Certification body

48/50 rue de la Victoire
75009 PARIS

Phone: +33 (0) 1 75 44 71 71

www.eurovent-certification.com

CERTIFICATION MANUAL FOR QB PROGRAMMES MANAGED BY EUROVENT CERTITA CERTIFICATION: GENERAL PROVISIONS

Review 1

Approval date: [05 02 2021]

1st implementation date: February 5, 2018

CONTENTS

PART I. GENERAL INFORMATION 4

I.1. THE CERTIFICATION PROGRAMME 4
I.2. SCOPE AND CONDITIONS OF APPLICATION 4
I.3. STAKEHOLDERS 5
I.3.1. EUROVENT CERTITA CERTIFICATION 5
I.3.2. Audit body 5
I.3.3. Test Body / Laboratory 5
I.3.4. Programme Committee 5
I.4. LIST OF TERMS 6

PART II. THE REQUIREMENTS OF THE REFERENTIAL 8

II.1. REFERENCE DOCUMENTS 8
II.1.1. Standards 8
II.1.2. Additional technical specifications 8
II.2. REGULATIONS 8
II.3. QUALITY MANAGEMENT PROVISIONS 8
II.4. MARKING 11
II.4.1. Reference texts 11
II.4.2. The QB logo and the marking procedures 12

PART III. CERTIFICATION PROCESS 13

III.1. HOW TO OBTAIN THE CERTIFICATION: ADMISSION PROCEDURE 13
III.1.1. Filing an application for admission 14
III.1.2. Application review 14
III.1.3. Implementation of checking operations 14
III.1.4. Evaluation and decision 16
III.2. MAINTINING THE CERTIFICATION: MONITORING PROCEDURES 18
III.2.1. Implementation of surveillance operations 19
III.2.2. Evaluation and decision 20
III.3. STATEMENT OF AMENDMENTS 20
III.3.1. Change in the participant 21
III.3.2. Changes concerning production entities 21
III.3.3. Changes concerning the quality organisation of the manufacturing and/or marketing process 21
III.3.4. Changes to the certification scope: additional admission for a new model and/or a new range 21
III.3.5. Certified Product Change: Extension 22
III.3.6. Application for Brand name 22
III.3.7. Changes to the distribution channel 22
III.3.8. Temporary or final termination of the manufacture of a certified product 22
III.4. CONDITIONS FOR STOPPING MARKING OR MARKING IN CASE OF SUSPENSION, WITHDRAWAL, ABANDONMENT 23

ANNEX A. REMOTE AUDITS AND SAMPLINGS 24

A.1. ELIGIBILITY 24
A.2. IMPLEMENTATION 24
A.2.1. Technical requirements 24
A.2.2. Personnel requirements 24
A.2.3. Documentation 24
A.3. PERFORMING A REMOTE AUDIT 25
A.4. PERFORMING A REMOTE SAMPLING 25
A.5. DATA MANAGEMENT 25

ANNEX B. REMOTE SAMPLING PROTOCOL DESCRIPTION 26

B.1. RESOURCES: 26
B.2. METHOD: 26

The certification manual for QB programmes managed by EUROVENT CERTITA CERTIFICATION was approved on February 5, 2021. It may be revised, in whole or in part by EUROVENT CERTITA CERTIFICATION, after consultation with interested parties.

It cancels and replaces any previous version.

MODIFICATIONS

First implementation date of certification manual for QB programmes : February 5, 2018

Part modified	Review No.	Date	Modification made
-	0	5/02/2018	Creation of the Certification Manual
The whole document	1	5/02/2021	- Updated as a result of internal process developments (contract, declaration list, certificate, publication of data, test purchases, ...) - Integration of remote audits and sampling - End of transitional arrangements ISO 9001 V 2015 - Changes of programmes committees

Part I.
GENERAL INFORMATION

I.1. The certification programme

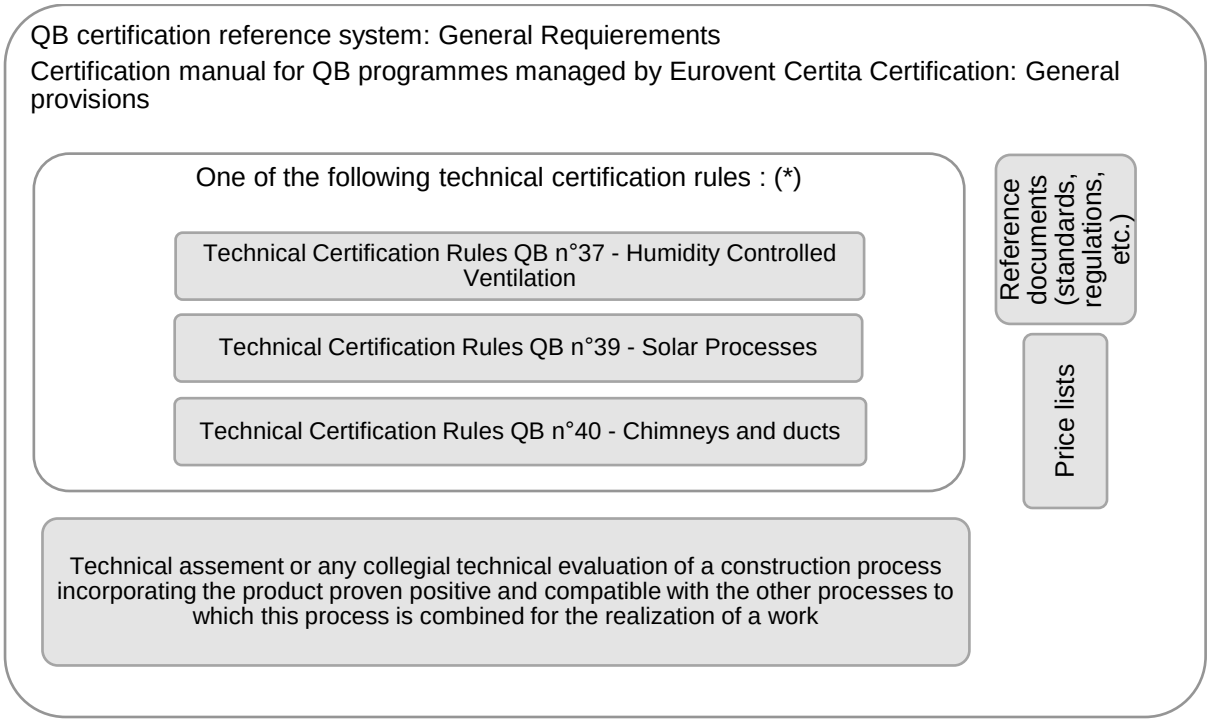
The QB mark certification programme, under the terms of the French Consumer Code, is made up of:

- General requirements of QB mark, which set out the general structure and the conditions of use of the mark, the conditions of validity and the sanctions in the event of improper use of the QB mark,
- the certification manual for QB programmes managed by EUROVENT CERTITA CERTIFICATION: General provisions, known as the certification manual, which describes the general working principles, the general requirements to be met and the procedures used to check compliance with these requirements;
- applicable technical certification rules, specific to the product(s) involved in each QB programme, which describe the technical requirements to be met, as well as the compliance control procedures
- reference documents mentioned in the certification manual and technical certification rules,as well as possible additional technical specifications

I.2. Scope and conditions of application

All products that can be covered by the QB certification managed by EUROVENT CERTITA CERTIFICATION are mentioned in the technical certification rules listed in Figure Figure 1Certification Programme Structure

Figure 1Certification Programme Structure



(*) Non-exhaustive list

The implementation of the products is not covered by this reference standard.

