GUIDEBOOK ON THE PROCESS OF CERTIFICATION OF CONFORMITY OF PRODUCTS FOR FIRE PROTECTION (PC-DO)

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1. General information

This guidebook presents CNBOP-PIB activities and procedures related to certification of fire protection products used in fire protection, hereinafter referred to as certification, undertaken pursuant to the provisions specified in item 2.

CNBOP-PIB Certification Department (DC) conducts certification in accordance with Scheme of certification of conformity of fire protection products (PC-DO). The guidebook presents CNBOP-PIB procedure resulting from the certification programme mentioned above. CNBOP-PIB certification of products is equally available for all organisations, regardless of their size, legal status and participation in any organisations.

The current list of products subject to certification of conformity carried out by CNBOP-PIB, together with the information about the applicable technical specifications (and their editions, if applicable) for these products, is available on the Institute’s website at Services → Certification and admittance → Certification of conformity. The list includes technical specifications for which certification processes are carried out as part of the accreditation held by CNBOP-PIB and granted by the Polish Centre for Accreditation.

2. Legal framework, normative documents

a) Polish Act Act of 13 April 2016 on conformity assessment systems and market surveillance (Dz.U. 2019, poz. 544) [1],
b) ISO/IEC 17067 Conformity assessment – Fundamentals of product Certification and guidelines for product Certification schemes [2],
c) EN ISO/IEC 17065 Conformity assessment -- Requirements for bodies certifying products, processes and services [3].

3. Product conformity assessment system

DC carries out certification of products used in fire protection according to programme N1. Elements of different types of certification are presented below.

<table>
<thead>
<tr>
<th>Type of certification programme according to ISO/IEC 17067:2013</th>
<th>Elements of type of certification programme according to ISO/IEC 17067:2014-01</th>
<th>Type of issued document / product labelling</th>
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<td>N1</td>
<td>- selection of samples;</td>
<td>Certificate of conformity / acronym CNBOP-PIB and certificate number</td>
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<td>- determination of performance by testing;</td>
<td>Example of marking:</td>
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<td>- assessment of manufacturing conditions;</td>
<td>CNBOP-PIB xxx/yyyy</td>
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<td></td>
<td>- assessment of test and evaluation report(s);</td>
<td>(where: xxx – subsequent certificate number, yyyy – year of issuing the certificate)</td>
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<td>- decision on granting the certification;</td>
<td></td>
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<td>- issuance of certificate of conformity (permission);</td>
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<td></td>
<td>- supervision through:</td>
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<td>▪ assessment of manufacturing process</td>
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<td></td>
<td>▪ assessment of undertaken corrective and preventive actions</td>
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</table>

4. Principles of the certification process

4.1. Preparatory proceedings for submitting a product for certification

Product manufacturer or his authorized representative may be the applicant for the process of conformity certification.

Certification Department (DC) provides the required information on how to commence the process of certification of conformity, including information on:

- regulations on certification of conformity,
- technical documentation which is necessary for the process of certification of conformity and must be attached to the application,
- costs related to the process of certification of conformity,
- scope of tests resulting from the reference document,
- testing laboratories performing tests for the needs of the certification process,
- scope of tests which need to be carried out and the results must be submitted during the certification process.

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1 according to document [2]
Every manufacturer, its authorised representative or end user, hereinafter referred to as the Applicant, may be a Certificate Owner.

In order to commence the certification process in case of processes carried out according to programme PC-DO product assessment criteria must be mutually agreed and approved by the DC and the Applicant.

### 4.2. Submitting a product for certification

The applicant, applying for certification of conformity, provides a completed application for certification of conformity of the product no. **DC1a** with attachments. The application form should be signed by the Applicant. The application for conducting the process is also an agreement with CNBOP-PIB for the implementation of the service of conducting the process of the certification of conformity.

The condition for registering the application for certification of conformity – concluding an agreement with CNBOP-PIB for the certification of conformity – is to provide the original of the signed application along with the documentation allowing identification of the product.

