F-2104

GENERAL REGULATION OF CERTIFICATION OF CONSTRUCTION PRODUCTS

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Q-CERT

1.0 PURPOSE

This Regulation defines how QMSCERT operates to provide a Certificate of Constancy of Performance in accordance with the System of Assessment and Verification of Constancy of Performance 1+ and 1 and to grant a Certificate of Conformity of the Factory Production Control in accordance with the System of Assessment and Verification of Constancy of Performance 2+ for construction products as defined by Regulation (EU) No 305/2011 and the delegated regulations referred to therein, as well as, where applicable, by Regulation (EU) 2024/3110 and the relevant implementing and delegated acts thereof. QMSCERT applies the requirements of the applicable Union regulatory framework for construction products, taking into account the transitional provisions and the scope of Regulation (EU) 2024/3110, as well as the provisions of Regulation (EU) No 305/2011 that continue to apply during the transitional period. QMSCERT issues Special Certification Regulations for each particular field of application – product, which are applied, as applicable, together with this Regulation.

The overall management and issuance of the Certificate of Conformity meets the requirements of ISO 17065, the corresponding EA and IAF Guidelines and their respective Harmonized Standards as applicable.

2.0 SCOPE

This Regulation applies to all QMSCERT staff involved.

3.0 DEFINITIONS – ABBREVIATIONS

Construction product means any product or kit which is produced and placed on the market for incorporation in a permanent manner in construction works or parts thereof and the performance of which has an effect on the performance of the construction works with respect to the basic requirements for construction works

Construction works means buildings and civil engineering works

Client: the manufacturer, importer, distributor or authorized representative, intermediate

Manufacturer means any natural or legal person who manufactures a construction product or who has such a product designed or manufactured, and markets that product under his name or trademark

Importer means any natural or legal person established within the Union, who places a construction product from a third country on the Union market

Distributor means any natural or legal person in the supply chain, other than the manufacturer or the importer, who makes a construction product available on the market

Authorised representative means any natural or legal person established within the Union who has received a written mandate from a manufacturer to act on his behalf in relation to specified tasks

An importer or distributor shall be considered a manufacturer and shall be subject to the obligations of a manufacturer, where he places a product on the market under his name or trademark or modifies a construction product already placed on the market in such a way that conformity with the declaration of performance may be affected.

Intermediary: any natural or legal person who receives from the producer bulk cement certified in accordance with EN 197-2:2014 and bearing the conformity mark, and who assumes full responsibility for maintaining all aspects of the quality of the cement at bulk cement handling facilities and supplies the cement onwards to other persons.

Micro-enterprise is defined as an enterprise which employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 2 million.

Factory Production Control (FPC): the documented, permanent and internal control of production in a factory, in accordance with the relevant harmonised technical specifications.

Harmonised technical specifications means harmonised standards and European Assessment Documents.

Harmonised standard means a standard adopted by one of the European standardisation bodies listed in Annex I to Directive 98/34/EC, on the basis of a request issued by the Commission in accordance with Article 6 of that Directive.

Product-type means the set of representative performance levels or classes of a construction product, in relation to its essential characteristics, produced using a given combination of raw materials or other elements in a specific production process.

Essential characteristics means those characteristics of the construction product which relate to the basic requirements for construction works.

Performance of a construction product means the performance related to the relevant essential characteristics, expressed by level or class, or in a description.

AVCP: assessment and verification of constancy of performance.

4.0 PROCEDURE

General

4.1. In the system for the assessment and verification of constancy of performance 1 and 1+, the laboratory involved in the type testing shall be accredited according to EN ISO/IEC 17025 for the laboratory tests concerning the specific product.

4.2. QMSCERT may work with appropriate bodies (natural or legal persons) to carry out the audits described in this Regulation. The bodies shall be approved by the Executive Director and shall operate under QMSCERT's authority, in accordance with Chapter 5 of the Quality Manual. In such cases, the body shall inform QMSCERT by means of a report concerning the audits and evaluations carried out. QMSCERT is responsible for gathering all relevant information (including information concerning the body) in order to verify that all requirements of this Regulation and the relevant standards have been followed.

4.3. QMSCERT has the obligation to inform the notifying authority in accordance with Article 53 of Regulation (EU) No 305/2011, which continues to apply during the transitional period pursuant to Article 94 of Regulation (EU) 2024/3110, and, where applicable, in accordance with Article 56 of Regulation (EU) 2024/3110. QMSCERT also provides other notified bodies that perform similar third-party tasks in accordance with the systems of assessment and verification of constancy of performance and, for construction products covered by the same harmonized technical specification, the relevant information on issues concerning the negative and, upon request, the positive results of such assessments and/or verifications.