Certification is open to any applicant (or participant) whose products fall within the defined scope and who is able to meet the technical requirement described in each certification rules.

I.3. Stakeholders

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

I.3.1. EUROVENT CERTITA CERTIFICATION

CSTB entrusts the management of the QB certification programmes listed in a contract to the following certification body, known as the licensed body:

EUROVENT CERTITA CERTIFICATION SAS

48/50 rue de la Victoire

F- 75009 PARIS

Tel: + 33 1 75 44 71 71

EUROVENT CERTITA CERTIFICATION, as certified body under the terms of the French Consumer Code, is responsible to CSTB for the transactions entrusted to it contractually.

I.3.2. Audit body

The audits performed as part of the certification process are carried out by auditors from one of the audit bodies listed in each technical certification rules.

The participant or applicant must facilitate the operations that auditors are required to carry out in the context of their mission.

Auditors have the right to inspect the applicant's or participant's facilities in order to perform their mission.

I.3.3. Test Body / Laboratory

Product testing is carried out in accordance with the provisions set out by EUROVENT CERTITA CERTIFICATION and specified in the relevant technical certification rules.

I.3.4. Programme Committee

I.3.4.1. Role

If applicable, an advisory body is set up for each QB certification programme known as the Programme Committee. Its role is to give its opinion on:

- ✓ the technical certification rules and subsequent evolutions,
- ✓ the review and implementation of the recognition agreements relating to tests and audits,
- ✓ communication actions related to the QB certification concerned.
- ✓ any other issue of interest to the programme concerned

As part of the development and revision of the certification rules, a broader consultation of interested parties in the collection of points of view is carried out separately; the stakeholders consulted are represented by professionals who manufacture the products, organizations representing consumers and/or end-users, relevant administrations, etc.

I.3.4.2. Operating principle

Each applicant and participant appoints a representative to be a member of the programme committee. EUROVENT CERTITA CERTIFICATION reserves the right to integrate other stakeholders (laboratories, prescribers, installers, etc.) on this committee.

The opinions of the Programme Committee are drawn by consensus, i.e. without formal objection duly documented by one of its members.

The Chairman of the Programme Committee is appointed after consultation with the Programme Committee members. His term of office is 3 years. This mandate is renewable by tacit renewal.

The members of the Programme Committee may not receive any payment for the duties performed.

The committee members undertake to fulfil their duties with total impartiality and to keep the information disclosed to them confidential, particularly personal information.

EUROVENT CERTITA CERTIFICATION reserves the right to terminate the mandate of a committee member, if necessary (e.g., non-compliance with the commitment of confidentiality and impartiality, non-compliance, in general, with any commitment, etc.).

I.3.4.3. Working Group

For certain occasional activities not requiring that all of the Programme Committee members meet, a working group may be created whose members are designated by name and selected from the members of the Programme Committee.

External individuals or professionals may be called upon to assist with these activities.

The missions of this working group are specified by the Programme Committee. Its powers are generally limited to preparing projects or proposals or supplying additional information on a given subject on behalf of the Programme Committee.

I.4. List of terms

QB right to use agreement:	Authorisation granted by EUROVENT CERTITA CERTIFICATION to an applicant to affix the QB mark on the product for which the application was submitted.
Audit:	Systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled (ISO 9000:2015 - paragraph 3.13.1).
Admission application:	*First application* Application whereby an applicant requests, for the first time, the right to use the mark for a product; he declares that he is acquainted with the certification rules and undertakes to comply with them. He signs a certification contract and communicates a product declaration list.
Additional admission application:	*New product - New range - New factory belonging to a participant* Application whereby a participant wishes to obtain the right to use the NF mark for a new product, a new range or a product/range manufactured at a new production site. The participant updates the product declaration list and/or the production site declaration list.
Extension application:	*Changes to a product or range that is already certified* Application whereby a participant requests the extension of the right to use the QB mark that he holds to a product or range whose certified characteristics have been modified. The participant updates the products déclaration list.
Brand Name application:	*New commercial/sales reference for a certified product* Request by which an applicant/participant seeks the maintain of the right to use the QB mark for a product already certified on its own initiative or that of another participant and intended to be marketed under another trademark and/or commercial reference but without any modification of the certified characteristics . If necessary, the participant of the certification for the product of origin already certified must give his consent. The product declaration list must include this information.

Applicant:	Legal entity requesting the right to use the mark covered by the reference standard that undertakes to comply with said certification rules.
Distributor:	Legal entity to market products certified by another certified participant.
Product:	Item resulting from a manufacturing method or process, originating from a given production unit, defined by a specific trade mark and/or sales reference with specific technical characteristics.
Admissibility:	Eligibility of the application for examination. Admissibility relates to the administrative and technical sections of the application.
Maintain:	Decision notified by EUROVENT CERTITA CERTIFICATION whereby the participant's right to use the QB mark is renewed
Expell:	Decision notified by EUROVENT CERTITA CERTIFICATION that cancels the right to use the QB mark.
Subcontractor:	Legal entity that produces or assembles all or part of a product on behalf of an applicant or participant, with the applicant or participant being accountable for compliance with the certification requirements.
Suspension:	Decision notified by EUROVENT CERTITA CERTIFICATION that temporarily and for a given period cancels the the right to use the QB mark. Suspension may be notified as a sanction or on the participant's request.
Participant:	Legal entity that has the right to use the mark covered by the reference standard, that undertakes to comply with said certification rules.

Part II.
THE REQUIREMENTS OF THE REFERENTIAL

II.1. Reference documents

II.1.1. Standards

The standards are listed in each technical certification rules.

II.1.2. Additional technical specifications

If applicable, other additional technical specifications are set out in each technical certification rules.

II.1.2.1. Technical Assessment or any collegial technical evaluation of a construction process

Technical assessment, issued by the CCFAT (Commission responsible for Formulating Technical assessment and Technical Application Documents) or any collegial technical evaluation of a construction process incorporating the product proven positive and compatible with the other processes to which this process is combined for the realization of a work are intended to provide, to all participants in the act of building, an authorized opinion on the conditions of construction (employment) by means of a new product, process or equipment. In particular, they indicate the extent to which the process or product complies with the regulations in force, is suitable for use, and has sustainability in service, in France, considering the provisions commonly adopted by all entrepreneurs and actors.