In special situations, taking into account the recommendations of the authorities of the national government aimed at ensuring safety of life and / or health, it is permissible to register an application for the above-mentioned process submitted together with attachments in an electronic version, i.e. based on a scan of a correctly filled out and legibly signed application. However, the condition for completing the process and issuing the certification document is providing the original application to CNBOP-PIB.

Applications for the process of certification of conformity can be obtained independently from the Institute’s website (www.cnbop.pl) or requesting CNBOP-PIB Certification Department or CNBOP-PIB Customer Service Centre.

Annexes to the application, such as instructions for use, service instructions and information on the health and safety risks that the product presents during use, should be submitted in Polish. The remaining documentation of the application should be submitted in the following language versions: Polish or English (acceptable by CNBOP-PIB). DC allows submission of documentation in other language versions, but reserves the right to request a translation of this documentation (including sworn translation) or a sworn translation into Polish of the whole or selected parts of the submitted documentation to conduct the certification process.

It is possible to encode information on the name and address of the manufacturing site on the certificate of conformity. In order to do that it is necessary to attach to the application a request for coding (optional attachment to the application).

### 4.3. Initial formal assessment of the application, identification of the manufacturer of the product and registration of the application

The application is checked in relation to official requirements to ensure the correctness of its contents, completeness, and the correctness of its attached documents and for the possibility of carrying out the process for product varieties grouped within a family of products. The Applicant is notified of results of such verification in a documented manner:

- if the initial verification of a submitted (also supplemented or corrected) application is positive, the Applicant receives confirmation that the application has been registered; the confirmation contains general information on process costs or, if applicable, on the requirement to perform an assessment of manufacturing conditions;
- if it is found that product test reports are not included in the application documentation, together with the confirmation of product registration, the Applicant shall receive product testing programme which will indicate the testing laboratory where the initial product / product type testing should be performed and a sampling report template which should be filled in and sent back to CNBOP-PIB;
- if the initial verification brings negative results, the Applicant is notified of the necessity to supplement and correct the application. The process shall not be continued until the documentation is supplemented.

Registration of the application is tantamount to concluding an agreement for the execution of certification services between the Applicant and CNBOP-PIB. The fee for the initial formal assessment of the application, identification of the manufacturer of the product and registration of the application is not refundable.

Preparatory actions related to the commencement of the certification process may be terminated if:

- the documents and/or information required by the Certification Department (DC) are not delivered on time or, if such deadline was not specified in writing, within 12 months as of the day on which DC issues the notification calling to supplement and correct the application/documentation, or if such actions were performed within a specified period of time, but turned out to be ineffective;
- the Applicant files for withdrawing the application documents.

Preparations for the certification process may be resumed only after the Applicant submits a new application for product certification together with the appendices.
4.4. Product testing and acceptance of test results

Along with registration confirmation, the Certification Department shall provide the Applicant with a testing programme of the product prepared based on technical reference document applicable in the process, indicating a testing laboratory in which product testing should be performed.

The Manufacturer is obliged to deliver to the testing laboratory indicated by the Certification Department a representative sample(s) of a product, randomly selected from a batch of products, in a manner agreed with the laboratory. The Applicant shall agree the particulars of the deadline, test costs and manner of delivering samples directly with the laboratory indicated by the Certification Department.

In the certification process, if the product falls within the scope of DC accreditation, test reports provided by the Applicant may be used and prepared by:
- CNBOP-PIB laboratories or laboratories with which CNBOP-PIB has concluded a relevant cooperation agreement (subcontractors),
- research laboratories accredited by the Polish Centre for Accreditation or by signatories of the EA Multilateral Agreement (EA MLA) or International Laboratory Accreditation Cooperation Multilateral Agreement (ILAC MRA),
- notified laboratories of the European Commission,
- non-accredited laboratories, if it has been proven that such laboratories have implemented a management system compliant with the valid requirements specified in Standard ISO/IEC 17025.

