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

Revision 0 – February 2017
Approved by AFNOR Certification: 15 February 2017

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CONTENTS

This certification manual for NF programmes managed by EUROVENT CERTITA CERTIFICATION: General provisions were submitted to AFNOR Certification for acceptance into the NF certification system. It was approved by the legal representative of AFNOR Certification on 15 February 2017.

It cancels and replaces any previous versions.

MODIFICATIONS

First date of application of the certification reference standard: 15 February 2017

Part modified	Revision no.	Date	Modification made
-	0	15/02/2017	Creation of Certification Manual

Part 1
- GENERAL INFORMATION

1.1 The certification rules

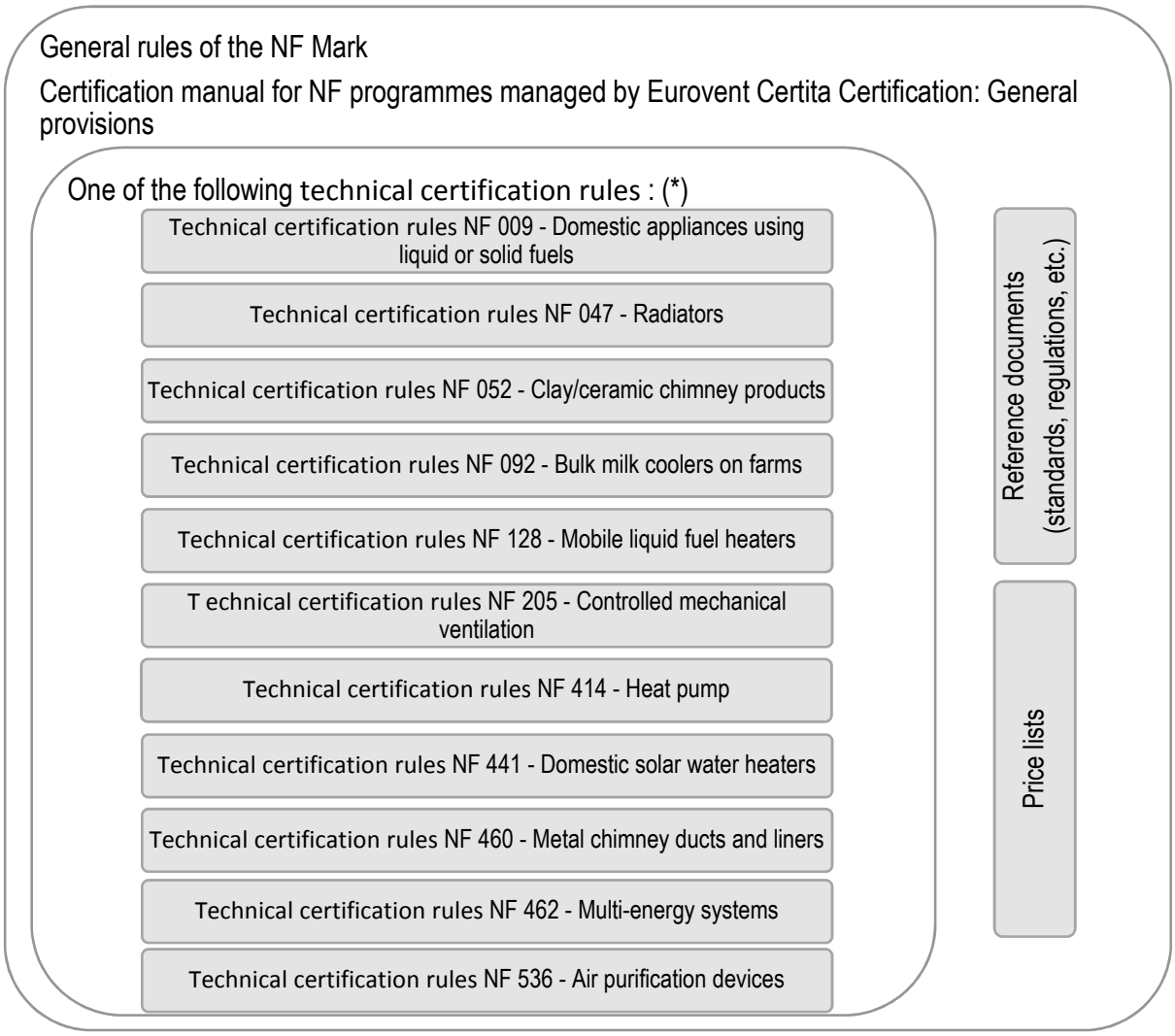
The NF mark certification rules, under the terms of the French Consumer Code, is made up of:

- the General Rules of the NF 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 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 reference standard, 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 compliance;
- the reference documents listed in the certification manual and the technical certification rules, together with any additional technical specifications; and
- the applicable price list.