II.2. Regulations

The products covered by a certification reference standard shall comply with the French regulations in force.

They are manufactured to comply with all applicable directives and regulations.

The granting of the right to use shall under no circumstances substitute the legal responsibility of the company holding the right to use the QB mark by the responsibility of EUROVENT CERTITA CERTIFICATION.

II.3. Quality management provisions

These provisions apply to the applicant (or participant) of the mark and, as the case may be, to the production units of the main components of the product. The applicant (or participant) shall take every measure necessary to guarantee the product's continual compliance with the technical certification rules.

This paragraph defines the minimum provisions that the applicant (or participant) shall set up in terms of quality management so that the products covered by the QB mark are produced at all times in accordance with this certification reference standard. The specific product requirements are defined in each applicable technical certification rules.

These provisions comprise certain requirements of ISO 9001: 2015 to ensure product conformity. They do not imply certification of the quality management system.

Therefore, it is recommended that applicants and participants to the QB mark base the quality system set up for the products intended to be certified on the standard model defined by ISO 9001: 2015 and draw up the quality plans and quality manual in compliance with the requirements specified therein.

The applicant/participant shall set up and maintain a quality management structure the existence and effectiveness of which are evaluated by EUROVENT CERTITA CERTIFICATION.

For companies whose Quality Management System is certified by a body accredited by the EA (European Cooperation for Accreditation), the requirements of ISO 9001: 2015 are considered to be satisfied insofar as the company's Quality Management System applies to the products considered.

However, verification of the quality management provisions must include, at every audit, verification of compliance with the requirements of the chapters of ISO 9001: 2015 relevant to the product in question.

The applicable chapters of ISO 9001: 2015 and the requirements specific to the QB mark are defined in the technical certification rules for each programme.

Quality management documents are both:

- Descriptive:
  - General organisation rules,
  - Procedures relative to the achievement and verification of quality.
- And technical:
  - Definition of inspection procedures for products and equipment,
  - Definition of methods for measuring and verifying characteristics

Table 1ISO9001 version 2015 Exigences and applicable QB brand specific requirements

§ ISO 9001 : 2015	Requirements	Applicable (NA = non applicable)
4. Context of the organism		
4.1.	Understanding the organization and its context	NA
4.2.	Understanding the needs and expectations of interested parties	NA
4.3.	Determining the scope of the quality management system	NA
4.4.	Quality management system and its processes	NA
5. Leadership		
5.1.	Leadership and commitment	NA
5.2.	Policy	NA
5.3.	Organizational roles, responsibilities and authorities	(applicable for those in charge of the control or having a direct impact on the critical points of the product's production) All items except: ISO 9001 V15: 5.3 c.d
6. Planning		
6.1.	Actions to address risks and opportunities	NA
6.2.	Quality objectives and planning to achieve them	NA
6.3.	Planning of changes (SMQ)	NA
7. Support		
7.1.1.	General	NA
7.1.2.	People	NA
7.1.3.	Infrastructure	NA
7.1.4.	Environment for the operation of processes	(applicable for processes related to product manufacturing)
7.1.5.	Monitoring and measuring resources	(applicable for processes related to product manufacturing)
7.1.6.	Organizational knowledge	NA

7.2.	Competence	(applicable for those in charge of the control or having a direct impact on the critical points of the product's realization)
7.3.	Awareness	NA
7.4.	Communication	NA
7.5.	Documented information	(applicable for processes related to there-creation of products/services) Note: it is no longer required of Quality Manual.
8. Operational activities		
8.1.	Operational planning and control	NA *Note: Operational mastery: Idem § ISO 9001 v15 : 8.5.1.*
8.2.	Requirements for products and services	■
8.3.	Design and development of products and services	NA
8.4.	Control of externally provided processes, products and services	(applicable for raw materials, purchased components and external services affecting product/service quality) External providers: Supplier of raw materials, components, services integrated into the product/service Outsourcing external services (e.g. testing, handling, transport,...) *(*) Special case of applicants/participants subcontracting part of their production* *EUROVENT CERTITA CERTIFICATION audits subcontractors (provided in the certification rules)* All items except: * ISO 9001 v15 : § 8.4.1.
8.5.1.	Control of production and service provision	■
8.5.2.	Identification and traceability	Applicable in all cases for identification (and for traceability,if relevant)
8.5.3.	Property belonging to customers or external providers	NA
8.5.4.	Preservation	■
8.5.5.	Post-delivery activities	NA
8.5.6.	Control of changes *(production/service delivery)*	■
8.6.	Release of products and services	■
8.7.	Control of nonconforming outputs	■
9. Performance evaluation		

9.1.	Monitoring, measurement, analysis and evaluation	NA *Except 9.1.2 Customer Satisfaction*
9.2.	Internal audit	■
9.3.	Management review	NA
10. Improvement		
10.1.	General	NA
10.2.	Nonconformity and corrective action	■
10.3.	Continual improvement	NA

II.4. Marking

Marking is an integral part of the certification of a product and is used to ensure traceability.

In addition to the identification and traceability of a certified product, the marking of a product with the QB logo ensures better protection of the users and facilitates the defense of participants against misuse and fraudulent imitations.

The reproduction and display of the EUROVENT CERTITA CERTIFICATION and CSTB logos are strictly forbidden without the prior approval of these bodies.

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

The participant should only use the QB logo to distinguish QB-certified products without any risk of confusion with other products, particularly non-QB-certified products.

The participant must only use the QB logo to distinguish QB-certified products, without risk of any possible confusion with other products, particularly with NF-non-certified products.

The following requirements apply unless otherwise specified in the technical certification rules.

II.4.1. Reference texts

II.4.1.1. The French Consumer Code

Article R 433-2 of the French Consumer Code stipulates that:

"When reference is made to certification in advertising, on labelling or the presentation of any product or service, as well as in sales documents of any kind relating thereto, the following mandatory information shall be provided to the consumer or user:

- the designation or corporate name of the certification body or the warranty mark,
- the name of the technical certification rules used, and
- the manner in which the certification reference standard can be consulted or obtained."

Article L 433-6 of the French Consumer Code stipulates in particular that:

"Any reference made to certification in advertising, on labelling or in the presentation of any product or service, as well as in sales documents relating thereto, shall be accompanied by clear information enabling the consumer or user to obtain easy access to the certified characteristics. Technical certification rules shall be available for consultation either free of charge with the certification body, or by the sending of copies at the expense of the applicant. "

II.4.1.2. The General Requirements of the QB Mark

The purpose of the marking rules given below is to guide the participant in how to meet the regulations and the requirements of the QB mark. The general requirements of the QB mark specify the conditions of use and validity and the sanctions in the event of improper use of the QB mark.

Without prejudice to the sanctions laid down in the general requierements of the QB mark, any incorrect statement of the certified characteristics and any fraudulent use of the QB logo expose the participant to lawsuits for fraud and/or misleading advertising.