In the certification process, if the product is not covered by the scope of DC accreditation, test reports provided by the Applicant and prepared by the laboratories as indicated above and other laboratories recognized by the Certification Body may be used.

If the Applicant presents its own product test results, the Certification Department shall analyse and assess the results, notify the Applicant of the outcome of such actions and possibly present a supplementary testing program.

If all accepted results come from testing laboratories other than CNBOP-PIB laboratories or its subcontractors, in order to confirm the reliability of presented product technical documentation, CNBOP-PIB shall conduct product identification tests in CNBOP-PIB laboratory. Identification tests are necessary for certification of a product.

After the Certification Department receives test results, it analyses and assesses such results in line with the pre-agreed product assessment criteria. Assessment of manufacturing conditions

4.5. Evaluation of product production conditions

For the purposes of conducting the process of product certification, the technical and organisational conditions (TOC) of manufacturing are assessed. TOC Assessment is an independent, documented process based on obtaining evidence, establishing facts or gaining other relevant information and objectively assessing the above in order to establish the extent to which the requirements that ensure stable and repeatable product manufacture are met. The manufacturer, as part of ensuring proper technical and organizational conditions, is obliged to among others ensure traceability of measuring instruments used in the production process of the product being assessed. CNBOP-PIB requirements in this regard are available on the Institute’s website.

TOC assessment is performed after the Applicant presents positive results of all product tests. CNBOP-PIB assessment team verifies TOC at the manufacturing site. The assessment date and composition of the assessment team shall be agreed with the Applicant. The assessment programme is based on the scope of assessment and detailed requirements of product technical specification, as agreed by the Institute and the Applicant.

CNBOP-PIB (the Certification Department or Client Relations Centre) provides detailed information on organisation of TOC assessment, i.e. information on the cost estimate, deadlines and purpose. If it is found that TOC do not meet the requirements (cases of non-compliance), the organisation under assessment is obliged to undertake corrective actions within a period of time agreed with CNBOP-PIB. Performance of such actions and their effectiveness may be assessed by reviewing evidence of their performance delivered by the Client (documents and records) or by conducting an additional assessment. The way in which actions are assessed depends on the type of deficiencies and implemented corrective measures.

TOC assessment results shall be included in a TOC assessment report(s), which is delivered together with appendices to the assessed organisation for acceptance. One copy of the report is delivered to the assessed organisation. Note: if products are manufactured at a manufacturing site which is not owned by the Applicant, CNBOP-PIB shall not deliver a copy of the report to the Applicant – such copy may be made available only by the assessed organisation.

The report constitutes a basis for assessment of technical and organisational conditions.

If CNBOP-PIB has the results of TOC assessment carried out over the last 3 years, it is possible to recognize these results for the needs of the currently ongoing process. Detailed information on this matter can be obtained from DC.
4.6. Review (assessment and verification)

Documentation collected in the course of certification is subject to analysis and assessment. Results of such analyses and assessments are the basis for granting certification or refusing to issue the certificate. At every stage of assessment, the Certification Department (DC) notifies the Applicant of results of these activities and, if applicable, the deadline for supplementing the documentation and /or undertaking additional actions (e.g. tests, corrective actions) to eliminate the deficiencies.

In all cases that raise doubts, DC reserves the right to consult a competent Technical Committee functioning at the Certification Department. The Technical Committee is an advisory body of the Certification Department Manager within the scope of technical requirements for products. The composition of particular committees is selected so that it ensures professional and reliable assessment of certified products.

The cost of Technical Committee's sittings shall be incurred by the Applicant. Refusal to incur the costs of Technical Committee's sittings by the Applicant results in the refusal to issue a certificate by DC. Decision on issuing or refusing to issue a certificate.

4.7. Decision on granting or refusing to grant certification

The results of the process of conformity certification (including possible opinions and / or judgments of the relevant Technical Committee) constitute the basis for the decision of the DC Manager to issue or refuse to issue a certificate of conformity.

