Certification body mandated by AFNOR Certification

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

Revision 1
Approved by AFNOR Certification: March 16, 2021
Date of 1st application: February 15, 2017

CONTENTS

THIS CERTIFICATION MANUAL FOR NF PROGRAMMES MANAGED BY EUROVENT CERTITA CERTIFICATION: GENERAL PROVISIONS WAS SUBMITTED TO AFNOR CERTIFICATION FOR ACCEPTANCE INTO THE NF CERTIFICATION SYSTEM. IT WAS APPROVED BY THE LEGAL REPRESENTATIVE OF AFNOR CERTIFICATION ON 16/03/2021.

It cancels and replaces all previous versions.

MODIFICATIONS

First date of application of the certification rules: February 15, 2017

Part modified	Revision no.	Date	Modification made
-	0	15/02/2017	Creation of Certification Manual
All document	1	16/03/2021	- Updated as a result of internal process developments (contract, declaration list, certificate, publication of data, test purchases, etc.). - Integration of remote audits and sampling - End of transitional arrangements ISO 9001 V 2015 - Evolutions of programme committees

Part 1
- GENERAL INFORMATION

1.1 The certification programme

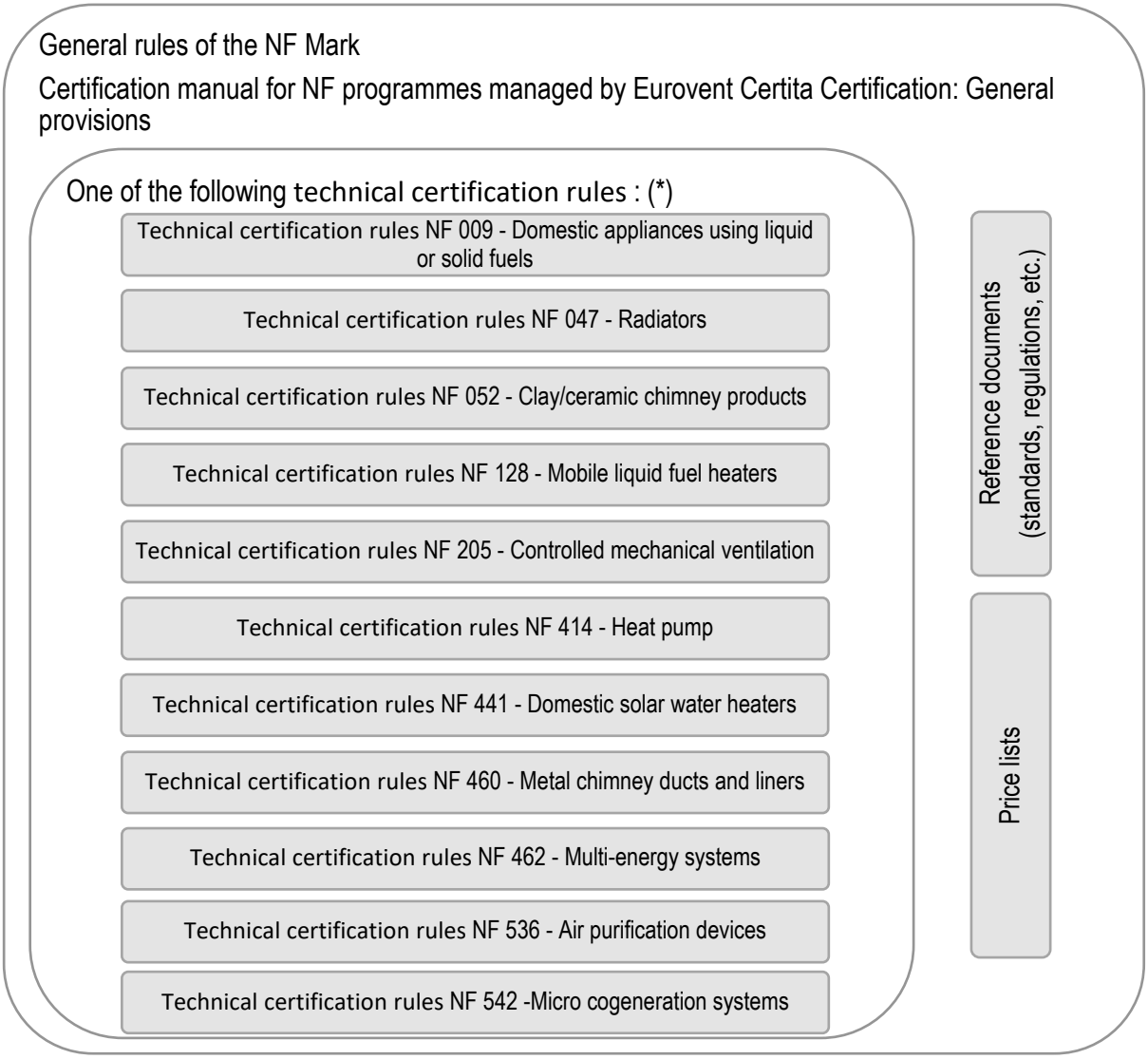
The NF mark certification rules, under the terms of the French Consumer Code, is made up of:

- the General Rules of the NF mark, that 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 NF mark;
- this certification manual for NF 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;
- the applicable technical certification reference standard, known as the technical certification rules, specific to the product(s) in question in each NF programme, which describes the technical requirements to be met and the procedures used to check the compliance;
- the reference documents listed in the certification manual and the technical certification rules, together with any additional technical specifications;
- the applicable price list.

1.2 Scope and conditions of application

All products that can be covered by the NF certification managed by EUROVENT CERTITA CERTIFICATION are described in the technical certification rules, see Figure 1: Structure of the certification rules.

Figure 1: Structure of the certification programme



(*) This list is not exhaustive

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

Certification is open to all applicants (or participants) whose products fall within the defined scope and and who can meet the technical requirements described in each technical certification rules.

1.3 Stakeholders

The bodies involved in the procedure to grant the right to use the NF mark and to monitor the NF-certified products are specified below.

1.3.1 AFNOR Certification

AFNOR owns the NF collective certification mark and has granted AFNOR Certification exclusive licensing rights.

AFNOR Certification manages and coordinates the NF certification system, which particularly defines the NF mark governance rules and procedure.

AFNOR Certification
11, rue Francis de Préssensé
F-93571 LA PLAINE ST DENIS Cedex
Tel.: + 33 1 41 62 80 00

1.3.2 EUROVENT CERTITA CERTIFICATION

In accordance with the General Rules of the NF mark, AFNOR Certification has appointed the following body, known as the mandated body, to manage the NF certification programmes listed in a contract:

EUROVENT CERTITA CERTIFICATION SAS
48/50 rue de la Victoire
F- 75009 PARIS
Tel.: + 33 1 75 44 71 71

EUROVENT CERTITA CERTIFICATION, a certification body pursuant to the French Consumer Code, is responsible to AFNOR Certification for the operations for which it has been contractually appointed.

1.3.3 Auditing 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 to perform their mission.

1.3.4 Testing 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.

1.3.5 Programme Committee

1.3.5.1 Role

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

- the technical certification rules and any upcoming changes,
- the examination and implementation of recognition agreements relating to tests and audits,
- all communication activities relating to the NF certification in question,
- 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' points of view is carried out separately; the stakeholders consulted are represented by manufacturers, organizations representing consumers and/or end-users, relevant administrations, etc.

1.3.5.2 Operating principle

Each applicant and participant will appoint a representative to be a member of the Programme Committee. In addition, AFNOR Certification is automatically part of the programme committee and EUROVENT CERTITA CERTIFICATION reserves the right to integrate other stakeholders (laboratories, prescribers, installers, etc.) into 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 Programme Committee Chairman is appointed after consulting all the Programme Committee members. His term of office is 3 years. This mandate is renewable by tacit renewal. The members of the Programme Committee will receive no payment for the duties performed.

The committee members commit 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, when non-compliance is observed , e.g., non-compliance with the commitment of confidentiality and impartiality, in general, non-compliance , with all commitments.

1.3.5.3 Working group

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

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

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

1.4 List of terms

Granting of the right to use the NF mark:	Authorisation granted by AFNOR Certification pursuant to the certification decision notified by EUROVENT CERTITA CERTIFICATION to an applicant to affix the NF 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 commits to comply with it. 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 already certified* Application whereby a participant requests the extension of the right to use the NF mark that he holds to a product or range for which the certified characteristics have been modified. The participant updates the product declaration 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 NF mark for a product already certified on its own initiative or that of another holder and intended to be marketed under another trademark and/or commercial reference. The certified characteristics of the product in question have undergone no changes in the certified characteristics and none are likely to be certified in the future. The participant of the mark for the product of origin certification 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 and committing to comply with said certification rules.
Distributor:	Legal entity that introduces onto the market products certified by another participant.
Product:	Item resulting from a manufacturing method or process, originating from a given production unit, defined by a specific trademark 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 NF mark is renewed.
Expell:	Decision notified by EUROVENT CERTITA CERTIFICATION that cancels the right to use the NF 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 granting of the right to use the NF mark. Suspension may particularly be notified as a sanction or on the participant's application.
Participant:	Legal entity that has the right to use the mark covered by the reference standard and undertakes to comply with said certification rules.

Part 2
- REQUIREMENTS OF THE REFERENCE STANDARD

2.1 Reference documents

2.1.1 Standards

The standards are listed in each technical certification rules.