The information about the certified products is available on the website www.eurovent-certification.com

This information includes:

- Product identification

- Identification of the technical certification rules
- Identification of the participant
- Certified characteristics

On request, EUROVENT CERTITA CERTIFICATION will provide the information about the validity of any given certificate.

When the participant provides copies of certification documents to third parties, they shall be reproduced in their entirety.

II.4.2. The QB logo and the marking procedures

The QB logo must ensure identification of every certified product.

The participant undertakes to respect the graphic charter of the QB mark. The QB logo and graphic charter are available from the communications department of EUROVENT CERTITA CERTIFICATION.

In order to meet the requirements of Article R 433-2 of the French Consumer Code (see II.4.1), the mark must, whenever technically possible, be made as follows:

The dimensions of this marking and the means used are left to the participant's discretion provided the information is legible and subject to compliance with the QB mark graphic charter, which is available on request.

References to the QB mark in the documentation (including in advertising materials, on websites, etc.) shall be made in such a manner that there is no risk of confusion between certified products and other products.

The QB mark must be reproduced in the documentation and advertising materials in accordance with the conditions defined in the QB mark graphic charter.

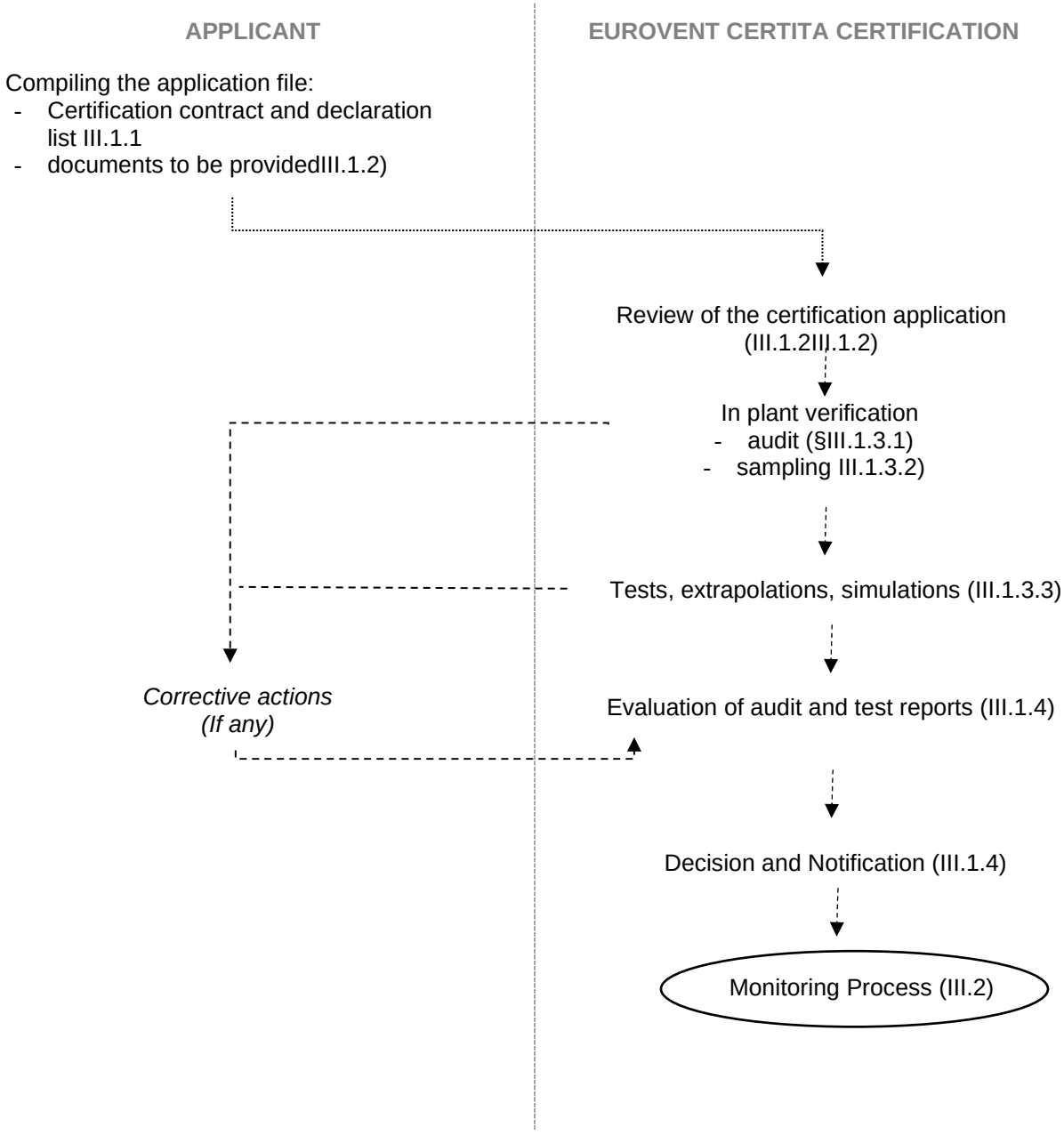
The reproduction of the QB mark, as defined inII.4.2, on the participant's letterhead, is prohibited, unless the participant has been granted the QB mark for all of its products.

In the event of a suspension or withdrawal decision, a non-conforming product or the waiving of certification, all reference to the QB mark on the products, in documentation or on the website must cease immediately.

Part III.
CERTIFICATION PROCESS

III.1. How to obtain the certification: Admission procedure

The certification acceptance process is as follows:



Any applicant (see definition in §I.4) wishing to obtain the right to use the QB mark for a product must first become familiar with the mark technical certification rules and declare their acceptance.

The application is formalized by the signing of the certification contract, in accordance with the model communicated by EUROVENT CERTITA CERTIFICATION and is to be addressed to EUROVENT CERTITA CERTIFICATION by email to sales@eurovent-certification.com .

It specifies the models and ranges that are the subject of the application by completing the declaration list provided by EUROVENT CERTITA CERTIFICATION.

III.1.1. Filing an application for admission

Before submitting the application, the applicant shall first ensure that his product(s) and manufacturing site(s) meet the terms and conditions defined in the certification rules,

If the applicant (or participant) fails to obey these rules, then the examination of his application may be interrupted or suspended. In particular, reference may not, under any circumstances, be made to the QB mark before certification has been obtained.

The application shall be presented in accordance with the conditions and templates communicated by EUROVENT CERTITA CERTIFICATION:

All documents must be provided in French or English, with the exception of documents intended for the installer and user, which must be in French:

- Certification contract
- The declaration list in accordance with the provisions of each technical certification rules
- File on admissions tests in accordance with the provisions of each technical certification rules
- Quality file in accordance with the provisions of each technical certification rules

III.1.2. Application review

The application and enclosed file sent to EUROVENT CERTITA CERTIFICATION are examined to ensure in particular that:

- The products in demand are mass-produced;
- The applicant masters and assumes responsibility for the following steps: design, manufacture, assembly, quality control, marking, packaging as well as marketing and specifying the critical points of the various stages;
- Any step not assured by the applicant is the subject of a contract defining the respective responsibilities with his service provider. The list of minimum requirements to be included in a contract is specified in the contract sheet whose model is given in the technical repositories. The applicant remains responsible for all operations and their consistency;
- The products covered by the application comply with the reference standards and technical specifications set by the technical certification rules of each certification;
- All controls and tests requested in the technical certification rules of each certification, have been in place for at least 3 months on the products covered by the application;
- all requested documents are attached to the application, including contractual elements of the applicant/agent/distributor relationship, where appropriate.