Decision on granting certification is the basis for preparing:
- an agreement which specifies the principles of using and supervising granted certification,
- an invoice for the final payment for carrying out the process in the amount consistent with the current DC price list,
- appropriate certificate.

DC issues, changes or refuses to issue the certificate of or change its scope within 6 weeks after finishing all activities resulting from process of issue / change the scope of certificate.

The Applicant is notified in a documented manner regarding a negative decision on the issue of the certificate and its justification.

4.8. Certification granting, validity period

Based on a positive decision to grant certification, after signing an agreement on supervision of the granted certification and payment of relevant amounts to CNBOP-PIB, the Applicant shall receive the certificate of conformity.

Certificates of conformity are issued for a period of five years.

At the request of the Applicant, there is a possibility for CNBOP-PIB to issue certificates in other languages than Polish or a duplicate of a certificate. There is an additional fee for such a request.

4.9. Discontinuation of the certification process

Certification of a registered product may be discontinued if:
- the Applicant does not deliver documents and /or information required by DC within a specified period of time (or, if such period of time has not been specified – within 12 months), or if these activities are ineffective;
- the Applicant does not pay relevant amounts to CNBOP-PIB,
- the Applicant applies for discontinuation of the process.

A decision on discontinuation of the process of certification is delivered to the Applicant in writing. Documentation regarding a registered certification process that has been discontinued shall not be returned to the Applicant.

To continue/resume the certification process, a new application for certification together with up-to-date appendices must be submitted.

5. Use of certification

Owners of the Certificate of Compliance may use the certificates in accordance with the terms and conditions of the agreement on supervision of the issued certificate concluded with CNBOP-PIB.

The agreement specifies in particular the obligations of the holder, the methods of supervision over the issued certificate, the rules of conduct in the event of changes in certification requirements and changes in the product, as well as the conditions for suspending, withdrawing, limiting and terminating the issued certificate.

Improper reference to the type of certification process or incorrect application of the certificate may be the reason for appropriate corrective or legal actions.
The holder of the certificate, issued by CNBOP-PIB, is required to mark the product with CNBOP-PIB letter abbreviation and certificate number.

Incorrect or unauthorised references to a of compliance in catalogues, advertisements etc. by the owner may lead to a request to undertake corrective actions, suspension or withdrawal of a certificate or all certificates, publication of information on unlawful or false reference to the certificate on CNBOP-PIB website and instigation of legal actions.

CNBOP-PIB logo is reserved for admittance-related activities, therefore it is not permissible to use CNBOP-PIB logo on products for which a certificate was granted. However, the owner of a certificate of conformity is entitled to refer to the certification by using CNBOP-PIB logo (but not on the product itself) according to a document published on the Institute’s website.

6. Supervision over granted certifications

CNBOP-PIB supervises granted certifications through:
- assessment of technical and organisational manufacturing conditions (TOC) at a manufacturing plant where the product is manufactured – every 3 years,
- review and analysis of information on complaints submitted to the manufacturer in the previous calendar year (in relation to the year in which the supervision is carried out) and assessment of the corrective and preventive actions taken.

If, in the course of supervisory activities, CNBOP-PIB finds that the product does not have the same properties/characteristics as the product type, the manufacturer shall be obliged to undertake appropriate corrective measures, while the certificate(s) is(are) suspended, limited or, if necessary, withdrawn. If corrective measures have not been undertaken or if they do not bring the required results, CNBOP-PIB shall limit, suspend or withdraw the certificates, as appropriate.

7. TOC assessment with a short period of notice

In justified cases, the Certification Department may perform TOC assessment with a short-notice period at certificate Owners’ sites:
- if product conformity assessment is conducted in relation to changes which impact the issued certificate of conformity,
- in order to investigate complaints regarding product properties declared by the manufacturer and confirmed by a certificate of conformity,
- in order to verify whether the corrective measures which CNBOP-PIB obliged the manufacturer to undertake have been implemented and/or whether they are effective (see below),
- if CNBOP-PIB obtains documented information on incorrect use of the certificate or on the non-conformity of the product with the requirements constituting the basis for certification. In such cases, the Certification Department shall inform the Certificate Owner at short-notice about the conditions and date of assessment.