2.1.2 Additional technical specifications

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

2.2 Regulations

The products covered by these certification rules 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 NF mark by the responsibility of EUROVENT CERTITA CERTIFICATION.

2.3 Quality management provisions

These provisions apply to the applicant (or participant) of the mark and 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 NF mark be always produced in accordance with these certification rules. The specific product requirements are defined in each applicable technical certification rules.

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

Accordingly, it is recommended that applicants and participants of the NF 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. Its existence and effectiveness will be 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, the verification of the quality management provisions must include, during each audit, the 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 NF mark are defined in Table 1..

The 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 1: ISO 9001 2015 version requirements and minimum NF-specific requirements

§ of ISO 9001:2015	REQUIEREMENTS	APPLICABLE (NA = Not applicable)
4. Context of the organisation		
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 to those in charge of control or having a direct impact on the critical points of the product manufacturing) 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	■ (applicable for processes related to product production)
7.1.2	Human resources	■
7.1.3	Infrastructure	■ (applicable for processes related to product manufacturing)
7.1.4	Environment for the implementation of processes	manufacturing
7.1.5	Monitoring and measuring resources	■
7.1.6	Organisational knowledge	NA
7.2	Competence	■ (applicable for processes related to product manufacturing)
7.3	Awareness	NA
7.4	Communication	NA

§ of ISO 9001:2015	REQUIEREMENTS	APPLICABLE (NA = Not applicable)
7.5	Documented information	■ (applicable for processes related to product production)
8.Operation		
8.1	Operational planning and control	NA
8.2.	Requirements for products and services	■
8.3	Design and development of products and services	NA Except 8.3.6 Design and Development Changes
8.4	Control of externally provided 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 repository)
8.5	Production and service provision	■
8.6	Release of products and services	■
8.7	Control of nonconforming outputs	■
9. Performance evaluation		
9.1	Monitoring, measurement, analysis and evaluation	■ Except 9.1.2 Customer satisfaction
9.2	Internal audit	■
9.3	Management review	■
10. Improvement		
10.1	General	NA
10.2	Non-conformity and corrective action	■
10.3	Continuous improvement	NA

2.4 Marking

Marking constitutes 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 NF logo ensures better protection for users and facilitates the defense of participants against misuse and counterfeiting..

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

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

The participant must only use the NF logo to distinguish NF-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.

2.4.1 Reference texts

2.4.1.1 The French Consumer Code

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

"When reference is made to certification in advertising, labelling or presentation of any product or service, as well as on related sales documents, 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 way 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, labelling or presentation of any product or service, as well as on related sales documents, 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, provided either free of charge or sold by the certification body."

2.4.1.2 General rules of the NF mark

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

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

The information about the certified products is available on the www.marque-nf.com website.

This information includes:

- identification of the product,
- identification of the technical certification rules,
- identification of the participant,
- the certified characteristics.

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

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

2.4.2 The NF logo and the marking process

The NF logo must ensure identification of every certified product.

The participant commits to respect the graphic charter of the NF mark. The NF 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 §2.4.1), the mark must, whenever technically possible, be designed as follows:

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

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

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

Reproduction of the NF mark, as defined in §2.4.2, on the participant's letterhead, is prohibited, unless the participant has been granted the NF mark for all of its products.