EUROVENT CERTITA CERTIFICATION makes sure that it has the means to respond to the application, and may request any additional information necessary for the admissibility of the application, whether it is incomplete.

Whenever certain documents do not meet the requirements of the certification rules, EUROVENT CERTITA CERTIFICATION shall inform the applicant.

III.1.3. Implementation of checking operations

When the application is admissible, EUROVENT CERTITA CERTIFICATION organises the inspections and informs the applicant of the organisational procedures (auditor, audit duration, audited sites, laboratories, sampled products, etc.).

Several types of inspection are carried out for the QB mark:

- audits, in particular of manufacturing sites **(up 3.1.3.1)**
- controls of the technical and sales documentation.

III.1.3.1. Initial admission audit

An initial admission audit must be carried out even if an audit has been carried out as part of the technical assessment instruction.

The audit is performed by a EUROVENT CERTITA CERTIFICATION-approved auditor with the aim of ensuring that the measures defined and taken by the applicant during the design and/or manufacturing and/or marketing process comply with the requirements of this certification manual and the relevant technical certification rules.

The audit can be conducted on site or remotely according to the eligibility criteria mentioned in Annex A "Remote Audit/Sampling" which details the conditions and requirements for conducting remote audits and samplings.

The audit may be performed in the presence of an observer, who is bound by a confidentiality agreement. EUROVENT CERTITA CERTIFICATION may be required to permit the presence of said observer by standards or agreements to which it is a signatory. Prior to the audit, EUROVENT CERTITA CERTIFICATION will systematically inform the applicant that an observer will be present, EUROVENT CERTITA CERTIFICATION may also propose to the applicant that any other observer be present.

In case of extraordinary events or if travel to a specific location is not reasonable (i.e., for safety reasons, travel restrictions, etc.), remote audit/ sampling can be made mandatory by EUROVENT CERTITA CERTIFICATION in response to the situation without having to comply with eligibility criteria mentioned in Annex A"Remote Audit/Sampling".

If the applicant subcontracts part of its business, EUROVENT CERTITA CERTIFICATION reserves the right to send an auditor to the subcontractor's(s') premises on the basis of the same reference standard.

The auditor:

- Conduct(s) an audit designed to verify the existence and implementation of the quality provisions established by the applicant and their compliance with the requirements set out in the technical certification rules. This audit is carried out according to the general principles defined by ISO 19011 in force regarding the quality audit, in particular relating to the scope of the audit and the details of the procedures, stipulated in an audit plan sent to the company before the audit begins.
- Verify(ies) that the inspections have been carried out regularly for at least 3 months.
- May have tests performed in his/their presence, in order to verify the conditions under which inspections are carried out on the audited site. These tests are preferably carried out on the type of product sampled for tests in the laboratory of the mark.

With the applicant's agreement, the auditors may make a copy of any document they consider necessary.

If the applicant holds an ISO 9001 certificate, the audit report(s) must be made available to the auditor.

If all of the requirements of the technical certification rules cannot be covered on the audited site, the applicant shall put in place the measures and resources necessary to evaluate all of said requirements.

The duration of the audit (including preparation, performance of the audit, drafting the report and follow-up of corrective actions, if any) is defined in each technical certification rules.

Following the audit, the lead auditor establishes an audit report detailing the effectiveness of the quality organisation implemented, the strengths and weaknesses and a statement of nonconformities. It also includes a sampling sheet, if applicable.

The applicant informs EUROVENT CERTITA CERTIFICATION of any corrective actions taken as a result of nonconformities identified during the audit within a period of one month unless otherwise specified by the lead auditor.

The auditor, in the event of a situation of danger with regard to the safety requirements of the certifying body, reserves the right to exercise a right of withdrawal.

III.1.3.2. Sampling for laboratory tests

If the technical certification rules requires that samples are taken, this is done in accordance with the provisions set out. In addition:

- a sampling sheet stating the samples taken is produced;
- the applicant is responsible for sending the samples to the laboratory in charge of performing the tests

The applicant sends samples requested by EUROVENT CERTITA CERTIFICATION, within the prescribed time frame, to the laboratory responsible for carrying out the tests.

The sample can be taken in person or remotely. Annex A "Remote Audit/Sampling" and Annex B "Protocol of Remote Sampling" detail the requirements and arrangements for remote sampling.

The application of remote sampling is defined in each technical certification rules.

In the event of extraordinary events or if travel to a specific location is not reasonable (i.e. for security reasons, travel restrictions, etc.), a remote sampling may be made mandatory by EUROVENT CERTITA CERTIFICATION.

III.1.3.3. Admission tests

The samples taken are tested to check the certified performances, as stipulated in the relevant technical certification rules.

Admission tests are performed by the mark laboratories (see §I.3.3) or in accordance with specific provisions set out in the relevant technical certification rules.

The test report produced by the laboratory in charge of the tests is sent to EUROVENT CERTITA CERTIFICATION, which then forwards it on to the applicant. The corresponding test report is a deliverable provided to the applicant and paid by him for the certification service offered.

Whenever nonconformities are identified, the applicant sends EUROVENT CERTITA CERTIFICATION an action plan setting out the root cause analysis, the extent of the deviation and the curative and corrective actions.

III.1.3.4. Control of technical and commercial documentation

An audit of the information contained in the technical and commercial documentation will be carried out during the admission audit.

III.1.4. Evaluation and decision

EUROVENT CERTITA CERTIFICATION evaluates the test and audit report(s) in accordance with the procedures in force.

The applicant must present, for each deviation, the actions taken or planned, including the schedule for the implementation of such action in the documented corrective action report.

EUROVENT CERTITA CERTIFICATION analyses the relevance of the response and may request additional inspections to confirm that the corrective actions have been taken and are effective (additional audit(s) and/or testing).

On the basis of the results obtained during the examination of the application and any proposals made by the Programme Committee, EUROVENT CERTITA CERTIFICATION notifies the applicant of one of the following decisions:

- Certification granted
- Certification denied or refused

In the event that certification is refused, the applicant is given the reasons for the decision.

A decision can be deferred in order to carry out additional examination of the application.

The applicant may contest the decision by submitting an appeal to EUROVENT CERTITA CERTIFICATION, in accordance with the General Requirements of the QB mark.