1.2 Scope and conditions of application

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

Figure 1: Structure of the certification rules



(*) 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 are capable of meeting 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 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 reference standard.

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.

1.3.4 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.

1.3.5 Compliance Committee

1.3.5.1 Role

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

- the technical certification rules and any changes to it,
- the NF certification decisions (acceptance or rejection for new applications, and any sanctions relating to monitoring - warnings, suspensions, withdrawals), if applicable,
- disputed cases,
- the examination and implementation of recognition agreements relating to tests and audits, and
- communication activities relating to the NF certification in question.

1.3.5.2 Working principle

The names of the members of the committee are approved by EUROVENT CERTITA CERTIFICATION, each member being informed by EUROVENT CERTITA CERTIFICATION.

The term of office for members is 3 years and is renewable by tacit agreement. EUROVENT CERTITA CERTIFICATION reserves the right to end a committee member's term of office if necessary.

The Chairman of the Compliance Committee is appointed under the same conditions, following consultation of the Compliance Committee.

The performance of the duties of a Compliance Committee member is strictly personal. However, if a member of the Compliance Committee is absent, they can be represented by a proxy appointed under the same conditions.

The members of the Compliance 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 takes the specific measures necessary to ensure the confidentiality of any applicant or participant files presented to the Programme Committee (except in the event of disputes/appeals).

1.3.5.3 Members of the committee

The members of the committee are selected in order to represent the various interested parties on an equitable basis and to guarantee their relevance:

- 1 Chairman (appointed from the Program Committee members)
- 2 Vice-Chairmen
  - 1 representative of AFNOR Certification
  - 1 representative from the mandated body: EUROVENT CERTITA CERTIFICATION
- Panel: Manufacturers, distributors (2 to 7 representatives)
  Representatives of the participants or applicants (or their agents) of the NF mark in question

- Panel: Technical bodies, experts, laboratories (1 to 7 representatives)
  Representatives of technical bodies, particularly audit and test bodies
- Panel: Users, prescribers, consumers (1 to 7 representatives)
  - Representative(s) of prescribers
  - Representative(s) of consumer associations
  - Representative(s) of installers

1.3.5.4 Working group

For certain occasional activities not requiring that all of the Program Committee members meet, a working group may be created whose 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 this working group are specified by the Program 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.

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 technical certification rules and undertakes to comply with it.
Additional admission application:	*New product - New range - New factory belonging to a holder* 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 entity.
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 NF mark that he holds for a product or range the certified characteristics of which have been modified.
Brand Name application:	*New sales reference for a certified product* Application whereby a holder requests the maintenance of the right to use the NF mark for a product intended to be marketed by a holder or a distributor under a different trade mark and/or sales reference with no modification of the certified or certifiable characteristics.
Applicant:	Legal entity requesting the right to use the mark covered by the reference standard that undertakes to comply with said technical certification rules.

Distributor:	Legal entity that introduces onto the market products certified by another participant.
Agent:	Legal entity or private individual located in the European Economic Area (EEA) that has the role of representing the applicant (or participant) located outside the EEA and has a written power of attorney from the applicant or participant stating that it can act on its behalf and specifying in what framework.
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 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, that undertakes to comply with said technical certification rules.

Part 2
- REQUIREMENTS OF THE REFERENCE STANDARD

2

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 a certification reference standard shall comply with the French regulations in force.

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

The awarding 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, 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 NF 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 encompass certain requirements of ISO 9001:2008 or 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 9001:2008 or 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 9001:2008 or 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 9001:2008 or 2015 relevant to the product in question.

The applicable chapters of ISO 9001:2008 or 2015 and the requirements specific to the NF mark are defined in the technical certification rules for each programme.