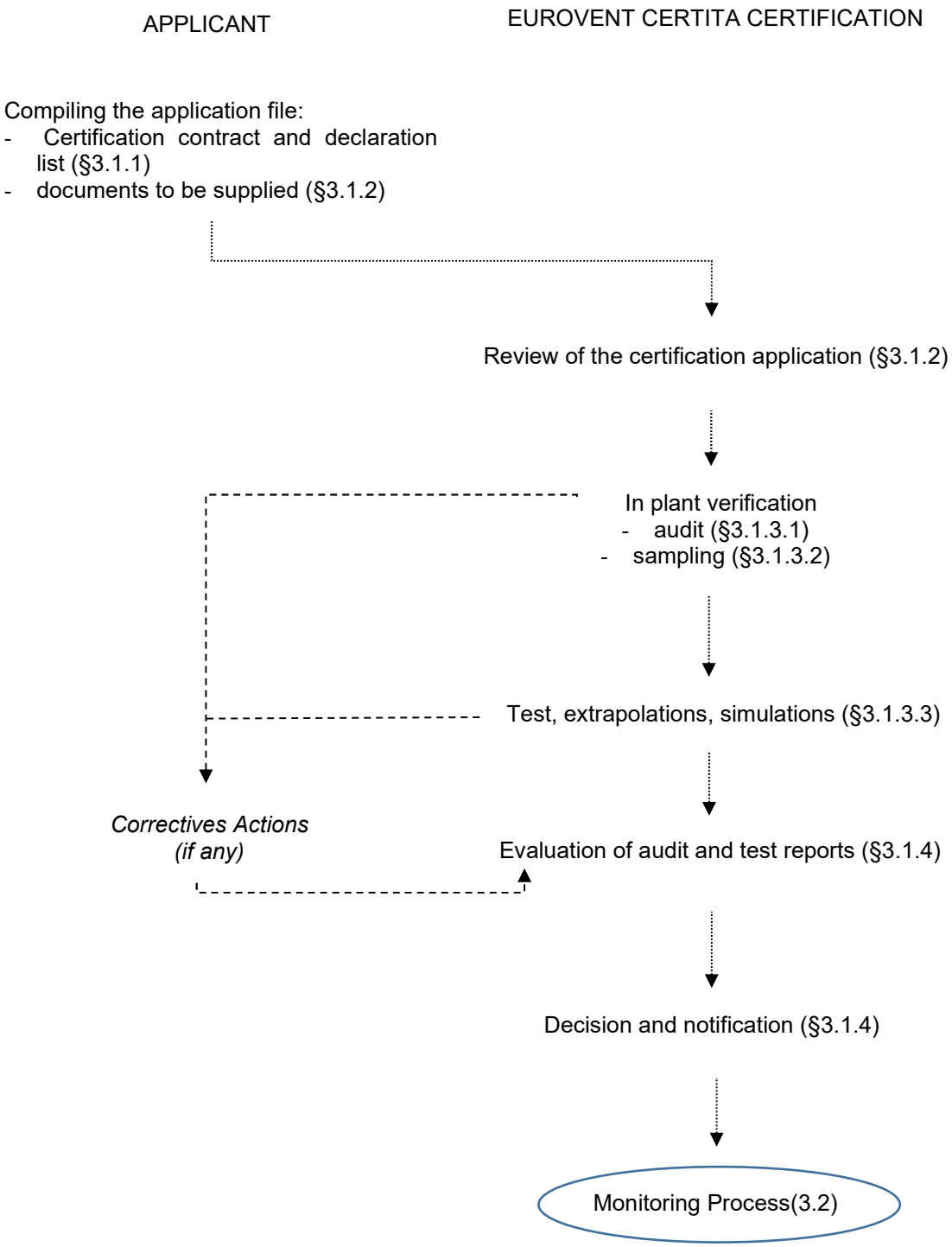
In the event of a suspension or withdrawal decision, of a non-complying product or the waiving of certification, all reference to the NF mark on the products, in documentation or on the website must cease immediately.

Part 3
- CERTIFICATION PROCESS

3

3.1 HOW TO OBTAIN CERTIFICATION: The admission procedure

The certification acceptance process is as follows:



Any applicant (see definition in §0) wishing to obtain the right to use the NF mark on a product must first become familiar with the mark technical certification rules and declare its acceptance thereof.

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.

3.1.1 Submission of an admission application file

Before submitting the application, the applicant shall first ensure that it meets the terms and conditions defined in the certification rules in relation to its product and manufacturing sites.

To support his application, the applicant undertakes to:

- accept and comply with the terms and conditions set out and defined in certification rules specific to the field of the products in question, and in particular:
    - submit to certification only products that comply with the regulations in force;
    - implement the changes required by the changes in technical certification rules that are communicated by the certification body;
    - use the NF mark under the conditions set out in the technical certification rules and for the certified products only;
    - act on the decisions made by the certification body (in particular define and implement corrective actions following a deviation/non-conformity or apply a sanction decision);
- comply at all times with the certification requirements defined by the reference standard, including implementing the appropriate changes notified by the certification body;
- ensure that the certified product continues to meet the requirements of the reference standard, in particular:
    - apply the internal production control system established efficiently in order to meet the requirements of the technical certification rules;
    - perform all relevant and necessary inspections so that the right to use the certification mark can be maintained;
- take all necessary measures for:
    - the performance of evaluation and monitoring, including the supply of items with a view to the examination thereof, such as documentation and recording, access to equipment, sites, areas, personnel and subcontractors of the client in question;
    - the investigation of complaints;
    - the participation of observers, if applicable;
- make statements and provide information about the certification in accordance with the scope of the certification, in particular:
    - never submit to certification counterfeit products;
    - use the trade name only for the products certified in compliance with this technical certification rules;