Application – Offer – Contract

4.4. During the initial contact with the client, QMSCERT provides information on the certification process and clarifies issues related to the categories of products to be certified, the production plants to be certified and the number of persons employed.

4.5. The client shall submit to QMSCERT the Application for Certification of Constancy of Performance (F-2505) / Application for Certification Factory Production Control (F-2507) / (F-2512). The application concerns a product and / or a family of products as defined in the relevant harmonized standards in force and normally covers a single factory.

4.6. QMSCERT reviews the application, examines whether the client can use the simplified procedures, taking into account the size and structure of the company, the sector in which it operates, the degree of complexity of the product technology, the mass or serial nature of the production process (§ 5.0 Simplified Procedures) and communicates with the client if necessary. The tender is then prepared, which is sent to the client together with this General Regulation (F-2104 Audit Information & Expectations) and the corresponding Special Certification Procedure (P-36xx Regulation - Procedure of Certification for xxxxxxx).

4.7. If the offer is accepted, the client sends to QMSCERT the Type Testing (TT), the documentation for the for the applicable FPC System (FPC Manual, a list of documents and quality records), any additional documents provided by the respective Special Certification Procedure-Certification Procedure and any other documentation deemed necessary.

4.8. After acceptance the offer and before the grant of the certificate, the contract (F-2002 MS Contract QMSCERT) between the client and QMSCERT is signed, to agree among other on the general certification rules, financial obligations, the starting date and duration of the contract and the conditions for its termination.

Preparation - Audit Planning - Man-day Identification - Audit Stage I

4.9. The Technical Director of Industrial Products or Lead Auditor on this subject selects the appropriate audit team. The audit team consists of the Lead Auditor and possibly one or more Auditors and / or experts, depending on the size of the factory to be audited and the type of construction product. The audit team is established to have the necessary knowledge, expertise and experience with the applicable legislation, audit and applicable European standards. QMSCERT guarantees the impartiality and objectivity of Auditors.

4.10. The Lead Auditor records the required man-days on the F-2195 Application/Contract Review form. The number of required man-days is calculated as in the case of a Quality Management System audit according to ISO 9001, in accordance with the OP-2051 Audit Day Matrix (Table 1, Annex A). Depending on the complexity of the production activities/processes of the organization being audited, the complexity category is determined as follows:

- High (+10%): Construction products include but are not limited to: Cement, thermal insulation products for buildings.
- Moderate: Construction products include but are not limited to: asphalt concrete, steel and aluminium structures, lighting columns, admixtures for concrete, mortar and grout, products and systems for the protection and repair of concrete structures.
- Low (-10%): Construction products include but are not limited to: aggregates, building lime.

4.11. The number of employees is defined as the number of employees directly involved with the FPC. Stage I is considered to be the review of the documentation submitted by the manufacturer after acceptance of the offer. The minimum on-site audit time shall be at least 80% of the estimated audit time. Depending on the number of construction products requested by the client, the time may be increased or decreased by 20%. If the company has a laboratory that performs tests on the product covered by the FPC, the number of man-days is increased by 20%. If the company has additional production plants covered by the same FPC system, the time shall be increased by at least 20% for each plant producing similar products and by 50% for each plant producing non-similar products (the exact number of man-days shall be determined according to the number of employees at each plant and the complexity category). If the production plant is located outside Greece, the audit time is increased by 20% where the presence of an interpreter is required. The number of required man-days may be further reduced if the following factors apply: prior knowledge of the FPC system (5% for the 2nd certification cycle, 10% for the 3rd and subsequent certification cycles), a large percentage of employees performing the same work (10%). The total reduction rate may not exceed 30%. All production plants shall be audited during the initial certification audit, surveillance audits and re-certification audits. The reasons for increasing or decreasing the audit time are documented on form F-2195 Application/Contract Review. The on-site audit normally lasts 1 man-day and cannot be less than 0.5 man-day (4 working hours).

4.12. In the case of seasonality of the activity being audited, the audit shall be carried out during the period in which the full implementation of the activity can be assessed.

4.13. The Technical Director of Industrial Products or Lead Auditor on the specific subject is responsible for reviewing the F-2195 Application/Contract Review form.