8. Changes impacting issued conformity certificates

8.1. Product or manufacturing process modification

Manufacturers of certified products are obliged to immediately notify CNBOP-PIB of all intended product or manufacturing process modifications which may impact any product properties confirmed (certified) by CNBOP-PIB.

Every modification in the above-mentioned scope requires a written notification to CNBOP-PIB in accordance with written provisions of the certification agreement supervision.

Based on the received information on the product or manufacturing process, CNBOP-PIB determines the possibility of modifying the product and, if applicable, a testing programme to confirm product qualities or manufacturing process properties that may have changed due to product or manufacturing process modification and which were subject to assessment at the stage of certificate issuing.

If any changes that may impact product properties confirmed by the CNBOP-PIB were implemented in the manufacturing process, manufacturing conditions are subject to reassessment.

Modification of any certificate of conformity is based on replacing the previous certificate and specifying the date on which the modification has been accepted by CNBOP-PIB. A replacement certificate has the original validity date.

If the name of a product, name/address of the manufacturer or name/address of the applicant are changed, the certificate is delivered together with an annex to the certification supervision agreement concluded with CNBOP-PIB.
8.2. Changes of certificate scope

In justified cases, CNBOP-PIB may, at its own discretion or at the application of the Applicant (form No. DC/1a), modify the scope of the certificate. Such cases may concern (among others):

- material and structural changes of the certified product (modifications may result from product alteration referred to in item 8.1 herein),
- technological modifications, change of the production site, addition of a new production site,
- broadening the scope by including new types or versions of products within the same reference document covered by a valid certificate,
- technological modifications, change of the production site, adding a new production site, change of ownership relations,
- change of the manufacturing plant (ownership relations),
- including a new reference document in the certificate.

The change of scope is initiated by a relevant written request filed by the Owner of the certificate of conformity. On the basis of the received information on changes, CNBOP-PIB determines the possibility of modifying the certificate and specifies further proceedings. The process of changing the certificate scope includes relevant actions provided for in chapter 4 herein.

The scope of a certificate is changed against payment. A certificate may be modified on a basis of a decision on broadening or limiting the scope of a valid certificate of compliance issued by CNBOP-PIB on the basis of product test results and/or assessment of manufacturing conditions in relation to the reported change.

Modification of any conformity certificate is conducted by replacing the previous certificate and specifying the date on which the modification was accepted by CNBOP-PIB. A replacement certificate has the original validity date. The certificate with a modified scope requires the Applicant to sign an annex to the certification supervision agreement concluded with CNBOP-PIB.

8.3. Changes (updates) of certificate entries

In justified cases, CNBOP-PIB, at its own discretion or at a request of the Owner, may modify (update) the contents of a certificate.

If the Certificate Owner submits a written request, based on the obtained information, CNBOP-PIB specifies the possibility and manner of further actions regarding the update of a conformity certificate.

Changes are introduced on the basis of the analysis of documentation that justifies the change and may only refer to those entries in a valid certificate which are not subject to or result from the certification process. Modifications are introduced by replacing the previous certificate and specifying the date on which the modification was accepted by CNBOP-PIB.

Certificates may be updated for a fee and may require carrying out an FPC inspection (for instance change of the location where production takes place or addition of an alternative location and/or deletion of the hitherto product manufacturing location on the certificate). Changes of certificate records are based on a CNBOP-PIB’s decision to update a certificate. Such decisions are based on results of analysis conducted in relation to the reported need for change.

Entries on a certificate are modified (updated) by replacing the previous certificate and specifying the date on which the modification was accepted by CNBOP-PIB.

If a change (update) regards data included in the certificate supervision agreement, certificate update requires the manufacturer to sign a relevant annex to the agreement.