The quality management documents are both:

- ✓ descriptive:
  - o general organisation rules,
  - o Procedures relative to the achievement and verification of quality.
- ✓ and technical:
  - o definition of inspection procedures for products and equipment,
  - o Definition of methods for measuring and verifying characteristics.

Table 1: Approach for evaluating the additional requirements of ISO 9001:2015 compared to ISO 9001:2008

§ of ISO 9001:2008	TITLE	§ of ISO 9001:2015	TITLE
4	**Quality management system**	**4**	**Context of the organisation**
4.1 a) to e)	General requirements	4.4	Quality management system and its processes
4.2	**Documentation requirements**	**7.5**	**Documented information**
4.2.1	General	7.5.1	General
4.2.2	Quality manual	4.3	Determining the scope of the quality management system
		4.4	Quality management system and its processes
		7.5.1	General
4.2.3	Control of documents	7.5.2	Creating and updating
4.2.4	Control of records	7.5.3	Control of documented information
5	**Management responsibility**	**5**	**Leadership**
5.1	Management commitment	5.1.1	General
5.2	Listening to customers	5.1.2	Customer focus
5.3	Quality policy	5.2.1	Establishing the quality policy
		5.2.2	Communicating the quality policy
5.4.1	Quality objectives	6.2	Quality objectives and planning to achieve them
5.4.2	QMS planning		
5.5	**Responsibility, authority and communication**		**Responsibility, authority and communication**
5.5.1	Responsibility and authority	5.3	Organisational roles, responsibilities and authorities
5.5.2	Management representative		
5.5.3	Internal communication	**7.4**	**Communication**
5.6	**Management review**	**9.3**	**Management review**
6	**Resource management**	**7**	**Support**
6.1	Provision of resources	7.1.1	General
		7.1.2	Human resources
6.2	**Human resources**		
6.2.1	General	7.2	Competence
6.2.2	Competence, awareness and training	7.2	Competence
		7.3	Awareness
6.3	Infrastructure	7.1.3	Infrastructure
6.4	Work environment	7.1.4	Environment for the operation of processes
		7.1.6	Organisational knowledge
7	**Product realisation**	**8**	**Operation**
7.1	Planning of product realisation	8.1	Operational planning and control
7.2.3	Customer communication	8.2.1	Customer communication
7.3	**Design and development**	**8.3**	**Design and development of products and services**
7.4	**Purchasing**	**8.4**	**Control of externally provided products and services**
7.5	**Production and preparation of service**	**8.5**	**Production and service provision**

§ of ISO 9001:2008	TITLE	§ of ISO 9001:2015	TITLE
7.5.1	Control of service preparation and performance	8.5.1	Control of production and service provision
		8.5.5	Post-delivery activities
7.5.2	Validation of processes for production and service provision	8.5.1	Control of production and service provision
7.5.3	Identification and traceability	8.5.2	Identification and traceability
7.5.5	Preservation of product	8.5.4	Preservation
		8.5.6	Control of changes
7.6	Control of monitoring and measuring equipment	**7.1.5**	**Monitoring and measuring resources**
		7.1.5.1	General
		7.1.5.2	Measurement traceability
8.2	**Monitoring and measurement**	**9.1**	**Monitoring, measurement, analysis and evaluation**
8.2.1	Customer satisfaction	9.1.2	Customer satisfaction
8.2.2	Internal audit	9.2	Internal audit
8.2.4	Monitoring and measurement of product	8.6	Release of products and services
8.3	**Control of non-conforming product**	**8.7**	**Control of nonconforming outputs**
		10.2	**Non-conformity and corrective action**
8.4	Analysis of data	**9.1.3**	**Analysis and evaluation**
8.5	**Improvement**	**10**	**Improvement**
8.5.2	Corrective action	10.2	Non-conformity and corrective action
8.5.3	Preventive action	6.1	Actions to address risks and opportunities
		10.3	Continuous improvement

In the event that the applicant/participant does not comply with the additional requirements of ISO 9001:2015 compared to ISO 9001:2008, the auditor will give notification of:

- an area for improvement (if the non-compliance is found before 15/09/2018), and
- a non-conformity (if the non-compliance is found before 15/09/2018).