4.14. The Lead Auditor prepares the audit plan (F-3115 Audit Plan Notification Letter) and sends it to the client. If the client requests in writing and with justification the replacement of a member of the audit team or modification of the programme, the audit team shall be redefined and the programme amended accordingly.

4.15. The Lead Auditor reviews the submitted documentation in order to verify that it meets the requirements of the applicable Harmonized Standards, using the corresponding Checklist for each product and the corresponding FPC Checklist.

4.16. If deviations are identified, the client is informed accordingly and is required to take appropriate corrective actions and send them to QMSCERT.

4.17. When the documentation is complete, QMSCERT performs the initial audit.

Initial Certification Audit (Stage II)

4.18. The Lead Auditor is responsible for conducting the opening meeting, during which, among other things, introductions are made between the auditors and the auditees, the need for cooperation by the manufacturer is emphasized and the M-5001 Attendance Record is signed.

4.19. During the initial audit, the Lead Auditor examines whether sustainable development is being promoted and requests and obtains all necessary documents for the legal and valid operation of the company, as specified by the applicable legislation, e.g. evidence of submission of the notification of commencement of operation, specific supporting documents required, as applicable, declarations of responsibility, etc. The Lead Auditor then examines whether the FPC System is implemented in accordance with the requirements of the relevant standard, using the corresponding Checklist for each harmonized standard, as applicable.

4.20. The TT is not part of the FPC, but it shall have been carried out by the client in accordance with the test methods specified in the relevant hEN. The tests are carried out under the client's responsibility in a laboratory equipped appropriately and capable of conducting reliable tests.

4.21. The Lead Auditor checks and compares the results obtained from the FPC for similarity and reliability with the TT, using the corresponding Checklist for each standard. The FPC test results shall comply with the corresponding requirements of the Harmonized Standards. The FPC shall include the values declared by the manufacturer, as well as a procedure for evaluating the test results.

4.22. The test methods used by the client shall be those specified in the relevant hEN. Alternative methods may be used if the results obtained have a reliable relationship with the results of the reference methods. The relevant evidence shall be submitted to and approved by the Lead Auditor. In case of doubt, the method described in the hEN shall prevail.

4.23. If the factory has a laboratory that performs tests on the product, the competence of the personnel to perform such tests shall be documented.

4.24. The Lead Auditor checks the proper operation and reliability of the equipment used in accordance with the above test methods, as provided for in the applicable hEN.

4.25. The Lead Auditor checks the compliance of the content of the Declaration of Performance and the CE marking labels with the respective hEN and Delegated Regulation (EU) No 574/2014 using the CH-4701 Checklist for Declaration of Performance and CE marking.

4.26. Upon completion of the audit, the audit team withdraws to evaluate and record the audit findings. The findings are classified into four levels:

- Major Non-Conformity: failure to meet a basic requirement of the relevant standards, applicable legislation, this Regulation, or other requirements set by or signed by the client.
- Minor Non-Conformity: an individual deviation from a requirement of the relevant standards, applicable legislation, this Regulation, or other requirements set by or signed by the client. A significant number of Minor Non-Conformities focusing on a specific requirement constitutes a Major Non-Conformity.
- Opportunity/Proposal for Improvement: a point requiring improvement which may become a Non-Conformity at a subsequent audit or may constitute a potential future cause of Non-Conformity.
- Conformity

4.27. Any Major or Minor Non-Conformities and Opportunities/Proposals for Improvement identified during the audit are recorded on form F-3001 Non Conformities Report. The client records the corrective actions to be implemented to remove the non-conformities and receives a copy of the form.

4.28. The closing meeting is then held with the participation of at least the manufacturer's representative, during which the Lead Auditor presents the audit findings. The client is asked to describe the corrective actions to be taken within a specified period to remove any non-conformities identified. A copy of the F-3001 Non Conformities Report is given to the client.

4.29. If Major Non-Conformities are identified during the audit, QMSCERT does not issue a Certificate of Constancy of Performance (F-2522MG, F-2522ME) / Certificate of Conformity of the Factory Production Control (F-2522KG, F-2522KE) / (F-2522OG) until their effective removal has been verified. The client shall inform QMSCERT of the corrective actions implemented. The Lead Auditor may verify the corrective actions either by evaluating the submitted relevant documentation or by carrying out a Follow-up Audit. If the corrective actions are considered inadequate, the Lead Auditor gives a negative recommendation to the Certification Decision Manager, who may stop the evaluation and inform the client, in which case either the certification process is discontinued or the client returns once the required corrective actions have been completed. In any case, the time for the client to implement adequate corrective actions shall not exceed 6 months from the date of the initial audit.

