\_\_\_\_
- Name and capacity of the legal representative (2):  
\_\_\_\_\_
- Name and capacity of the correspondent (if other):  
\_\_\_\_\_
- VAT identification number (3): \_\_\_\_\_
- Email address: \_\_\_\_\_
- Website: \_\_\_\_\_

**REPRESENTATIVE (if requested):**

- Company name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Country: \_\_\_\_\_
- Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_
- SIRET No. (1): \_\_\_\_\_ NAF Code (1): \_\_\_\_\_
- Name and capacity of the legal representative (2):  
\_\_\_\_\_
- Name and capacity of the correspondent (if other):  
\_\_\_\_\_
- VAT identification number (3): \_\_\_\_\_
- Email address: \_\_\_\_\_
- Website: \_\_\_\_\_

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



**STANDARD SHEET 4**  
**QB mark "Steel reinforcements for window products"**

**PRODUCT INFORMATION SHEET**

**NAME OF THE APPLICANT/HOLDER:**

**PRODUCTION UNIT:**

**PRODUCTS PRESENTED**

- Number of product ranges covered,
- Names of the product ranges covered,
- Number of reinforcements per range.
- Brand/trade reference per range,
- Certified characteristics:
  - Dim +: Based on the plans of the system process engineer
  - Dim: based on the plans of the applicant/holder
  - Anticorrosion protection class: P.....
  - Ytrac: Tensile modulus (or Young's modulus)

**MANUFACTURING DEFINITION / DESCRIPTION**

**Production conditions**

- Total number of production lines,
- Number of production lines used for the certified products,
- General organisation of production, means of production, diagrammatic description of the manufacturing process (with description of the different manufacturing stations),
- Description of packaging and of storage conditions.

**GENERAL CHARACTERISTICS OF THE MANUFACTURING SITE**

- Indication of other products of the factory and of other production sites of the Company or of the Group,
- General organisation chart for the factory and for the department responsible for quality, separately from the production departments,
- List of products manufactured,
- Annual manufacturing production,
- Annual manufacturing production corresponding to the certification request.

**INSPECTION RESOURCES**

- Description of inspection plan and resources and of the organisation of factory inspections in accordance with the provisions of §4 of technical document 1 (inspection of product constituents, inspection during production and on finished products, specifically indicating the procedures, frequencies and tolerance ranges etc. for each inspection).

**DOCUMENTS TO BE ATTACHED TO THE FILE**

**Upon initial submission of the file**

- Diagrams of the reinforcements (for each range),
- 3 months of prior test history,
- Certificate of calibration or of verification of the equipment used,
- Written procedures meeting the requirements defined in paragraph 2.4 of the QB44 reference system,
- Technical documents,
- Commercial media (documentation).

**OTHER**

- 

**Date and signature of the applicant/holder**



**STANDARD SHEET 5**  
**QB mark “Steel reinforcements for window products”**

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

1. Deceptive marketing practices in application of Articles L 121-2 to L 121-5 of the French 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
<b>CURATIVE ACTIONS</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• A list of customers, including full contact details, who have taken delivery of inappropriately marked products or who have been presented with the certification mark(s); failing that, a list of customers during the preceding 24 months.</li> </ul>	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Letter written by the Applicant’s manager informing those affected of the invalidity of the false attestations/false certificates they were sent.</li> </ul>	<i>CSTB will verify that this action has been carried out by contacting 5% of those affected or at least 5 customers and technical controllers.</i>  <input type="checkbox"/> Letter of information duly implemented 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"> <li>• Letter written by the Applicant’s manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s).</li> </ul>	<i>CSTB will verify that this action has been carried out by contacting 5% of the customers or at least 5 customers.</i>  <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Action undertaken against the person or persons responsible for approving and issuing the false attestations/false certificates and/or delivering inappropriately marked products.</li> </ul>	<input type="checkbox"/> Action relevant <input type="checkbox"/> Action not relevant <i>Comments:</i>

**QB 44 certification system administrative management appendix**  
**Steel reinforcements for window products**  
**Revision No.: 01**