In the event of a positive certification decision, EUROVENT CERTITA CERTIFICATION grants the right to use the QB mark and addresses the applicant, who becomes the participant, the QB certificate and the review of the evaluation notifying the decision. This certificate mentions a date of validity, and subject to compliance with the conditions for the renewal of the certificate defined in paragraph III.2, it is automatically renewed without charge under the same conditions.

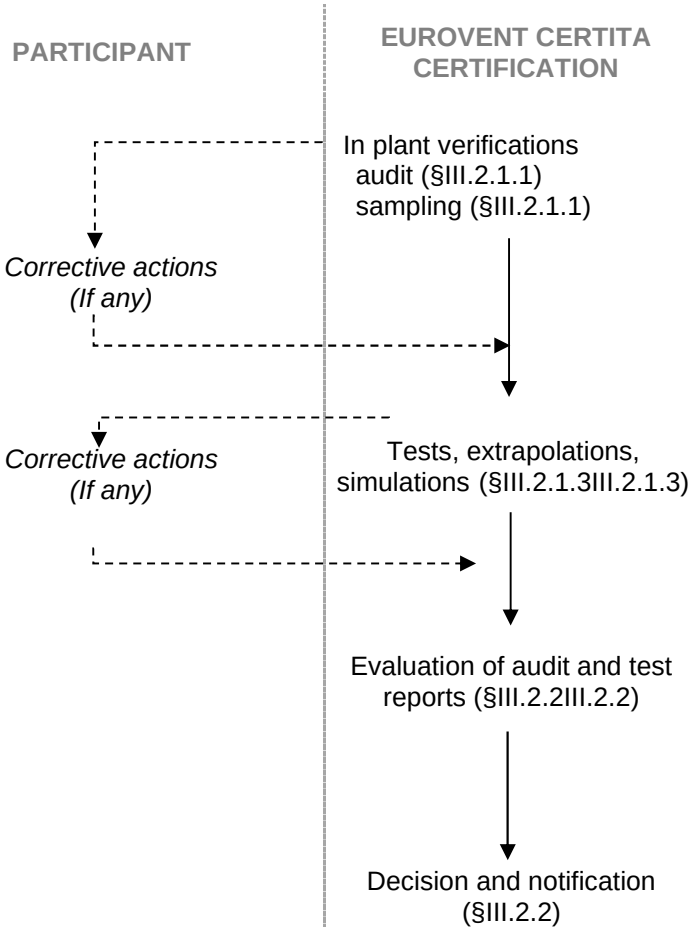
The certified characteristics are published on the EUROVENT CERTITA CERTIFICATION website.

The the right to use the Mark is strictly limited to the products for which it was granted, in other words the duly defined products from the duly defined factories, manufactured under the conditions set out in the certification reference standard.

The granting of the right to use shall under no circumstances substitute the legal responsibility of the company holding the right to use the QB mark by the responsibility of EUROVENT CERTITA CERTIFICATION.

III.2. MAINTINING THE CERTIFICATION: monitoring procedures

EUROVENT CERTITA CERTIFICATION monitors the certified products from the time when the right to use the QB mark is granted, according to the following process:



Throughout duration of the certification, the participant shall:

- comply with the requirements defined and the marking procedures,
- keep the certification file up to date using the templates given,
- systematically inform EUROVENT CERTITA CERTIFICATION of changes to any of the characteristics of the certified product and/or its organisation likely to have an impact on the certification.

In addition, EUROVENT CERTITA CERTIFICATION reserves the right to have any checks carried out (audits, tests,audits, market sampling ...) that it considers necessary following:

- a change to the certified product or the quality organisation of the production entities (production plant, production workshops, subcontractors' plants, etc.);
- complaints, claims, disputes/litigation, etc. regarding the use of the QB mark that have come to its attention.

III.2.1. Implementation of surveillance operations

The follow-up of QB-certified products includes examinations, analyses or testing of the products and audits of the sites involved in the manufacturing process.

It also includes follow-up of the use of the mark and marking on the products, packaging and all marketing media, including the owner's website.

The follow-up procedures are based on the decisions made following the previous surveillance operations.

III.2.1.1. Follow-up audit

The provisions specified in §III.1.3.1 apply to the applicant who is now a mark participant.

Follow-up audits are performed annually within one calendar year unless otherwise specified in the relevant technical certification rules.

The checks performed primarily concern any modifications made since the previous audit that affect manufacturing or inspection procedures and any modification of the organisation of the quality management system.

The verification of the quality management measures must include, during each audit, the verification of compliance with the specific requirements of the QB marking II.4), the specific provisions defined in the relevant technical certification rules and the following chapters of the NF EN ISO 9001:2015, through the following processes defined by the participant:

Table 2 ISO 9001 2015 version requirements to be checked at a minimum during monitoring audits

§ ISO 9001 : 2015	Requirements	Applicable (NA = non applicable)
7. Support		
7.1.5.	Monitoring and measuring resources	(applicable for processes related to product production).
7.2	Competence	(applicable for processes related to product production).
7.5	Documented information	(applicable for processes related to product production).
8. Operational activities		
8.4	Control of externally provided processes, products and services	(applicable for processes related to product production).
8.5.1.	Control of production and service provision	■
8.5.2.	Identification and traceability	(applicable for processes related to product production).
8.5.4.	Preservation	■
8.6.	Release of products and services	■
8.7.	Control of non conforming outputs	■
10. Improvement		
10.2.	Non conformity and corrective action	Applicable in full Additional requirement for the QB mark: Records of complaints regarding certified products and the processing thereof shall be produced and retained.

The other processes (and chapters of the standard) are verified during the various follow-up audits (by sampling).

III.2.1.2. Samples for testing in the brand's laboratory

The provisions set out in §III.1.3.2 apply to the applicant who is now a mark participant.

III.2.1.3. Monitoring tests

The provisions set out in §III.1.3.3 apply to the applicant who is now a mark participant.

III.2.1.4. Control of technical and commercial documentation

The information contained in technical and sales documentation will be checked during audits and/or by regular inspection (websites in particular will be checked).

III.2.2. Evaluation and decision

The evaluation procedures are the same as for admission described in §III.1.4.

Depending on the results of all checks, EUROVENT CERTITA CERTIFICATION may decide:

- to renew the certification. This renewal may be accompanied by comments or corrective action requests,
- to renew the certification with notice to correct the nonconformities identified within a given period, with or without additional inspections,
- to suspend or withdraw the certification,
- to perform additional inspections or checks before making a decision.

When a decision to renew certification has been made, EUROVENT CERTITA CERTIFICATION notifies the participant of the renewal of the right to use the QB mark.

Whenever certification is suspended or withdrawn, EUROVENT CERTITA CERTIFICATION notifies the participant of the suspension or withdrawal of the right to use the QB mark, giving the reasons for the decision.

The decision shall come into effect on the date of receipt the notification.

The costs of additional verifications caused by the sanctions shall be borne by the participant.