Issue of Certificate of Constancy of Performance / Certificate of Conformity of the Factory Production Control

4.30. Upon completion of the initial audit, the Lead Auditor, after having verified the effective implementation of any required corrective actions, recommends whether or not to grant the Certificate of Constancy of Performance (F-2522MG, F-2522ME) / Certificate of Conformity of the Factory Production Control (F-2522KG, F-2522KE) / (F-2522OG) through the completed F-3032 Audit Report Construction Products. Within one (1) month from the date of the recommendation, the Certification Decision Manager checks the completeness of the file, reviews the documentation and decides whether or not to issue the Certificate by completing form F-2541 Audit Packet Quality Check & Certification Decision.

4.31. It is noted that the Certification Decision Manager cannot simultaneously participate in the evaluation of the audited company.

4.32. The Certificate bears a unique number assigned by QMSCERT and consists of the QMSCERT notification number, the CPR acronym and a unique QMSCERT reference number assigned by QMSCERT to each certificate.

4.33. The Certificate is issued in Greek (or in the language of the country where the client is located) and English and is signed by the authorized person responsible for signing accredited certificates.

4.34. A Certificate is issued for each plant and each hEN or group of related hENs.

4.35. The validity period of the contract for the right to use the Certificate is three (3) years.
Note: Based on data collected by QMSCERT (previous experience with the specific client, number or severity of findings, compliance with legal requirements, e.g. validity of operating authorization, outstanding financial issues, etc.), a decision may be taken to issue a certificate with a validity period of less than three (3) years.

4.36. The completed F-3032 Audit Report Construction Products together with the issued Certificates are sent to the client under the responsibility of the accounting department.

Surveillance Audits

4.37. The frequency of Surveillance Audits is determined by the Technical Director of Industrial Products or Lead Auditor on the specific subject, taking into account the findings of previous audits and the complexity of the activities of the organization being audited. The interval between two successive audits should be approximately 12 months; however, an audit shall be carried out at each client's production unit at least once per calendar year. If a client refuses to undergo a surveillance audit, the certification shall be withdrawn.

Note 1: In particular, for aggregates, IAF MD 1: "IAF Mandatory Document for the Certification of Multiple Sites Based

on Sampling" shall be applied. All production units shall be audited within the three-year period. However, quarries producing aggregates with PSV ≥ 58 shall be audited every year.

Note 2: The inspection of cement storage facilities is normally carried out at least every three years. If a cement plant operates more than three storage facilities, the frequency of inspections of the storage facilities may be reduced by mutual agreement.

Note 3: For certification of Factory Production Control (FPC) in accordance with the requirements of harmonized standard EN 1090, the frequency shall be determined in accordance with the provisions of the Special Regulation.

4.38. The Lead Auditor prepares the audit programme using form F-3115 Audit Plan Notification Letter and sends it to the client. If the client requests in writing and with justification the replacement of a member of the audit team or modification of the programme, the audit team shall be redefined and the programme amended accordingly.

4.39. During Surveillance Audits, it is examined whether the FPC continues to be implemented in accordance with the requirements of the respective Harmonized Standards, the additional scheme guidance and this Regulation, using the corresponding Checklist for each harmonized standard, as applicable. The frequency and results of the tests performed as part of the FPC are also examined in order to verify their effective implementation.

4.40. Any Major or Minor Non-Conformities and Opportunities/Proposals for Improvement identified during the audit are recorded on form F-3001 Non Conformities Report. The client is requested, either during the closing meeting or afterwards, to describe the corrective actions to be taken within a specified period to remove any non-conformities identified. A copy of the F-3001 Non Conformities Report is given to the client.

4.41. If Major Non-Conformities are identified during the Surveillance Audit, the Lead Auditor may verify the corrective actions either by evaluating the submitted relevant documentation or by carrying out a Follow-up Audit. If the corrective actions are considered inadequate, the Lead Auditor recommends that certification not be maintained.