8.4. Change of technical specifications which constitute the basis for issuing a certificate

Technical specifications (i.e. Polish Standards, European Standards, technical specifications or CEN technical reports and international standards) which constitute the basis for issuing a certificate may be subject to updates, modifications, corrections and may be supplemented. The Certification Department notifies Certificate Owners only of changes to those technical specifications that are covered by the CNBOP-PIB Certification Department's scope of certification.

CNBOP-PIB may change the scope of and/or update valid conformity certificates within the above-mentioned scope, only at a request of the Certificate Owner. Undertaken actions are relevant to the scope of differences between the previous and new wording of the technical specification requirements and/or research standards provisions referred to in those specifications.

Processes are initiated:

- in the case of substantial changes – in the form of a change of the certificate scope,
- in the case of formal changes – in the form of an amendment (update) of certificate records.
8.5. Transfer of rights to the certificate

In case of changes concerning:
- name and /or address,
- legal, commercial, organizational status,
- title or ownership relations of the Owner of Certificate of Conformity,

the Owner must report the change to CNBOP-PIB in writing. On the basis of such report, CNBOP-PIB shall individually analyse each case and decide upon the possibility of transferring the certification rights and/or updating the certificate.

Results of the analysis mentioned above are given to the Certificate Owner in writing. If the result of the analysis is positive, the Owner is informed about further steps to be undertaken in order to transfer the certificate rights. If the decision on transferring the rights to use a certificate is negative, a relevant application for an independent certification process must be filled, which is also notified to the Owner in writing.

9. Suspension, restoration, limitation, withdrawal and termination of the certificate

Within the validity period, an issued certification may be suspended, limited, withdrawn or terminated.

Certification can be suspended if:
- it is found that a product placed on the market does not have the properties specified in the certificate issued by CNBOP-PIB,
- it is found that the product has been modified, which may have impacted the product's qualities, without the knowledge and/or consent of CNBOP-PIB, it is found that production conditions at the manufacturing site have been significantly altered without prior notification to CNBOP-PIB,
- TOC assessment is negative,
- it is made impossible for CNBOP-PIB to perform actions related to certificate supervision referred to in item 6 herein,
- failure or ineffective implementation by the holder of corrective actions resulting from the supervision over the certificate,
- it is found that the manner of use and/or referencing to the issued certificate is not compliant with the agreement concluded by CNBOP-PIB and the Certificate Owner,
- no or ineffective implementation of actions by the Owner, resulting from the change in certification requirements referred to in section 10 of this Guidebook,
- the Owner does not fulfil its financial obligations towards CNBOP-PIB,
- the Owner grossly breaches the agreement,
- CNBOP-PIB receiving a written request from the Holder.

The period of time for which certification is suspended and conditions for its reinstatement shall be individually established by CNBOP-PIB for each case and communicated to the Owner in writing. The period of suspension may not exceed 12 months.

CNBOP-PIB may restore a certificate, which is done in writing. The certificate may be restored in full or in a limited scope, depending on the results of verification whether reinstatement conditions have been met.

Certification may be partially limited at the written request of the Certificate Owner. The limitation of the granted certification may also be based on the results of the supervision of the issued certificate performed by DC. Limitation is performed by replacing the certificate with another certificate with a properly limited scope.

Certification may be withdrawn if:
- Owner's actions undertaken within a specified period of time and intended to eliminate deficiencies due to which the certificate has been suspended turn out to be ineffective,
- the certificate supervision agreement is terminated,
- in justified cases, immediately after CNBOP-PIB finds that the product does not have the same properties as the product type,
- the Owner grossly breaches the certificate supervision agreement,
- at a written request of the Certificate Owner.

Termination of the certification takes place:
- at the written request of the certificate Owner (i.e. the Holder's representative authorized in writing),
- as a result of the termination of the agreement for the supervision of the certificate.