Participants are responsible for their use of the QB mark relating to the product concerned and agree to implement the measures arising from the suspension or withdrawal of the right to use, made in accordance with the certification reference standard (as defined in §I.1

Whenever the right to use the QB mark is suspended or withdrawn, the participant is prohibited from using the QB mark and making reference to the mark on any new products manufactured (see §III.4). For products manufactured prior to the suspension or withdrawal of the right to use, EUROVENT CERTITA CERTIFICATION may take specific measures on a case-by-case basis.

The participant may challenge the decision by submitting an appeal in accordance with the General Requirements of the QB mark.

III.3. Statement of amendments

Any changes to the initial conditions of obtaining the QB mark shall be reported in writing by the participant within one month.

If EUROVENT CERTITA CERTIFICATION observes that this obligation has not been honoured, the right to use the QB mark may be suspended or withdrawn.

For all other cases not covered in §3.3.1 to §3.3.7, EUROVENT CERTITA CERTIFICATION shall decide whether the changes call the certification into question and whether an additional inspection is necessary.

III.3.1. Change in the participant

The participant shall notify EUROVENT CERTITA CERTIFICATION in writing of any legal changes to the company or any change in the corporate name.

In case of merger, bankruptcy or takeover of the participant, all of the participant's rights to use the QB mark will automatically cease.

EUROVENT CERTITA CERTIFICATION is responsible for examining the terms of any new application for admission that might be made.

III.3.2. Changes concerning production entities

Any transfer (total or partial) of the production entity(ies) of a QB-certified product to a different production site brings about an immediate cessation of QB marking by the participant on the transferred products in any form whatsoever.

The participant shall inform EUROVENT CERTITA CERTIFICATION in writing of the new production procedures envisaged.

Based on the information sent by the participant, EUROVENT CERTITA CERTIFICATION will identify any checks to be performed on a case-by-case basis. These checks may include an audit of the new production site, partial or full testing.

The certification renewal evaluation and decision procedures are identical to those for admission described in §III.1.

- **Case of a change in the production process:**

The participant must demonstrate that the change in the production process does not affect the performance of the certified product characteristics (see §2.4.2.: §8.5.6. NF IN ISO 9001:2015); and will informEUROVENT CERTITA CERTIFICATION,

III.3.3. Changes concerning the quality organisation of the manufacturing and/or marketing process

The participant shall declare in writing to EUROVENT CERTITA CERTIFICATION any change regarding its quality organisation likely to have an impact on the compliance of the manufacturing and/or marketing with the requirements of the technical certification rules (changes to its facilities, quality plans, agent, etc.).

Furthermore, any temporary cessation of the internal inspection of an QB-certified product results in immediate cessation of the QB marking thereof by the participant in any form whatsoever. The participant shall inform EUROVENT CERTITA CERTIFICATION

In this case, the procedure set out in §3.3.7 applies.

The certification renewal evaluation and decision procedures are identical to those for admission described in §III.1.

Where appropriate, if a third party is tasked with distribution, the participant undertakes to immediately inform EUROVENT CERTITA CERTIFICATION of any changes to the distribution of its products, and in particular any interruption in supply by the designated third party.

III.3.4. Changes to the certification scope: additional admission for a new model and/or a new range

Any new model and/or new range is subject to an application for additional admission of the right to use the QB mark through an update of the declaration list according to the provisions defined in each technical certification rules.

After reviewing the application and the corresponding file, EUROVENT CERTITA CERTIFICATION shall decide whether the application is accepted as such or if other verifications are necessary, they may include an audit and tests and shall inform the participant.

The samples on which the tests wil be carried out are sent by the applicant, under his responsibility, to the independent laboratory responsible for testsing.

The evaluation and certification decision procedures are identical to those of admission described in §III.1.

III.3.5. Certified Product Change: Extension

Any changes that may or may not affect the compliance of a model and/or a certified range with respect to the requirements set out in each technical certification rules must be reported in writing to EUROVENT CERTITA CERTIFICATION through an update of the reporting list according to the provisions defined in each technical certification rules.

After reviewing the application and the corresponding file, EUROVENT CERTITA CERTIFICATION determines the possible checks and tests to be carried out and informs the applicant of the acceptance in the state of his file or the execution of due diligence.

The samples required to carry out the tests are sent by the applicant, under his responsibility, to the independent laboratory responsible for conducting the tests.

The evaluation and certification decision procedures are identical to those of admission described in §III.1.

III.3.6. Application for Brand name

The right to use the QB mark granted to a product under a specific designation or brand is not automatically extended to similar products of the same origin, sold under a different designation or brand.

Any entity, marketing a certified product under a new designation or trademark, must make an application to maintain the right to use the QB mark by an application for admission if that entity does not yet hold the QB mark, and through an update of the declaration list according to the format defined in each certification rules if the entity already holds the QB mark.

III.3.7. Changes to the distribution channel

The licensee shall commit to inform EUROVENT CERTITITA CERTIFICATION of any changes made in the distribution of certified products as soon as it is known to himself and in particular when he ceases to supply a distributor, which has the right to use the QB mark, thereby stopping this maintenance of the right to use the QB mark.

The distributor, which retains the right to use the QB mark, shall commit to inform EUROVENT CERTITA CERTIFICATION of any changes in its supplies that effectively stop this maintenance of the right to use the QB mark. The distributor's right to use the QB mark can only be validated after further review in accordance with Part 3 of these certification rules.

III.3.8. Temporary or final termination of the manufacture of a certified product

The participant has to immediately inform EUROVENT CERTITA CERTIFICATION of any temporary cessation of production or control of a certified product:

- EUROVENT CERTITA CERTIFICATION will notify the participant of the suspension of the right to use the QB mark for the products concerned as well as the terms of the suspension.
- The maximum suspension period is 1 year (or specific provisions defined in each technical certification rules). After this period, the right to use is withdrawn.

The participant must notify EUROVENT CERTITA CERTIFICATION whenever production is resumed,

Whenever the participant definitively ceases to manufacture a certified product or when a QB right to use is abandoned, the participant shall inform EUROVENT CERTITA CERTIFICATION by an update of the declaration list according to the format defined in each technical certification rules, specifying the time it deems necessary to sell the remaining stock of products. EUROVENT CERTITA CERTIFICATION specifies the conditions under which this stock can be sold. During this phase, the products are still visible on the EUROVENT CERTITA CERTIFICATION website, and are marked "DELETED".

The withdrawal of the right to use the QB mark is notified at the end of the stock run-off period approved by EUROVENT CERTITA CERTIFICATION. The products are then no longer visible on the EUROVENT CERTITA CERTIFICATION website.

III.4. Conditions for stopping marking or marking in case of suspension, withdrawal, abandonment

Demarking should be made as soon as a notification of suspension or withdrawal of the right to use the mark is received.

Any use of the QB mark is prohibited upon notification of the sanction decision.

The demarking must be achieved in such a way that no ambiguity remains.

The participant shall remove or conceal in full the logo of the brand, or any reference to the mark, on all media (see §II.4.2). If necessary, the supports will have to be destroyed.