4.42. Upon completion of the Surveillance Audit, the Lead Auditor, after having verified the effective implementation of any required corrective actions, recommends maintaining the FPC Certificate through the completed F-3032 Audit Report Construction Products. Within one (1) month from the date of the recommendation, the Certification Decision Manager checks the completeness of the file, reviews the documentation and decides whether or not to maintain the FPC Certificate by completing form F-2541 Audit Packet QC & Certification Decision. The completed F-3032 Audit Report Construction Products is then sent to the client under the responsibility of the accounting department.

4.43. It is noted that the Certification Decision Manager cannot simultaneously participate in the evaluation of the audited company.

4.44. The client shall inform QMSCERT of any intended modification to the production process or the FPC where there is a possibility that the declared product properties may be affected. QMSCERT decides whether the reported changes require another audit or further investigation. In such cases, the client is not permitted to release products bearing the CE Marking that are produced after the above changes until QMSCERT has informed the client accordingly.

4.45. The client shall maintain records of all non-conformities and complaints relating to the product covered by the FPC Certificate and shall make them available to QMSCERT upon request.

4.46. A prerequisite for maintaining certification is the timely fulfilment of the client's financial obligations, which are governed by the relevant offer.

Re-certification Audits

4.47. Before the end of the Certificate's validity period, and provided that the client has not requested termination, a new contract is signed and the Re-certification Audit is carried out in accordance with the requirements set out under "Surveillance Audits".

4.48. If the Re-certification Audit is carried out after the certificate expiry date under the client's responsibility, without sufficient and documented justification, it shall be considered a Certification Audit.

Special Audits

4.49. QMSCERT reserves the right to carry out additional Audits where it considers this necessary (e.g. verification of corrective actions, modifications to the FPC which may affect product conformity, etc.). Audits may also be carried out without prior notice if there are special reasons, e.g. customer complaints, consumer complaints, etc.

Extension of Certificate

4.50. Extension of the Certificate is carried out by completing a new Application for Certification of Constancy of Performance (F-2505) / Application for Certification of Factory Production Control (F-2507) / (F-2512) and submitting the relevant documentation by the Client.

4.51. The Certificate may be extended:

- to include new types of products compatible with different harmonized standards, as applicable, which are produced according to the same FPC system at the same plant; in such cases, a new audit is generally not required.
- to include the same types of products produced at different client sites; in such cases, a "Certification Audit" is carried out for each additional production unit.

The Technical Director of Industrial Products or Lead Auditor on the specific subject decides whether or not to carry out a new audit and determines its duration.

Suspension / Withdrawal of Certificate

4.52. QMSCERT may withdraw the FPC Certificate in accordance with the provisions of procedure OP-2030 SUSPENSION, WITHDRAWAL AND SCOPE REDUCTION OF CERTIFICATION.

4.53. Throughout the period of suspension or withdrawal, the client is prohibited from using the Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG) and from placing on the market new products bearing the CE marking.

Requirements for manufacturer's and/or external testing laboratory

4.54. The manufacturer's testing laboratory (or external testing laboratory) conducting the TT shall comply with the requirements of EN ISO/IEC 17025, e.g. it shall have procedures, appropriate equipment and trained personnel, including:

- Sampling instructions
- Testing instructions
- Competence to perform tests (confirmation by witnessing the performance of the test)
- Calibrated equipment meeting the requirements of the test methods
- Test result forms / records
- Quality assurance of test results

5.0 SIMPLIFIED PROCEDURES

5.1. The Technical Director of Industrial Products, in cooperation with a Lead Auditor on the specific subject, examines whether the client may replace type-testing or type-calculation with appropriate technical documentation demonstrating that:

- for one or more essential characteristics of the construction product placed on the market by the manufacturer, the product is deemed to have achieved a certain level or class of performance without testing or calculation, or without further testing or calculation, in accordance with the conditions set out in the relevant harmonized technical specification or in a Commission decision.
- the construction product covered by a harmonized standard and placed on the market by the client corresponds to the product-type of another construction product manufactured by another manufacturer and already tested in accordance with the relevant harmonized standard, as applicable. In this case, the client is entitled to declare the performance corresponding to all or part of the test results of that other product and to use the test results received from another manufacturer, provided that authorization is granted by that manufacturer, who remains

responsible for the accuracy, reliability and constancy of those test results.