CNBOP-PIB forwards the decision on suspension, limitation, withdrawal or termination of certification to the Certificate Owner in writing and specifies the date from which such decision is in force.

In the case of a decision to suspend, withdraw or terminate the certificate of conformity, it cannot be used and the Owner is obliged to stop:
12. Change of certification requirements (certification scheme)

CNBOP-PIB shall notify the Owner of Certificate in a documented manner of any modifications of the requirements on which product certification covered by the certificate of conformity was based. Simultaneously, the Certificate Owner is notified of activities that must be undertaken and of a deadline for their performance in order to maintain the certification. If the Certificate Owner does not undertake the actions mentioned above or does not meet the deadline for their implementation, CNBOP-PIB shall withdraw the certification.

11. Re-certification process

The re-certification process is carried out in a manner appropriate for a new certification process. In order to ensure certification continuity, a complete certification application should be submitted not later than 3 months before the expiry date of the current certificate. Considering product complexity and on the basis of the delivered product documentation (including test reports), manufacturing conditions and information on product and/or system modifications or lack of such modifications, DC decides on further proceedings.

12. Appeals and complaints

12.1. Appeals

The Applicant / Owner is entitled to appeal against the decision issued by CNBOP-PIB DC Manager within the scope of:
- refusal to grant certification,
- suspension of certification,
- limitation of certification scope,
- withdrawal of certification,
- termination of certification.

Appeals shall be submitted to CNBOP-PIB Director in writing within 14 days of receiving the decision. The fact of receiving a formal appeal is confirmed in a documented manner within 14 days from date of receiving it by CNBOP-PIB. The decision to keep or revoke the decision of the Manager of the Certification Department makes CNBOP-PIB Director within 30 days from the date of receiving the appeal after analysing all documents on the matter and taking into account the client's arguments. Upon completion of the appeal proceedings, the appellant is informed of the decision of CNBOP-PIB Director in writing. If the decision cannot be made within the time period mentioned above, the appellant is notified in writing of the date when the relevant decision would be made. Information on the procedure of reviewing appeals is published on the Institute’s website [http://www.cnbop.pl/en/services/certification-and-admittance](http://www.cnbop.pl/en/services/certification-and-admittance).

12.2. Complaints

CNBOP-PIB accepts complaints submitted by:
- Applicants undergoing the certification/admittance process (complaints regarding the activities of the CD or CD’s staff),
- Owners of certificates issued by CNBOP-PIB at the stage of supervision over such certificates (complaints on activities of DC or DC staff),
- other parties (complaints on actions of an Applicant/Certificate Owner or Certification Department).

The complaint should be filed within 14 days since the arising of circumstances that justify its filing. All complaints are registered and reviewed. If a complaint is filed by phone, CNBOP-PIB requires a written confirmation of the complaint. Otherwise, the complaint is not considered. The fact of receiving a formal complaint is confirmed in a documented manner within 14 days from date of receiving it by DC.

The decision regarding the complaint, after analysing all documents on the matter and taking into account the client's arguments, is made by:
- in the case of complaints against the employees DC – Manager of DC,
- in the case of complaints against the work of DC – CNBOP-PIB Director,
The final decision regarding settling the complaint takes the form of a letter addressed to the complainant. Complaints are reviewed within 30 days from the date of receiving them by CNBOP-PIB. In cases when the time required for review of the complaint exceeds the indicated period, the Complainant is notified by CNBOP-PIB of the expected deadline for review of the lodged complaint. Upon completion of the complaint proceedings, the Applicant is informed in writing on the decision made by CNBOP-PIB Director.


13. Confidentiality

CNBOP-PIB shall keep all information obtained from Applicants, manufacturers and production plants in the course of certification and certificate supervision, as well as from other sources (complaints), and all information regarding those processes confidential, except cases provided for in legal regulations.

In the case of providing by CNBOP-PIB the information as mentioned above, the Applicant is informed in writing about the scope and the recipient of the provided information, unless the law provides otherwise.

