



Appendix D, *Scheme implementation rules*

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1 Introduction

This document addresses the constitution, terms of reference (specification of services), rules and duties, structure of fees etc. for the parties involved.

It is an agreed fundamental issue to keep procedures on a pragmatic and efficient level, in order to avoid unnecessary work, and to give the rules of free enterprise a dominant role in the entire system.

Involved in the process, three different parties have a role:

1. Certification bodies (empowered organisations within rules) (also covering registered testing laboratories and inspection bodies)
2. Manufacturer or his representative (distributor)
3. Contractors and users

2 Certification bodies (empowered/recognized by QAC)

The services delivered related to the KEYMARK are specified in the KEYMARK scheme rules and are governed by a contract between the manufacturer and the specific certification body.

The costs covering testing, inspection and assessment of the manufacturer and certification of products are not governed by KEYMARK, but agreed on as a part of the contract between the two parties. The costs are found in the free competition between the suppliers of the services involved. (Certification, inspection, testing).

Apart from these costs, the Certification Body shall collect a fee and transfer it to the KEYMARK scheme secretariat to cover its costs and a fee for the right to use the KEYMARK.

3 Manufacturers (with KEYMARK certified products)

Manufacturers should be aware of their role in the promotion of the KEYMARK in their market approach and underline the additional requirements which are met in comparison with the CE-marking.

The value of the KEYMARK cannot be established by any other party than the manufacturer. The Certification Bodies, the laboratories and other involved parties can only ensure the liability and confidence in the procedures for the manufacturer to obtain the KEYMARK.

4 Organisation

4.1 Quality Assurance Committee (QAC)

The QAC is responsible for the strategy, organisation and operation of the certification scheme.

The QAC establishes sub-groups and employs the scheme secretariat. TIAQ (Thermal Insulation Association for Quality is operating the secretariat and is responsible for the web site activities.

The QAC meeting takes place at least once a year. Place and date have to be decided at the previous meeting.

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Organisation structure

Quality Assurance Committee QAC (cooperation of CEN KEYMARK and VDI)

1. Task groups
 - 1.1 Scheme Development Group
 - 1.2 Certification Body Group
2. System Groups (reserved for future) – Not relevant for KEYMARK
 - 2.1 District heating systems
 - 2.2 Insulation systems
3. Laboratory Group (permanent)

The roles of these parties are described in the following clauses. For the interaction, the organisational chart is shown in figure 1 in order to identify lines of communication and responsibility.

The official language of communication within the QAC is English. Communication between a manufacturer and the certification body may be in any other language. Any translation (e.g. of a certificate) is the responsibility of the involved parties.

The QAC is open for participation by all involved parties in the KEYMARK scheme and thereby also for liaisons.

The following parties shall be presented:

- Manufacturers
- Certification Bodies
- Inspection Bodies
- Testing Laboratories
- Contractors and users
- the secretariat

Parity of all interested parties is to be assured.

Special invitees and liaisons may be present.

The QAC meeting is conducted with this minimum agenda:

1. Opening
2. Minutes of the last meeting
3. Reports of the sub-groups
4. Report of the chairman and Secretariats
5. Proposals for discussion (to be mailed to the Secretariat not later than 1 month before).
6. Financial report and budget for the coming year presented by the Secretariat (once a year)
7. Decision on location and time for next meeting
8. Miscellaneous

The QAC chairman and the deputy are elected or re-elected by its members for a period of three years.

After the election the chairman will be appointed by the responsible persons of SDG-5 (KEYMARK) and VDI.



The QAC is responsible for all decisions and resolutions.

Decisions of the QAC are normally taken by consensus. In case of dispute and only after extensive discussion to find a compromise, a vote is the method to progress. In case of voting a decision will be made if 2/3 of the present members agree; the chairman cares about the particular interests of the parties involved before voting.

Decisions in writing between the meetings are possible.

In case of severe dispute or problems, an extraordinary QAC meeting can be called. The meeting can be called upon request by the chairman.

Reports from meetings shall reflect all resolutions and decisions as well as all items of general interest.

The members of the QAC and all sub-groups receive no fee for their services and pay for their own travel and other costs.