- never use the certification of its products in a way that might harm the certification body, or make statements on the certification of its products that the certification body might consider misleading or unauthorised, in particular:
    - never use the NF mark in a manner that is improper or non-compliant with the certification reference standard in force;
    - never use the logo of the certification body;
- whenever certification is suspended, withdrawn or expires, the participant should cease using all means of communication that refer to the certification comply with all of the requirements set out in the technical certification rules and take any other measure required;
- in the event that a copy of the certification document is supplied to a third party, to reproduce it in its entirety or as specified by the technical certification rules;
- when referring to the certification of its products in communication media such as documents, brochures or advertisements, to comply with the requirements of the certification body and/or the specifications of the certification programme and to send the certification body, on its request, all printed advertisements and catalogues that refer to the certification mark;
- comply with all of the requirements that may be stipulated in the product certification programme relating to the use of conformity marks and product information;
- investigate, register and keep a record of all known complaints regarding compliance with the certification requirements; and:
    - make these records available to the certification body and auditors, upon their request;
    - take all appropriate action in relation to such complaints and any imperfections found in the products that affect their compliance with the certification requirements;
    - document the actions taken;
- inform the certification body in a timely manner of any changes that might affect its ability to comply with the certification requirements, in particular:
    - inform the certification body of any changes made to the basic file submitted at the time of application for the right to use the NF mark (particularly any changes made to the product(s) covered by the application);
    - inform the certification body of any permanent or temporary cessation of production covered by the certificate;
- ensure, for all employees of the certification body or its approved subcontractors, that all of the safety measures relating to working conditions, sites and equipment comply with the local regulations in force; and
- pay the certification fees (management, audit and testing, if applicable) in accordance with the price list in force.

Whenever the applicant (or participant) fails to obey these rules, the examination of his application may be interrupted or suspended. Moreover, reference may not, under any circumstances, be made to the NF 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 submitted in French or English, except documents intended for installers and end-users, which must be in French:

- ✓ Certification contract
- ✓ Declaration list in accordance with the provisions of each technical certification rules
- ✓ File of admission tests in accordance with the provisions of each technical certification rules
- ✓ Technical file in accordance with the provisions of each technical certification rules
- ✓ Quality file in accordance with the provisions of each technical certification rules

3.1.2 Review of the application

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

- all the required documents are enclosed with the application file;
- the products covered by the application are clearly defined and fall within the scope defined in the relevant technical certification rules;
- the documents in the technical file meet the requirements of the certification rules.

EUROVENT CERTITA CERTIFICATION makes sure that it is in a position to respond to the application, and may request any additional information required for the admissibility of the application, if it is incomplete.

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

3.1.3 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 NF mark:

- audits, particularly of production sites (§3.1.3.1),
- admission tests on the products (§3.1.3.3), and
- control of the technical and sales documentation.

3.1.3.1 Initial admission audit

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 Schedule A "Audit/Sampling remote" which details the conditions and requirements for conducting remote audits and remote sampling.

The audit may be performed in the presence of an observer, who is bound by a confidentiality agreement. EUROVENT CERTITA CERTIFICATION may be obliged to allow the presence of said observer by standards or agreements it has signed. Before the audit, EUROVENT CERTITA CERTIFICATION will systematically inform the applicant that an observer will be present during the audit. 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 ECC in response to the situation without having to comply with eligibility mentioned in Schedule A "Audit/Sampling remote". 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(s):

- Conduct(s) an audit meant to verify the existence and implementation of the quality provisions established by the applicant and their compliance with the requirements set out in the 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 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 a product sampled for tests in the laboratory of the mark.
- May take samples for testing in the laboratory of the mark, in accordance with the sampling procedures set out in §3.1.3.2.

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

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

Whenever all of the requirements of the certification rules cannot be covered on the audited site, the applicant shall take all the measures and alllocate all 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 existing quality system, the strengths and weaknesses and a statement of non-conformities. The report also includes a sampling sheet, if applicable.

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

3.1.3.2 Sampling for laboratory tests

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

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

The applicant sends any sample requested by EUROVENT CERTITA CERTIFICATION to the laboratory in charge of performing the tests, within the prescribed deadlines. The sampling can be can be done in person or remotely. Appendix A "Audit/Sampling remote" and Appendix B "Protocol of Remote Sampling" detail the requirements and arrangements for remote sampling.

The way to perform a 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.), in response to the situation, a remote sampling may be made mandatory by EUROVENT CERTITA CERTIFICATION.

3.1.3.3 Admission tests

All samples taken are tested to check the certified performance as described in the relevant technical certification rules.

Admission tests are performed by the mark laboratories (see §1.3.4) or in accordance with specific provisions set out in the relevant technical certification rules.

The laboratory in charge of the tests draws up and sends a test report to EUROVENT CERTITA CERTIFICATION, which then sends it on to the applicant. The corresponding test report is a deliverable provided to the applicant and paid by the applicant in order to obtain the certification.

Whenever non-conformities are identified, the applicant sends EUROVENT CERTITA CERTIFICATION an action plan that comprises the analysis of causes, the extent of the deviation and the curative and corrective actions.

3.1.4 Evaluation and decision

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

In the documented corrective action report the applicant shall indicate, for each deviation, the actions taken or planned, and the time schedule for their implementation.