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 ACTIONS	<ul style="list-style-type: none"> <li>• 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.).</li> </ul>	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Ethical rules.</li> </ul>	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Commitment by all the personnel in the company to abide by the ethical rules (e.g. employment contract, individual commitments, etc.).</li> </ul>	<input type="checkbox"/> Commitments available <input type="checkbox"/> Commitments not available <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<input type="checkbox"/> Scheduling in compliance <input type="checkbox"/> Scheduling not in compliance <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Letter from the company manager committing to:                      * grant the CSTB auditor access to the contact details of all those in receipt of proposals so that a sample of the items received can be examined by CSTB for a period of two years;                      * agree to being invoiced for two additional auditing days over the course of the year at the applicable rate;                      Note: the purpose of this audit is to verify the effective implementation of the actions on a documentary and <i>in situ</i> basis.</li> </ul>	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• grant the CSTB auditor access to the full contact details of all those having received proposals so that a sample of the items received can be examined by CSTB for a period of two years.</li> </ul>	<i>CSTB will make enquiries with 5% of the recipients of proposals or at least 5 recipients for a period of two years from the date of the CSTB admission application.</i>
PREVENTIVE ACTIONS	<ul style="list-style-type: none"> <li>• Where applicable, proof of diffusion of the ethical charter in the company's subsidiaries.</li> </ul>	<input type="checkbox"/> proof relevant <input type="checkbox"/> proof 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 manager and/or application manager):  
 DATE: \_\_/\_\_/\_\_\_\_ SIGNATURE:

VALIDATED BY THE OPERATIONS DIRECTOR (name):  
 DATE: \_\_/\_\_/\_\_\_\_ SIGNATURE:



## Part 4

### Prices

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

QB certification includes the following services:

- Management (development and implementation of an application, examination of the certification application, processing of the certification application);
- Right to use the QB mark;
- Testing; Sampling;
- Audits;
- Complementary or supplementary checks;
- Travel expenses

#### 4.1 Services relating to QB certification

Nature of the service	Definition of the service	Paying for the services
<p><u>Management:</u> Development and implementation of an application, examination of the certification application;</p>	<p>Participation in the implementation of the QB mark, including the preparation of the certification reference system.</p> <p>Services including 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: See § 4.2.1.</i></p>
<p><u>Management:</u> Processing of the 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: See § 4.2.2.</i></p>
<p>Fee for the right to use the QB mark</p>	<p>This usage fee contributes to:</p> <ul style="list-style-type: none"> <li>- the protection of the QB mark: registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (justice costs);</li> <li>- the generic promotion of the QB mark;</li> <li>- general operation of the QB mark (governance, etc.).</li> </ul>	<p>➤ <i>Initial application/extension application: See § 4.2.1.</i></p> <p>➤ <i>Surveillance: See § 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 the sampling itself.	<p>The laboratories' price lists are provided upon request.</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>➤ <i>Initial application/extension application: See § 4.2.1.</i></li> <li>➤ <i>Surveillance: See § 4.2.2.</i></li> </ul>
Audit	Services including preparation for the audit, the audit itself as well as the report and, if applicable, follow-up on corrective actions mentioned in the deviation sheets.	<ul style="list-style-type: none"> <li>➤ <i>Initial application/extension application: See § 4.2.1.</i></li> <li>➤ <i>Surveillance: See § 4.2.2.</i></li> </ul>
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 routine verifications.	These services are to be borne by the applicant/holder according to the prices in force, provided upon request. The fees for complementary/supplementary checks are invoiced and paid prior to the provision of the services.
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 fees relative to the management, tests, sampling and audit services are payable in a single instalment when the certification application is submitted (initial application or extension application).

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.

Whenever the QB mark is granted during the year, the amount of the usage fee is calculated pro rata of the number of months following the decision to grant the right of use.

#### **4.2.2 SURVEILLANCE**

The fees for the annual services pertaining to management, auditing, testing, sampling and the right to use the QB mark 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 it under this certification reference system.

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

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

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

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

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

Applicants/holders do not have to pay this lump sum provided that they can demonstrate that the cancellation directly results from a case of absolute necessity as specified in the French Law.

### **4.4 Prices**

Prices are reviewed annually, in the form of a price list drawn up by CSTB. This revision is decided on after consultation with the Specific Committee.

**If holders refuse to recognise the annual price review, they will be deemed to have voluntarily terminated the certification contract and the right to use the QB mark for their certified products.**