EUROVENT CERTITA CERTIFICATION can control, by any means at its convenience, the correct realization of the demarking.

Failing to fully execute the demarking, the participant who has lost his right to use the QB mark is liable to prosecution for fraud and/or false advertising.

ANNEX A.
Remote audits and samplings

All requirements described in the Certification Manual and in the Technical Certification Rules related to audits and sampling apply.

The following procedure details the requirements to perform remote audits and samplings. On-site audit terms and requirements described in the current document apply.

A.1. Eligibility

Remote audit is an option that can be proposed to the participants. Remote audit is only possible for programmes already comprising on-site audits.

However, remote audit is submitted to one of the following criteria:

- It is not possible for an admission audit, nor for the first surveillance audit,
- It is possible if no critical non-conformity has been found over the last 2 surveillance audits,
- Remote audits cannot take place over 2 successive campaigns.

Additional criteria may be defined in the Technical Certification Rules of specific programmes (e.g. RADMAC agreement …)

Remote audits shall be performed before June 30 of each year unless otherwise specified in the Technical Certification Rules.

Remote sampling is an option that can be proposed to the participants, the criteria are defined in the Technical Certification Rules of specific programmes.

A.2. Implementation

The participant commits to prepare in the best way possible to a remote audit/sampling (a list of activities, areas, information and personnel to be involved in the remote assessment shall be prepared).

The participant should do their best to confirm what was heard, stated and read throughout the assessment.

A.2.1. Technical requirements

All physical checkings shall be audited by live video streaming using an application by EUROVENT CERTITA CERTIFCATION. All documental checking shall be audited in the same way or shall be provided by email. For software checking a remote access to the participant's laptop/computer can be requested.

In order to proceed, a full access to the manufacturing facility shall be given. These areas need to be covered by 4G, Wi-Fi or other network connection. The connexion needs to be constant and stable. The recommended connexion characteristics should be above 1.2 Mbit/s.

A.2.2. Personnel requirements

The participating staff involved in the remote audit must be able to communicate verbally with the auditor, the language used will be specified in the audit plan.

The staff shall be proficient in the use of Information and Communications Technology (ICT).

A.2.3. Documentation

The participant permits and accommodates remote assessment activity (i.e., availability of records in electronic format or document reader).

A.3. Performing a remote audit

In case of a first remote audit, a feasibility test is required at least one week before the scheduled date of the remote audit in order to confirm its feasibility. At the end of this feasibility check, a report is issued.

When the audit conditions are identical to those of the previous remote audit (technical conditions, persons involved, etc.), the feasibility test is left to the discretion of the auditor.

The chosen time zone will always be the one of the audited facility.

The duration of the initially planned audit may be extended, if necessary within a few hours to allow the remote evaluation to be completed.

The remote audit could be done in several separate sessions (e.g. twice 4 hours over 2 days, 2 hours per day during 4 days).

EUROVENT CERTITA CERTIFICATION has the right to stop the audit if the conditions are not deemed adequate. This shall be recorded in the audit report. The remote audit could then be postponed or cancelled. In case of cancellation, an on-site audit will be mandatory for the campaign.

In case of non-fulfilment of these measures or if no agreement is reached for the use of ICT, or if the review information cannot be shared remotely (i.e. due to confidentiality or access issues), an on-site audit shall be done or performed.

A.4. Performing a remote sampling

Before sampling begins, EUROVENT CERTITA CERTIFICATION shall establish and send a sampling list to participant, indicating the devices that are meant to be sampled. The participant returns the sampling list to EUROVENT CERTITA CERTIFICATION, indicating the availability of devices.

EUROVENT CERTITA CERTIFICATION send to the participant an identification label/sticker that shall be used on the product and/or the package for the sampling.

The identification sticker shall be affixed on the product and/or the package according to sampler instructions.

The photographed packaging shall be included in the report.

A.5. Data management

The remote audit/sampling is done using the application provided by EUROVENT CERTITA CERTIFICATION.

The participant shall review and include a check that he has the necessary infrastructure and knowledge to support the use of the application supplied by EUROVENT CERTITA CERTIFICATION.

All recorded and shared documents will be destroyed after the completion of the audit. Streamed Video will be not recorded.

The participant needs to take appropriate measures to safeguard confidentially of data in any format.

ANNEX B.
Remote sampling protocol description

The objective of this annex is to present the methodology in order to ensure the correct completion of remote sampling.

The technical requirements are contained in Annex A "Remote Audits and Sampling" of this certification manual and it is recommended to follow the guide to good practices for remote audits/sampling that will be provided by EUROVENT CERTITA CERTIFICATION.

B.1. Resources:

- Equipment
    - Video/camera suitable for streaming clear videos and images, sent live
    - Marker (large and thin)
    - Scissors
    - Tape
    - Self-adhesive Sticker " label (sent by EUROVENT CERTITA CERTIFICATION and printed by the company)

- Human Resources/Company Staff
    - 1 person to take video and photos
    - 1 person to identify and pack the sample according to the instructions of of EUROVENT CERTITA CERTIFICATION
    - 1 forflit driver if necessary

B.2. Method:

The selection is based on a list of samples that is confirmed by the participant.

- The storage area and/or production lines must be shown to the EUROVENT CERTITA CERTIFICATION sampler who selects and chooses the product based on availability.
- The EUROVENT CERTITA CERTIFICATION sampler fills out the sample sheet based on the information shown by video and read by the participant from the data on the nameplate/information mentioned on the package. The information is: Type / Product name, model, serial number or lot number, date of manufacture, laboratory (when selected by the participant), ...
- After confirmation by the EUROVENT CERTITA CERTIFICATION sampler, the participant signs and takes a photo of the nameplate.
- The participant sends this photo with the application notified by EUROVENT CERTITA CERTIFICATION and the sampler of EUROVENT CERTITA CERTIFICATION confirms the good quality of the photo.
- Based on the instructions given by the EUROVENT CERTITA CERTIFICATION sampler, the participant takes and sends several photo images according to the needs of the product with the application notified by EUROVENT CERTITA CERTIFICATION.
- The EUROVENT CERTITA CERTIFICATION sampler confirms the good quality of the photo.
- The participant packages the sample in accordance with the instructions of the EUROVENT CERTITA CERTIFICATION sampler.
- The participant affixes a distinctive sign on each side, applies the sticker, date and signs on the package.
- The participant sends the photo of the package with the application notified by EUROVENT CERTITA CERTIFICATION and the sampler of EUROVENT CERTITA CERTIFICATION confirms the good quality of the photo.
- The EUROVENT CERTITA CERTIFICATION sampler finalizes and signs the sample sheet, sends it to the participant to print it out.
- After checking all the information (date, identification, billing address, laboratories, shipping date, etc.) mentioned in the collection sheet, the participant signs the document and sends it by email to the sampler of EUROVENT CERTITA CERTIFICATION.

Specific provisions can be defined in each technical certification rules.