2.4 Marking

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

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

The reproduction and display of the AFNOR, AFNOR Certification and EUROVENT CERTITA CERTIFICATION logos are strictly forbidden without the 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 participant authorises EUROVENT CERTITA CERTIFICATION to incorporate a link to the participant's website into its website.
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, on labelling or the presentation of any product or service, and 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 collective certification 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, and 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 at the certification body, or by the sending of copies at the claimant's expense."

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 meet the regulations and the requirements 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.

When the holder provides copies of certification documents to third parties, they shall be reproduced in full.

2.4.2 The NF logo and the marking process

The NF logo must ensure identification of every certified product.

The participant undertakes 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 be produced as follows, whenever this is technically possible:

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 NF mark graphic charter, which is available on request.

References to the NF 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 NF mark must be reproduced in the documentation and advertising materials in accordance with the conditions defined in 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.

It is recommended that the participant submit all documents (packaging, nameplates, sales documentation, etc.) containing the NF mark to EUROVENT CERTITA CERTIFICATION beforehand.

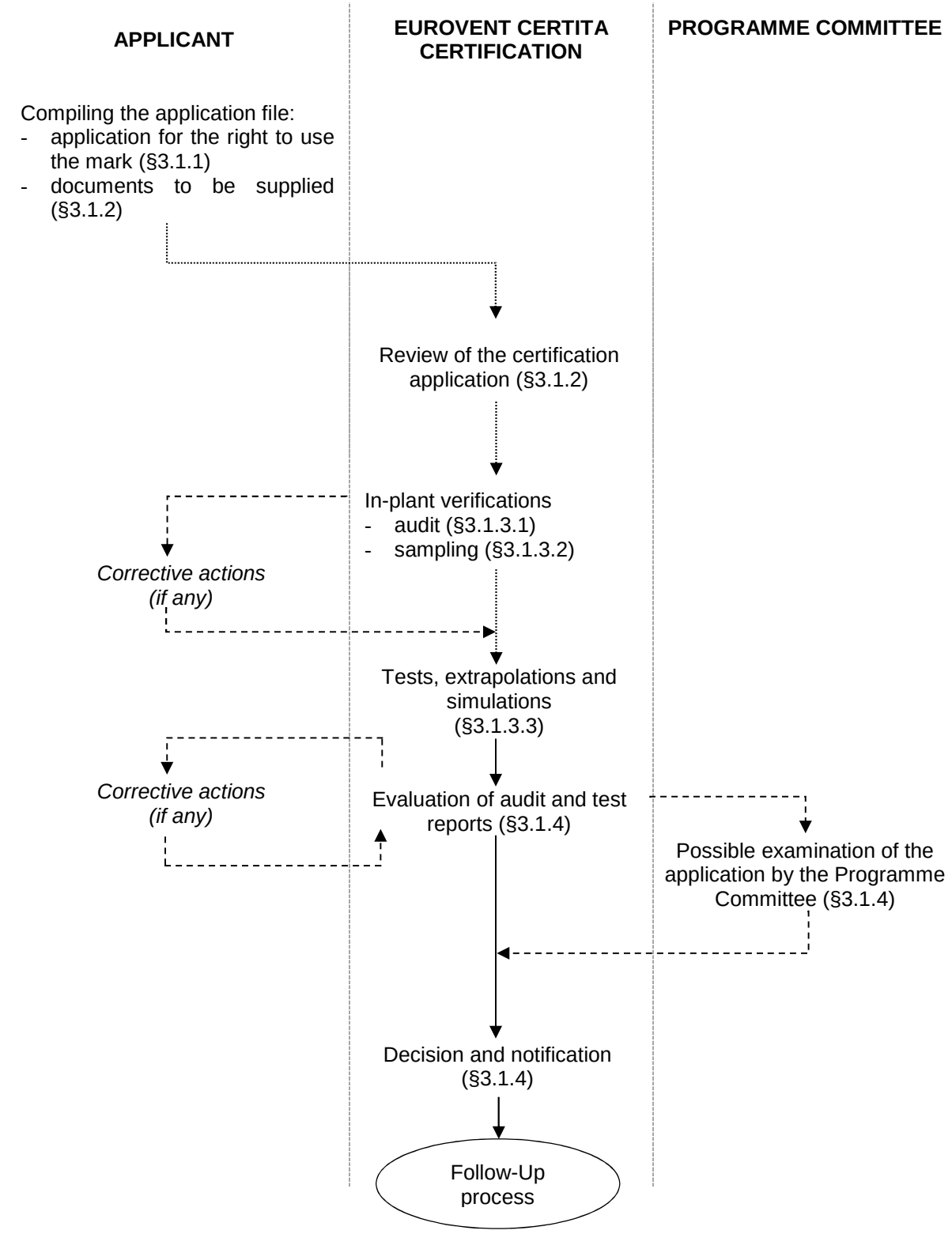
In the event of a suspension or withdrawal decision, a non-conforming product or the waiving of certification, all reference to the NF mark on the products, in documentation or on the website must cease.