- the construction product covered by Harmonized Standards and/or European Assessment Documents and/or legislative requirements and which constitutes a system of components that the client assembles by following precise instructions provided by the supplier of such system or component, who has already assessed that system or component with regard to one or more of its essential characteristics in accordance with the relevant harmonized technical specification. In this case, the client is entitled to declare the performance corresponding to all or part of the test results for the supplied system or component and to use test results received from another manufacturer or system provider, provided that authorization is granted by that manufacturer or system provider, who remains responsible for the accuracy, reliability and constancy of those test results.
- in the above-mentioned cases, if the construction product belongs to a family of construction products for which the applicable system for assessment and verification of constancy of performance is system 1+ or 1, the appropriate technical documentation shall be verified by QMSCERT.

5.2. In the case of micro-enterprises manufacturing construction products covered by a harmonized standard, enterprises may replace the determination of the product-type based on type-testing for the applicable systems 3 and 4 by using methods different from those contained in the applicable harmonized standard. Such manufacturers may also treat construction products to which system 3 applies in accordance with the provisions for system 4. Where a manufacturer uses these simplified procedures, the manufacturer shall demonstrate compliance of the construction product with the applicable requirements by means of specific technical documentation and shall demonstrate the equivalence of the procedures used with the procedures laid down in the harmonized standards, as applicable.

5.3. In the case of products manufactured individually or custom-made in a non-series process in response to a specific order and installed in a single identified construction work, the Technical Director of Industrial Products, in cooperation with a Lead Auditor in the specific field, examines whether the assessment of performance may be replaced by the manufacturer with specific technical documentation demonstrating compliance of the product with the applicable requirements and equivalence of the procedures used to the procedures laid down in the harmonized standards, as applicable. In accordance with Article 5 of Regulation (EU) No 305/2011, and in the absence of Union or national provisions requiring the declaration of essential characteristics, the manufacturer may refrain from drawing up a declaration of performance.

6.0 RIGHTS / OBLIGATIONS OF CERTIFICATE HOLDERS

6.1. The client may use the Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG) held without restriction for professional purposes, for promotional purposes or to demonstrate conformity of the FPC with the corresponding standard.

6.2. Where the Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG) is limited to certain product types manufactured by the organization and to a specific production unit, no reference to it or use of it is permitted for product types or production units not covered by the Certificate.

6.3. The Certificate holder must:

- appoint a person with the appropriate responsibilities to ensure that the requirements of the relevant harmonized standards are met at the specific production site. It is recommended that this person should not be the same person as the production manager of the product to be certified. If the same person is responsible for both FPC and production, a risk analysis shall be carried out to ensure impartiality, confidentiality, integrity and independence.
- continuously and effectively implement the FPC system and improve it
- apply within the specified time and in an effective manner the appropriate corrective actions related to the Major and Minor Non-Conformities identified during the audits and provide the relevant information to QMSCERT

- state that it holds and display the Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG) only for the business activities / production units to which the certificate applies and with a clear reference to the certification standard according to which the certificate was issued
- correct within one month the advertising and other material making reference to the Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG), in case of reduction of the certification scope
- stop within a maximum of one week any use, advertising and reference to the Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG) if it is withdrawn for any reason
- return the original Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG) immediately to QMSCERT if it has been withdrawn for any reason
- inform QMSCERT in writing within 20 days in case of significant changes to the FPC that was in place during the audit (e.g. change in legal or ownership status, change in organizational structure, change at management level such as change of FPC manager or other personnel involved in critical decision-making, change in application locations, change in activities included in the certified FPC scope, etc.). The client shall also inform QMSCERT promptly of changes to products which may have an impact on the declared product properties and for which TT is required to be performed again.
- recognize the FPC Certificates issued to other organizations
- use the Certificate (F-2522MG, F-2522ME) / (F-2522KG, F-2522KE) / (F-2522OG) in accordance with the signed contract and this Regulation
- inform QMSCERT in every case of a product recall
- not use its certification misleadingly
- ensure that its publications and advertisements do not cause confusion to the user between its certified and non-certified products
- provide accurate information to the Auditors regarding the applicable FPC system and facilitate the Audit process by taking appropriate organizational measures and making the responsible personnel and all relevant audit documents available to the Auditors, including customer complaints concerning the product and the related corrective actions taken
- accept the audit dates specified by QMSCERT, unless there are serious reasons which must be explained in writing to QMSCERT. Repeated non-acceptance of audit dates or continuous requests for postponements or changes to audit dates shall be taken into consideration by QMSCERT and may constitute grounds for withdrawal of the certificate.
- implement a procedure for handling customer complaints and maintain records of complaints and the corresponding corrective actions concerning the products covered by the Certificate. In the event of a complaint concerning product quality, this shall be communicated to QMSCERT for information.
- maintain a technical file containing all production information for the construction product, such as a detailed description of the raw materials and quantities used for production, a detailed description of the production process and the machinery used, a detailed description of the storage and marking of the product, etc., and all information required for CE marking of the construction product. The technical file shall be made available to the competent authorities, QMSCERT and ESYD upon request.
- draw up a Declaration of Performance for the certified products and the corresponding marking labels, which shall accompany the products
- comply with the requirements of this General Regulation (F-2104) and the relevant Special Regulation – Certification Procedure.