NOTE: If information is given to the QAC or sub-groups requesting confidentiality, this shall be respected.

4.2 Sub-groups

4.2.1 General

All sub-groups are nominated by the QAC.

The sub-groups organise themselves and elect chairmen and deputies amongst their members.

The chairmen are elected or re-elected for a period of three years.

All decisions are normally made by consensus. Only in the extreme case of dispute where no consensus has been possible the decision is taken on the basis of simple majority of members.

If necessary, the sub-groups shall deal with problems in order to either give guidance to the secretariat or to propose resolutions for decision at the QAC meeting.

The sub-committees meet at appropriate intervals.

Reports from meetings shall reflect all items of general interest.

4.2.2 Scheme development group (SDG)

The SDG acts as a reference body for the scheme secretariat and assists the secretariat in its daily work and is engaged in the further development of the scheme rules. The SDG conducts the supervision of the work performed by the secretariat including its financial and accounting activities.

SDG will also organise and maintain liaison with Group of Notified Bodies –sector group 19 (GNB-SG19).

4.2.3 Certification Body Group (CBG)

The CBG deals with all matters relevant to the certification bodies involved to ensure consistency in certification decisions and procedures.

The CBG is maintaining a register of Empowered Certification Bodies operating the KEYMARK scheme and a "long-list" as guidance and for information only of used inspection bodies and registered laboratories.

4.2.4 Laboratory groups

The tasks of the Laboratory groups are:



- Co-ordinate the comparative testing among laboratories, reporting, supply of test samples
- Co-ordination of audits of registered laboratories done by members of the group
- Maintain a register of specified devices used within the group and the registered laboratories.

There are 2 Laboratory groups installed:

- The λ -Expert Group for thermal insulation of Buildings
- The Laboratory Group for technical thermal insulation

4.3 QAC secretariat

The following tasks have been identified as being under the responsibility of the QAC secretariat, responsible for the European voluntary surveillance systems KEYMARK for insulation of Buildings and VDI/KEYMARK for Technical insulations:

QAC Meetings

- Organizing of the QAC meetings with all involved parties invited
- Shall be present during QAC meetings
- Prepare and distribute the agenda of meetings
- Write reports of the meetings
- Collect proposals for discussion
(to be mailed to the Secretariat not later than 1 month before).
- Present financial report and budget for the coming year (once a year)
- Starting and monitoring of QAC-enquiries
- Communicate with KEYMARK Management Organisation (KMO) and sub-groups
- Management of all relevant documents

Support of sub-groups

- Coordination of audits of registered laboratories done by members of the expert group;
- Maintain a register of specified apparatuses used within the Thermal Insulation Expert Group (reference equipment) and the registered laboratories;
- Management of all Laboratory audit protocols
- Management and issuing of Certificate for registered laboratories

KEYMARK Web-Site

- Establishing and maintaining (ongoing registration, availability, security system (levels of access)) the KEYMARK website;
- The layout of the web site and updating of pure text (e.g. scheme rules, announcements) and the list of Empowered Certification bodies and Registered testing laboratories is the responsibility of the QAC Secretariat.
- The official information on the web site(s) as registered by the QAC Secretariat includes:
 - o The Insulation KEYMARK scheme rules
 - o Information on manufacturers and products as found on the product labels, but no information on grouping of products for FPC or audit testing, inspection records and test results.
 - o Lists of names and addresses for Empowered Certification Bodies and Registered testing laboratories can be found on the web site, but information on the



relationship between Empowered Certification Bodies and test results from comparative testing among laboratories shall not be published.

Administration

- Establishing and running the secretariat with phone, fax, e-mail, address etc.;
- Holding all contact information about:
 - o List of all QAC members
 - o Application, list and status of all Registered Laboratories
 - o Maintain a register of Empowered Certification bodies operating the VDI / KEYMARK Scheme
- Reporting via mail or cloud platform with private access
- Organizing the KEYMARK-Conference (Place, save the date, invitation, Flyer, Sponsors, budget) approx. every 3rd year.
- Organizing ad hoc technical meetings (revision of technical rules, handling new standards, procedures for round robins, any outstanding issues etc.);
- Management of documents involved in the VDI/KEYMARK Scheme (relevant EN standards, CEN/CCB documents (KMO), scheme rules, Q&A paper, decision and resolution list, Certificates of Registered laboratories etc.)
- Represent the joint CEN/VDI assembly to the public
- To organize and maintain the liaison with the Notified Bodies Group SG-19.
- Full confidentiality is essential for sensible data

Economical matters

- Secretary fee, accounting, budget, reporting etc.