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 §1.4) 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 drawn up on the applicant's letterhead as shown in the template (form 1a) and must be sent to EUROVENT CERTITA CERTIFICATION.

If the product comes from a production unit outside the EEA, the applicant will appoint an agent within the EEA who jointly signs the application.

It specifies the models and ranges covered by the application.

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 reference standard in relation to its product and sites.

To support his application, the applicant undertakes to:

- accept and comply with the terms and conditions set out and defined in the technical certification rules specific to the field of the products in question, and in particular:
    - submit products for certification in compliance 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 for the certification (in particular define and implement corrective actions following a deviation noted 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 the inspections incumbent upon it 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 records, 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:
    - not submit counterfeit products for certification;
    - only use the trade name of the product submitted for the products certified in compliance with this technical certification rules;

- not use the certification of its products in any way that might be harmful to the certification body, or make any statements about the certification of its products that the certification body might consider to be misleading or unauthorised, in particular:
    - not use the NF mark in a manner that is improper or non-compliant with the certification reference standard in force;
    - not use the logo of the certification body;
- in the event that certification is suspended, withdrawn or expires, to cease to use 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, at 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 information about the product;
- investigate, record and retain a record of all complaints of which it is aware regarding compliance with the certification requirements; and:
    - make these records available to the certification body and auditors on 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 in a timely manner 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 costs (management, audit and testing, if applicable) in accordance with the price list in force.

If the applicant (or holder) 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 NF mark before certification has been obtained.

The application shall be presented in accordance with the following conditions and templates:

All documents must be submitted in French or English, except documents intended for the installer as well as the end user, which must be in French:

- ✓ Admission application form letter reproduced on the applicant's letterhead (form 1a)
- ✓ General information sheet (form 1b)
- ✓ List of models for which the NF mark application is being made (form 1c–1)
- ✓ 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 reference standard; and
- the documents in the technical file meet the requirements of the certification reference standard.

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.

In the event that certain documents do not meet the requirements of the certification reference standard, EUROVENT CERTITA CERTIFICATION informs 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
- inspection 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 general reference standard and the relevant technical certification rules.

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. EUROVENT CERTITA CERTIFICATION will systematically inform the applicant that the observer will be present before the audit. EUROVENT CERTITA CERTIFICATION may also propose to the applicant that any other observer be present.

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 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 19011:2012 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 absence, 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 sampled for tests in the laboratory of the mark.
- May take samples for tests 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.

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 action, 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.

3.1.3.2 Sampling for laboratory tests

If the technical reference standard 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; and
- the applicant sends any sample requested by EUROVENT CERTITA CERTIFICATION to the laboratory in charge of performing the tests within the prescribed deadlines.

3.1.3.3 Admission tests

Any sample 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.

A test report produced by the laboratory in charge of the tests is sent to EUROVENT CERTITA CERTIFICATION, which then passes it on to the applicant.

If any 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 remedial 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.

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).

If necessary, EUROVENT CERTITA CERTIFICATION may anonymously present all of the evaluation results to the Programme Committee (see §1.3.5) for its opinion, where such a committee exists.

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 approved
- Certification 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 challenge the decision by submitting an appeal to EUROVENT CERTITA CERTIFICATION in accordance with the General Rules of the NF mark.