7.0 OBLIGATIONS – RESPONSIBILITIES OF QMSCERT

7.1. QMSCERT has full responsibility for granting, maintaining, extending, suspending or withdrawal the certification.

7.2. QMSCERT performs inspections with objectively, confidentially and impartially, in accordance with the requirements of the standards, legislation and the respective IAF and EA Guidelines.

7.3. QMSCERT ensures the capability and impartiality of the collaborating bodies that it entrusts audits.

7.4. The QMSCERT staff and external partners involved in the inspection procedures have the appropriate education, expertise and experience and operate within the QMSCERT procedures.

7.5. QMSCERT notifies the client at each time of the composition of the audit team and replaces a member or members thereof if requested in writing and justified.

7.6. QMSCERT is not responsible for claims arising from defective products of the certified organization.

7.7. QMSCERT monitors developments in relevant standards and legislation requirements.

7.8. QMSCERT conforms to the uniform certification regulations by product family (prepared by the Advisory Committee of NB EU, the relevant ESYD guidance. and also applies the administrative decisions and documents of the Coordination Group of Notified Bodies as general guidance.

7.9. QMSCERT participates in or ensure that the assessment personnel is informed of, the relevant standardization activities and the activities of the Coordination Group of NB and applies the administrative decisions and documents produced as a result of the work of that group as general guidance.

7.10. QMSCERT participates in the work of the Coordination Group of NB, directly or by means of designated representatives, or ensure that the representatives of notified bodies are informed thereof.

7.11. QMSCERT, when carrying out its activities, takes due account the size of an undertaking, the sector in which it operates, its structure, the degree of complexity of the product technology and the mass or serial nature of the production process.

7.12. All personnel involved in audits shall be informed and trained on the latest edition of relevant European technical specifications and the legislation provisions as well as the documents referred to in paragraph 7.8.

8.0 FILES

8.1. QMSCERT keeps a record of the issued Certificates.

8.2. All audits documents and the necessary evidence (TT, product catalog, list of documents and quality records, etc.) are kept in client's file.

Revision No.	Revision Date	Nature of Change	Reviewed and Approved	Effective From:
0	10/01/2012	Original Issue	ED/LDK	
1	15/04/2013	Revised to conform to Regulation 305/2011/EU (the Greek terms "construction product", "construction works", "declaration of performance", "performance class", etc. were amended).	LDK	
2	19/04/2013	Added Article 37 of Regulation 305/2011/EU	LDK	
3	19/08/2013	Revised to conform to ESYD KO-D.P. & K/01/03/04-07-2013 and ISO 17065	EN/LDK	
4	26/03/2014	Added duration of certificate	EN/LDK	
5	25/05/2015	Added cement	EN/LDK	
6	10/05/2016	Addition of the phrase "as applicable" and the requirement for a notified laboratory for System 1	DP/LDK	
7	09/11/2017	Change in the requirement for the testing laboratory for System 1 and in paragraph 4.18 concerning legal documents; change of the name of F-2195G Audit...	EN/LDK	
8	24/05/2019	Change in the requirement for the testing laboratory for System 1 and in paragraph 4.18 concerning legal documents; change of the name of F-2195G Auditor - Dates - Sampling Proposal and Review to F-2195 Application/Contract Review; change of the name of F-3032 Audit Report Factory Production Control FPC to F-3032 Audit Report Construction Products	EN/LDK	
9	04/11/2019	Compliance with the new edition of ESYD KO-D.P. & K/01/04/25-10-2019	EN	
10	14/10/2020	Amendment of paragraph 4.10 and deletion of the reference to the client's right to use the CE conformity marking	EN	
11	10/05/2022	Minor amendments to the calculation method for audit man-days	EN	
12	01/12/2023	Reference to the new Regulation 2024/3110	EN	01/12/2023
13	12/01/2026	Reference to the new Regulation 2024/3110	EN	12/01/2026