Management of Complaints

- The Secretariat shall be informed of a complaint and of the outcome and react if needed (A copy of the complaint is also sent to the relevant certification body)
- Manufacturers may lodge an appeal directly with the QAC Secretariat in the following cases:
 - o when an appeal is rejected or in case of lack of response by the certification body;
 - o If the appeal is in respect of the interpretation of the principles contained in the Scheme rules or decisions of the QAC

The appeal procedure does not suspend the decision against which it is made. It shall be notified to the Quality Assurance Secretariat by registered letter, within one month of the formal notification of the contested decision.

In the event of an appeal being addressed by the manufacturer to the Quality Assurance Secretariat, the secretariat prepares a decision within one month of receipt. The decision is formally notified to the manufacturer and to the certification body by the secretary. The Quality Assurance Secretariat may ask for possible expert assistance/advice by its choice depending on the actual case

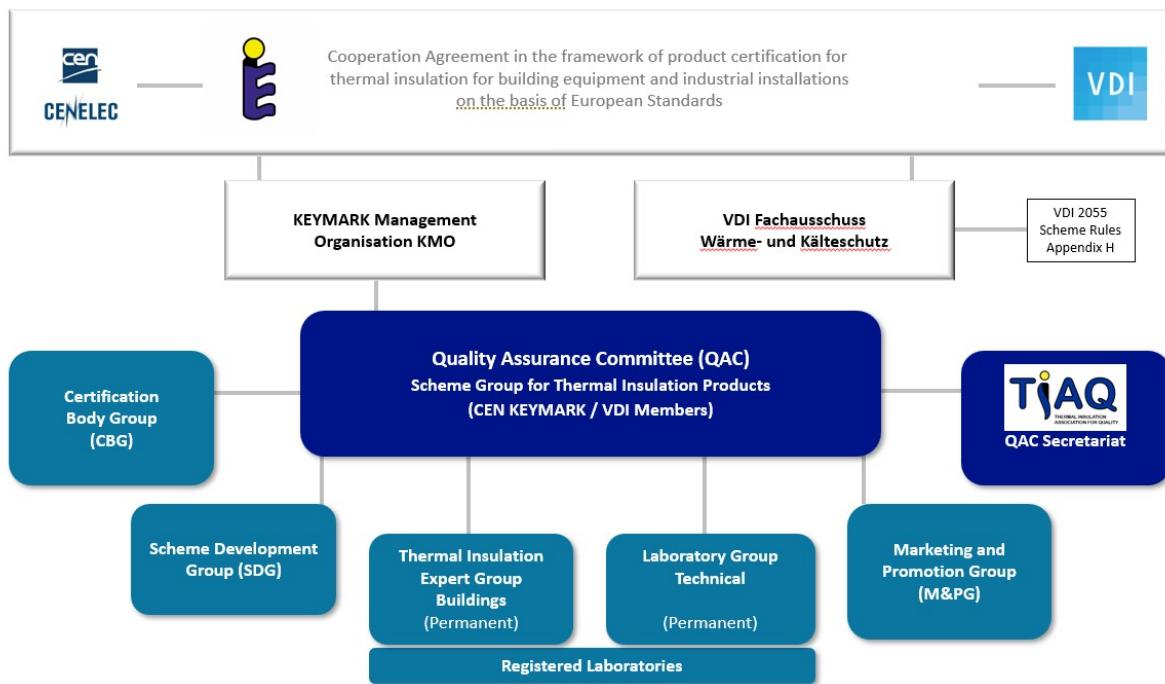


Figure 1: Organisation of the Quality Assurance Committee for all Thermal Insulation Products