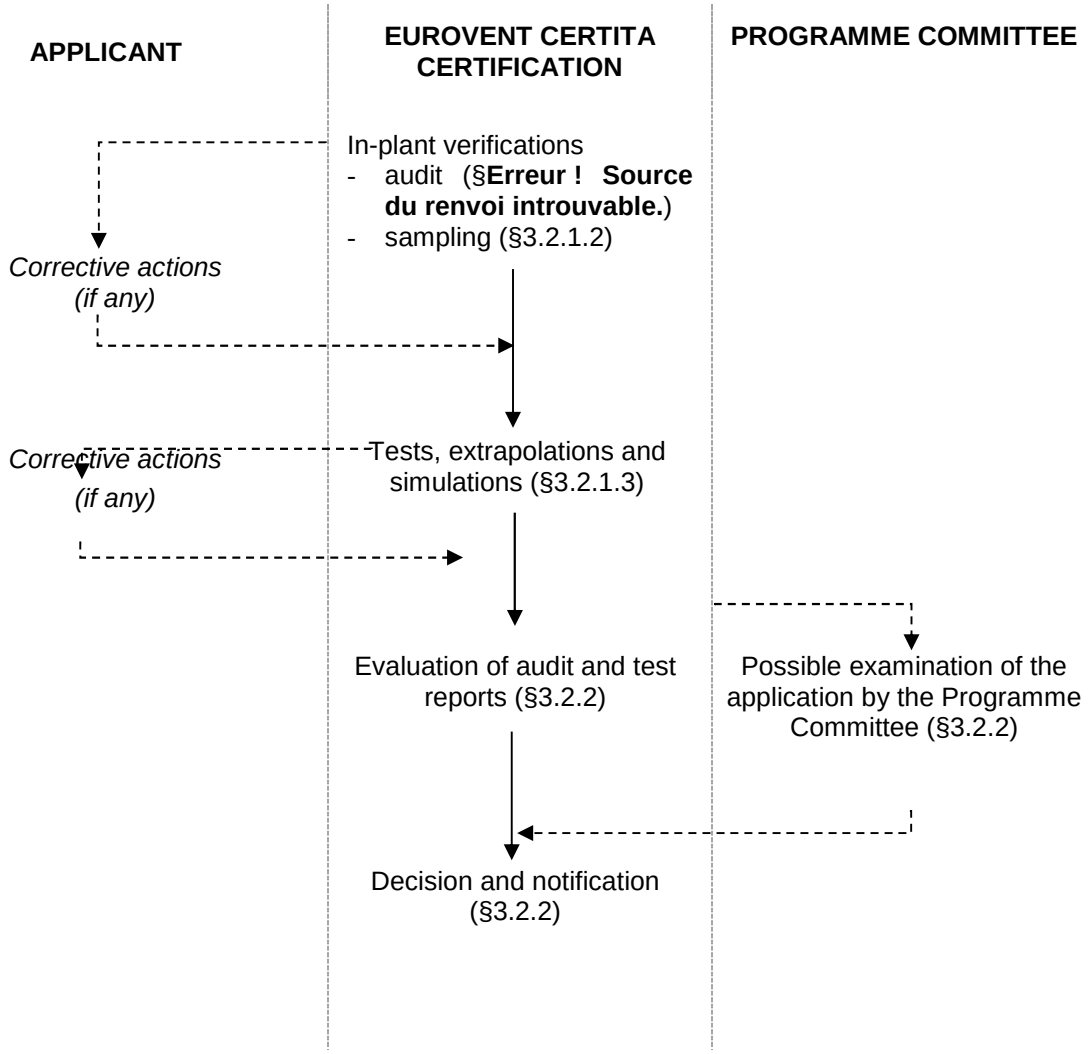
If certification has been approved, AFNOR Certification authorises the use of the NF mark, and EUROVENT CERTITA CERTIFICATION sends the applicant, who is now a mark holder, the NF certificate and a review of the evaluation notifying it of the decision. The certificate shows a validity end date of at most 3 years after the issue date, subject to compliance with the conditions for the renewal of the certificate set out in paragraph 3.2; it is renewed automatically at no cost under the same conditions.

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

The awarding 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 shown below:



Throughout the entire certification period, the holder 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.); and
- complaints, claims, 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 follow-up of the use of the mark and marking on the products, packaging and all marketing media.

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

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 holder.