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

Based on the results obtained during the examination of the application, EUROVENT CERTITA CERTIFICATION notifies the applicant of one of the following decisions:

- Certification granted
- Certification refused/denied

Whenever the certification is refused/denied, 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 Rules of the NF mark.

When the certification has been approved, AFNOR Certification grants the right to use the NF mark and EUROVENT CERTITA CERTIFICATION sends the applicant, who is now a mark participant, the NF certificate and a review of the evaluation notifying the decision.

This certificate mentions an expiry date, and subject to compliance with the conditions for the renewal of the certificate defined in paragraph 3.2, is automatically renewed without charge under the same conditions.

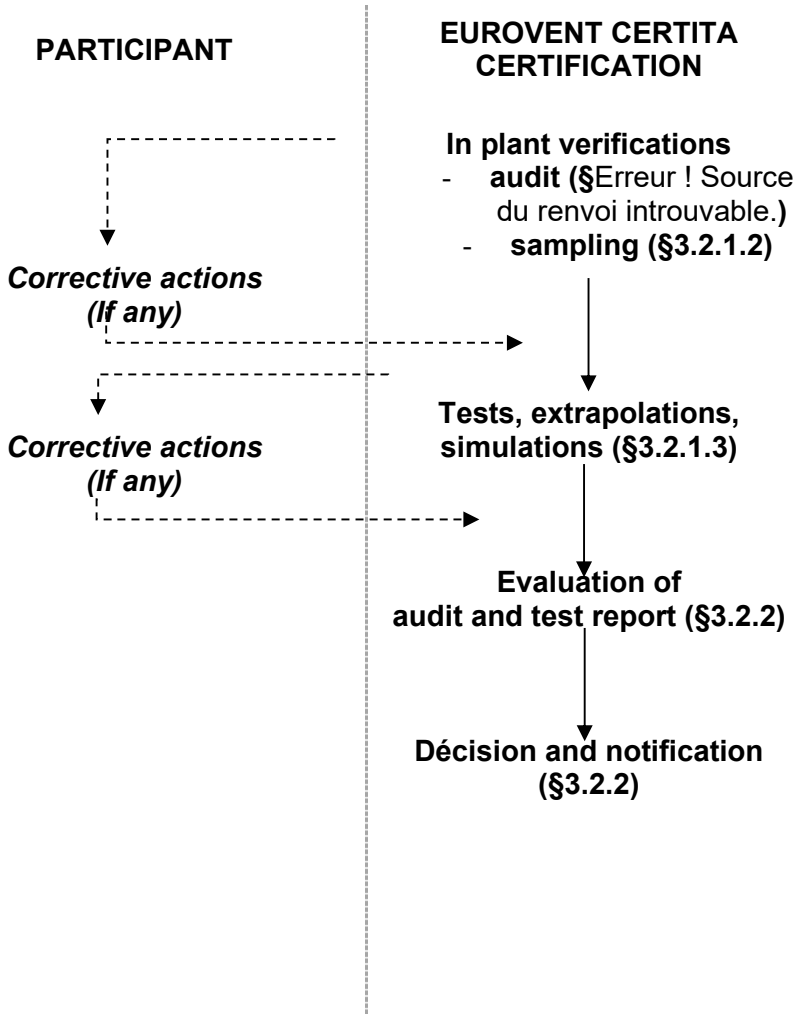
The certified characteristics are published on the EUROVENT CERTITA CERTIFICATION website.

The exercising of 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 rules.

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

3.2 MAINTAINING THE CERTIFICATION: monitoring procedures

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



Throughout the entire certification period, the participant shall:

- comply with the requirements defined and the marking procedures;
- keep the certification file up to date using the templates given; and
- 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.

Moreover, EUROVENT CERTITA CERTIFICATION reserves the right to proceed with any inspections (audits, tests, verifications, etc.) that it deems to be necessary further to:

- 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 NF mark that have come to its attention.

3.2.1 Implementation of follow-up operations

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

It also includes the monitoring of the use of the mark and marking on the products, packaging and all marketing media, including the participant's website.

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

3.2.1.1 Follow-up audit

The provisions set out in §3.1.3.1 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.

Verification of the quality management measures must include, during each audit, verification of compliance with the specific requirements of the NF Mark (§2.4), the specific provisions of the relevant technical certification rules and the following chapters of ISO 9001: 2015 are observed, through processes defined by the participant:

Table2: ISO 9001: 2015 requirements to be checked as a minimum during surveillance audits

§ de la norme ISO 9001 : 2015	REQUIREMENTS	APPLICABILITE AND SPECIFICITES FOR NF CERTIFCATION
7.1.5	**Monitoring and measuring resources**	■
7.2	**Competence**	■ (applicable for processes related to product manufacturing)
7.5	**Documented information**	■ (applicable for processes related to product manufacturing)
8.4	**Control of externally provided processes, products and services**	■ (applicable for processes related to product manufacturing)
8.5.	**Production and service provision**	■
8.6	**Release of products and services**	■
8.7	**Control of non conforming outputs**	■
10.2	**Non conformity and corrective action**	Applicable in full Additional requirement for the NF mark: Records of complaints relating to certified products and their processing shall be made and kept

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

3.2.1.2 Sampling for tests at the mark laboratory

The provisions set out in §3.1.3.2 apply to the applicant, who is now a mark participant.