14. Certification charges

Charges for conducting the process of certification and activities related to supervision of certificate are set in accordance with CNBOP-PIB Certification Department Price List. Fee structure for the process of certification is presented in Appendix 1 to this Guidebook.

Charges for certification are payable by the Applicant. Costs of maintenance and supervision of a certificate shall be incurred by the Owner, i.e. product manufacturer.

Costs of testing product sample(s) are settled directly between the Applicant and the testing laboratory and are not included in the costs of the process of certification of conformity conducted by CNBOP-PIB Certification Department.

15. Published information

CNBOP-PIB publishes lists of issued, suspended, withdrawn and terminated certifications at its website: www.cnbop.pl
16. Contact information

Centrum Naukowo-Badawcze Ochrony Przeciwpożarowej im. Józefa Tuliszowskiego
Państwowy Instytut Badawczy

Scientific and Research Centre for Fire Protection – National Research Institute
(CNBOP-PIB)
ul. Nadwiślańska 213
05-420 Józefów, Poland
Tel. +(48) 22 76 93 300
Fax. +(48) 22 76 93 356
e-mail: cnbop@cnbop.pl
www.cnbop.pl

Certification Department – DC CNBOP-PIB
Technical Committee for Quality Systems and Management
Tel: +48 22 769 33 47
e-mail: jcw@cnbop.pl

Support and Audit Department
Tel. +(48) 22 789 11 11, +(48) 22 76 93 345
e-mail: dwia@cnbop.pl

NOTE:

For organisational and technical reasons, meeting times should be agreed beforehand. Please contact the Support and Audit Department from 7:30 to 15:30.
# APPENDIX NO. 1

Fee structure in the certification process

<table>
<thead>
<tr>
<th>Fee Description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Charge for the certification process</strong></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>The fee for the initial formal assessment of the application, identification of the manufacturer of the product and registration of the application – non-refundable</td>
</tr>
<tr>
<td>2.</td>
<td>Carrying out the TOC inspection by CNBOP.</td>
</tr>
<tr>
<td>3.</td>
<td>Analysis and acceptance of supplementary documentation submitted by the Applicant concerning the TOC production facility, justifying the possibility of withdrawing the assessment of production conditions.</td>
</tr>
<tr>
<td>4.</td>
<td>Carrying out assessment and verification of constancy of performance of the construction product and making decision on issuance or refusal of issuance of a certificate of conformity.</td>
</tr>
<tr>
<td><strong>Other fees (optional)</strong></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Analysis of test results from external lab (outside CNBOP-PIB), test results in foreign languages, more than one external laboratory test report, analysis of changes in the reference documents referred to in the product documentation submitted to the DC.</td>
</tr>
<tr>
<td>6.</td>
<td>A fee for translation of the documentation into a foreign language submitted to the certification process or the participation of a translator in the process of issuing, changing the scope or updating the certificate.</td>
</tr>
<tr>
<td>7.</td>
<td>Reviewing an application / case and issuing a ruling / opinion by the Technical Committee.</td>
</tr>
<tr>
<td>8.</td>
<td>Modification of a certificate or attachment at a Client’s request.</td>
</tr>
<tr>
<td>9.</td>
<td>A fee for the analysis of the documentation submitted by the Manufacturer in connection with the modification of the product, manufacturing process, the TOC system.</td>
</tr>
<tr>
<td>10.</td>
<td>Fee for extending the scope of the certificate and / or issuing an annex.</td>
</tr>
<tr>
<td>11.</td>
<td>Translation of the certificate into a foreign language.</td>
</tr>
<tr>
<td>12.</td>
<td>Issuing a duplicate or additional copies of the certificate.</td>
</tr>
<tr>
<td>13.</td>
<td>Issue a technical opinion (e.g. product certification and others )</td>
</tr>
<tr>
<td><strong>Supervision of the issued certificate</strong></td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Analysis and acceptance of the TOC assessment results for the purposes of the supervision process.</td>
</tr>
</tbody>
</table>