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

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 that the specific requirements of the NF Mark (§2.4), the specific provisions of the relevant technical reference standard and the following chapters of ISO 9001:2008 or 2015 are observed, through processes defined by the holder:

Table2: ISO 9001:2008 or 2015 requirements to be checked as a minimum during monitoring audits

§ of ISO 9001:2008	TITLE	§ of ISO 9001:2015	TITLE	APPLICABILITY AND SPECIFIC FEATURES FOR NF CERTIFICATION
7.5.3	Identification and traceability	8.5.2	Identification and traceability	
7.5.5	Preservation of product	8.5.4	Preservation	
7.6	Control of follow-up and measuring equipment	**7.1.5**	**Follow-up and measuring resources**	
		7.1.5.1	General	
		7.1.5.2	Measurement traceability	
8.2.4	Follow-up and measurement of product	8.6	Release of products and services	
8.3	**Control of nonconforming product**	**8.7**	**Control of nonconforming outputs**	
		10.2	**Nonconformity and corrective action**	
8.5.2	Corrective action	10.2	Nonconformity and corrective action	Applicable in full Additional requirement for the NF 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 annual follow-up 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 holder.

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 holder.

3.2.1.4 Inspection 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 the same as 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 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; or
- to perform additional inspections or checks before making a decision.

If a decision to renew certification has been made, EUROVENT CERTITA CERTIFICATION notifies the holder of the renewal of the right to use the NF mark.

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

Sanctions may be proposed by the Programme Committee, if necessary.

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

The charges of additional verification caused by the sanctions shall be borne by the holder.

Holders are responsible for their use of the NF mark relating to the product concerned and agree to implement the measures arising from the suspension or withdrawal of the usage right, made in accordance with the certification reference standard (as defined in §1.1).

If the right to use the NF mark is suspended or withdrawn, the holder 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 usage right, EUROVENT CERTITA CERTIFICATION may take specific measures on a case-by-case basis.

The holder may challenge 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 of obtaining the NF mark shall be reported in writing by the holder within one month.

If 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 holder

The holder 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 holder, all of the holder's rights to use the NF mark cease automatically.

EUROVENT CERTITA CERTIFICATION is responsible, after consulting the Programme Committee if necessary, 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 holder on the transferred products in any form whatsoever.

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

Based on the information sent by the holder, 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, limited or comprehensive testing and, if applicable, presentation to the Programme Committee.

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 holder 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 NF-certified product results in immediate cessation of the NF marking thereof by the holder in any form whatsoever. The holder 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 a third party is tasked with distribution, the holder 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 a new model and/or a 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", the performance of preliminary inspections or referral to the Programme Committee if necessary.

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

EUROVENT CERTITA CERTIFICATION shall receive a written statement of all changes, whether or not they affect the compliance of a certified model and/or range with the requirements set out in each technical certification rules, by means of an extension application for the right to use the NF mark in accordance with the provisions set out in each technical reference standard.

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", the performance of preliminary inspections or referral to the Programme Committee if necessary.

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

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

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

- Having consulted the Programme Committee if necessary, EUROVENT CERTITA CERTIFICATION may notify the holder 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 reference standard). After this period, the right of use is withdrawn.

The holder shall inform EUROVENT CERTITA CERTIFICATION if production resumes.

If the holder 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 depletion of the remaining stock of products bearing the NF mark. EUROVENT CERTITA CERTIFICATION sets out the conditions under which the stock can be depleted, after consulting the Programme Committee if necessary.

Notification of withdrawal of the right to use the NF mark is given on expiry of the stock depletion period approved by 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 holder 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 holder who has lost the right to use the NF mark fails to remove the mark completely, it is liable to legal proceedings for fraud and/or misleading advertising.

Part 4
- FINANCIAL PROVISIONS

This part defines the cost of the services pertaining to NF certification and describes the collection procedure.

Fees for the services involved in obtaining certification and monitoring certified products are indicated in a list of charges which may be revised annually. The list of charges for the current year is sent to all mark applicants/holders on request from EUROVENT CERTITA CERTIFICATION and can be viewed at www.certita.fr.
The prices are expressed in Euro, and are exclusive of tax.

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4.1 Cost of certification

4.1.1 Obtaining certification

The application fee is intended to cover the costs incurred in producing and updating the various documents necessary for the running of the certification programme in question. It is charged per programme once only to each new applicant.
The examination services for each factory include the examination of files, the audit, and simulation or testing on the samples taken.