3.2.1.3 Follow-up tests

The provisions set out in §3.1.3.3 apply to the applicant, who is now a mark participant.

3.2.1.4 Control of technical and sales 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).

3.2.2 Evaluation and decision

The evaluation procedures are identical to those for admission, as described in §3.1.4.

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

- to renew the certification. This renewal may be accompanied by comments or requests for corrective action;
- to renew the certification with formal notice to correct the non-conformities identified within a given period, with or without additional inspections;
- to suspend or withdraw the certification;
- to perform additional inspections or checks before taking 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 NF mark.

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

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

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

Participants are responsible for the use they make of the NF mark relating to the product concerned and agree to implement the measures resulting from the suspension or withdrawal of the right to use the mark, taken in accordance with the certification rules (as defined in §1.1).

If the right to use the NF mark is suspended or withdrawn, the participant is prohibited from using the NF mark and making reference to the mark on any new products manufactured (see §3.4). For products manufactured prior to the suspension or withdrawal of the right, EUROVENT CERTITA CERTIFICATION may take specific measures, on a case-by-case basis.

The participant may contest the decision by submitting an appeal in accordance with the General Rules of the NF mark.

3.3 Statement of changes

Any changes to the initial conditions for obtaining the NF mark shall be reported by the participant, in writing and within one month.

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

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

3.3.1 Changes concerning 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 NF mark cease automatically.

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

3.3.2 Changes concerning production entities

Any transfer (total or partial) of the production entity(ies) of an NF-certified product to a different production site brings about an immediate cessation of NF 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 define, on a case-by-case basis, the checks to be performed, if necessary. These checks may include an audit of the new production site, partial or complete tests.

The certification renewal evaluation and decision procedures are identical to those for admission described in paragraph 3.1.

3.3.3 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 certification rules (changes to its facilities, quality plans, agent, etc.).

Furthermore, any temporary cessation of the internal inspection of an NF-certified product results in immediate cessation of the NF 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 paragraph 3.1.

Where appropriate, if the distribution is carried out by a third party, 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.

3.3.4 Changes to the scope of certification: additional admission for a new model and/or new range

An additional admission application for the right to use the NF mark must be made for any new model and/or new range, in accordance with the provisions set out in each technical certification rules.

Following examination of the application and the corresponding file, EUROVENT CERTITA CERTIFICATION determines which, if any, verifications (which may include an audit) and tests are to be conducted and informs the applicant of either acceptance of the file "as is", or of the performance of preliminary inspections.

The samples required for carrying out tests are sent by the applicant under its responsibility, to the independent laboratory responsible with carrying out the tests.

The certification evaluation and decision procedures are identical to those for admission described in paragraph 3.1.

3.3.5 Changes concerning the NF-certified product: Extension

Any changes that may or may not affect the compliance of a certified model and/or range with the requirements set out in each technical certification rules must be the subject of a written declaration to EUROVENT CERTITA CERTIFICATION through an update to the product declaration list defined in each technical certification rules.

Following examination of the application and the corresponding file, EUROVENT CERTITA CERTIFICATION determines which, if any, verifications and tests are to be conducted and informs the applicant of either acceptance of the file "as is", or of the performance of preliminary inspections.

The samples required for carrying out tests are sent by the applicant under its responsibility, to the independent laboratory responsible with carrying out the tests.

The certification evaluation and decision procedures are identical to those for admission described in paragraph 3.1.

3.3.6 Application for Brand name

The right to use the NF Mark granted to a product under a given designation or trade mark is not automatically extended to similar products from the same source, sold under a different designation or trade mark.

A participant of the NF mark that wishes to market a certified product under a new designation or trade mark shall apply to maintain the right to use the NF mark using the form set out in each technical certification rules. If the product is marketed by another company, the application shall be countersigned by said company (and the agent if applicable).

An entity requested upon to market a certified product under a new designation or brand must make an application to maintain the right to use the NF mark through an application if this entity does not yet hold the NF mark, and through an update of the NF product declaration list according to the format set in each technical certification rules if the entity already holds the NF mark.

3.3.7 Temporary or permanent cessation of production of an NF-certified product

The participant shall inform EUROVENT CERTITA CERTIFICATION immediately of any temporary cessation of production or inspection of a certified product.