4.1.2 Follow-up of certified products

Invoicing covers the right to use the NF mark, passed on to AFNOR Certification, application follow-up, the audit and tests carried out on any samples taken, and publication of data.

4.1.3 Annual fee for the right to use the NF mark

When the admission file is opened and following product certification, EUROVENT CERTITA CERTIFICATION invoices the holder for an annual fee for the right to use the NF mark; this is paid to AFNOR Certification. This usage fee is included in the list of charges for each programme.
This usage fee is intended to cover:

- general operation of the NF mark (quality system, monitoring of bodies in the NF network, management of the NF mark committee, etc.);
- protection of the NF mark: filing and protection of the mark, legal counsel, processing of improper uses (legal services, etc.); and
- contribution to the general promotion of the NF mark.

4.2 Terms of payment

4.2.1 Collection of payment

EUROVENT CERTITA CERTIFICATION, as a mandated body, is authorised to collect payment of all invoices and pays the appropriate portion to AFNOR Certification.

The applicant or holder shall pay for all of these services under the conditions set. Any failure on its part impedes EUROVENT CERTITA CERTIFICATION in the exercise of its inspection and intervention responsibilities pursuant to this technical certification rules.

If the first enforcement order, sent by registered letter with acknowledgement of receipt, does not result in payment of the total amount due within one (1) month, EUROVENT CERTITA CERTIFICATION may take protective measures with regard to the right to use the NF Mark, for all of the holder's certified products.

4.2.2 Administrative costs

The fee for examination of the application is paid as a single sum when the application is filed and covers its examination (for a production site), its presentation to the Programme Committee, a contribution to the general operation of the mark and a fee for the right to use the NF mark paid to AFNOR Certification.

The costs are charged at the minimum rate, and additional fees may be charged on the basis of EUROVENT CERTITA CERTIFICATION's hourly rate, in case of review or additional technical assistance necessary to process an application.

The amounts relating to all of the certification services are non-refundable, regardless of the result of the evaluation and whether or not the right to use the NF mark is granted.

If acceptance is granted during the course of the year, the amounts invoiced correspond to the services provided.

The costs relating to monitoring the certified products are non-refundable in the event of non-renewal, waiver, suspension or withdrawal of the right of use during the year.

All applications to waive the right to use the NF mark shall reach EUROVENT CERTITA CERTIFICATION by 30 November of the current year, so that the model or range is not taken into account for the following year.

As long as the holder has stocks of products bearing the NF mark, inspections are continued and the corresponding fees are due.

4.2.3 Audits

A flat rate for travel time is included in the cost of the audit, in accordance with the following geographical breakdown:

Zone 1	Mainland France, Benelux, Germany, Switzerland, Liechtenstein, Italy, Spain, Portugal
Zone 2	EU countries not listed in zone 1, Turkey, Norway, Iceland, Morocco, Tunisia, Algeria
Zone 3	French overseas departments and territories and countries not listed in zones 1 or 2

Travel and accommodation expenses are invoiced based on actual costs plus service charges.

Any late cancellation of an audit, the date of which has been agreed on by EUROVENT CERTITA CERTIFICATION and the audited company, shall be subject to cancellation fees as follows:

- Cancellation 16 days to 11 days prior to the planned date: 50 % of the audit fee
- Cancellation 10 days to 6 days prior to the planned date: 75 % of the audit fee
- Cancellation 5 days prior to the planned date: 100 % of the audit fee

In addition, the non-refundable portion of the costs incurred for travel and accommodation services will be retained and the applicable service charges added to this.

A non-cumulative rebate of 20 % per holder/programme is applied if an audit is carried out as part of a geographical group of several production sites.

A non-cumulative rebate of 30 % per holder/programme is applied if an audit is carried out on one of the following:

- a single production site with several holders, or
- a single production site for several programmes.

4.2.4 Tests

Samples for testing shall be delivered to the mark laboratory carriage paid and customs-cleared if necessary.
Invoices for tests are issued on the date on which the laboratory should be in possession of the samples.

4.2.5 Additional checking operations

Costs resulting from additional audits or tests that may prove necessary following inadequacies or anomalies detected during routine inspections or as a result of sanctions proposed by the Programme Committee, if applicable, are payable by the applicant/holder, regardless of the results.