- EUROVENT CERTITA CERTIFICATION may notify the participant that the right to use the NF mark has been suspended for the products in question, together with the procedure for lifting the suspension.

  The maximum suspension period is one year (unless otherwise specified in the relevant technical certification rules). After this period, the right of use is withdrawn.

The participant shall inform EUROVENT CERTITA CERTIFICATION if production resumes.

If the participant permanently ceases production of a certified product or if he waives the right to use the NF mark, he must inform EUROVENT CERTITA CERTIFICATION, indicating the period he considers necessary for selling the remaining stock of products bearing the NF mark. EUROVENT CERTITA CERTIFICATION sets out the conditions under which the stock is to be sold out. During this phase of inventory flow, products are always visible on the website CERTITA CERTIFICATION, and are marked "DELETED"

The withdrawal of the right to use the NF 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 site EUROVENT CERTITA CERTIFICATION.

3.4 Conditions for stopping marking or removal of the mark in the event of suspension, withdrawal or waiver

The mark shall be removed when notification of the suspension or withdrawal of the right to use the mark is received.

All use of the NF mark is prohibited when notification of the sanction decision is received.

The mark shall be removed in such a way that there is no ambiguity.

The participant shall completely remove or conceal the mark logo, or any reference to the mark, from all media (see §2.4.2). If necessary, the media shall be destroyed.

EUROVENT CERTITA CERTIFICATION may check, by any convenient means, that the mark has been removed satisfactorily.

If the participant having lost the right to use the NF mark fails to remove the mark completely, he is liable to legal proceedings for fraud and/or misleading advertising.

Annex A : Remote audit/sampling

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 remote sampling. On-site audit terms and requirements described in the current document apply.

1. Eligibility

Remote audit is an option that can be proposed to the participants. Remote audit is only possible for programmes that already have 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 (TCR) 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, which criteria are defined in the Technical Certification Rules of specific programmes.

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. Technical requirements

All physical checking shall be audited by live video streaming using the application notified by EUROVENT CERTITA CERTIFCATION. All documentary 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 may be requested.

In order to proceed, a full access to the manufacturing facility shall be permitted. 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.

b. 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.

c. Documentation

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

3. Performing a remote audit

In the context of a first remote audit, a feasibility test is required no later than 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 drawn up.

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).

ECC has the right to stop the audit if the conditions are not deemed good enough. 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), a physical audit shall be used.

4. Performing a remote sampling

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

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

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

The photographed packaging shall be included in the report.

5. Data management

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

The participant must verify that he has the necessary infrastructure and knowledge to support the use of the application notified by EUROVENT CERTITA CERTIFICATION.

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

The participant has to take all appropriate measures to safeguard the confidentially of data in any format.

Annex B : Remote sampling protocol description

The aim of this annex is to present the methodology to ensure the correct realization of the remote samplings.

The technical requirements can be found in the appendix "Remote Audits/sampling" of the certification manual and it is recommended to follow the guide of good practices for remote audits/samplings which will be provided by EUROVENT CERTITA CERTIFICATION

A) Resources:

- Equipment
  - Video / Camera suitable to take clear video streaming & pictures, send in live
  - Marker (big and small)
  - Scissors
  - Adhesive tape
  - Self-adhesive sticker "sampling" (send by ECC and print by the company)
- Human resources/ Company personnel/staff
  - 1 person to take video and photos
  - 1 person to identify and package the sampling according ECC sampling instruction.
  - 1 forklift driver maybe needed

B) Methodology:

The selection is based on a sampling list which is confirmed by the participant.

- The storage area and/or production lines should be shown to the ECC sampler who selects and chooses the product according to the availability.

- The ECC sampler fills in the data sampling sheet based on information shown by video and read by the participant from the nameplate data / packaging information.

The information is: Product type/Name, model, serial number or lot number, manufactured date, laboratory (when selected by participant), ...

- After confirmation by the ECC sampler, the participant signs and takes a photo of nameplate

- The participant sends this photo with application notified by ECC and the ECC sampler confirms the good quality of the photo

- Based on instruction given by the ECC sampler, the participant takes and sends several photo images as necessary of the product with application notified by ECC. The ECC sampler confirms the good quality of the photo

- The participant packages the sampling according to ECC sampler's instructions. The participant affixes a distinctive sign on each side, sticks a Self-adhesive sticker "sampling", dates and signs on the packaging

- The participant sends the photo of the packing with application notified by ECC and the ECC sampler confirms the good quality of the photo

- The ECC sampler finalizes and signs the sampling sheet, sends it to participant to print it.

- After verification of all information (date, identification, invoicing address, labs, expedition date, ….) mentioned in the sampling sheet, the participant signs the document and sends it by email to the ECC sampler

This methodology shall be adapted to the programme by the project manager to include specificities.