



CNBOP-PIB

CERTIFICATION DEPARTMENT

PC-DO SCHEME OF CERTIFICATION OF CONFORMITY OF FIRE PROTECTION PRODUCTS

(edition: eighth; issue date: 14 September 2020)



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	CERTIFICATION DEPARTMENT		
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1. Introduction

This scheme describes the activities and rules of conduct of CNBOP-PIB in the certification processes of products used for fire protection carried out on the basis of the provisions listed in point 2. This scheme is also a guidebook for all interested parties.

CNBOP-PIB Certification Department (DC) carries out certification of fire protection products according to system N1¹ in accordance with this certification scheme. DC carries out certification both in the scope and outside the scope of accreditation. Certification of products carried out by CNBOP-PIB is equally available to all organizations, regardless of their size and legal status as well as participation in any organization.

This scheme applies to products used in fire protection, for which the regulations do not specify detailed requirements regarding e.g. safety, reliability, functionality, durability, compatibility or impact on health and/or the environment.

The current list of products subject to certification of conformity conducted by CNBOP-PIB, along with information on 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 under the accreditation held by CNBOP-PIB and granted by the Polish Center for Accreditation (PCA).

2. Legal bases, normative documents

- a) Act of 13 April 2016 on conformity assessment and market surveillance systems (Polish Journal of Laws: Dz. U. z 2022 r. poz. 1854), [1];
- b) PN-EN ISO/IEC 17067 Conformity assessment. Fundamentals of product certification and guidelines for product certification schemes [2];
- c) PN-EN ISO/IEC 17065 Conformity assessment. Requirements for bodies certifying products, processes and services [3].

3. Certification system for fire protection products based on ISO/IEC 17067

Product certification system according to PN-EN ISO/IEC 17067:2014-01	Elements of the certification system according to PN-EN ISO/IEC 17067: 2014-01	Type of issued document / product marking
N1	<ul style="list-style-type: none">➤ sample selection;➤ determining properties by testing;➤ assessment of production conditions;➤ evaluation of the test report(s) and of the assessment;➤ decision to grant certification;➤ issuing a certificate of conformity;➤ supervision by:<ul style="list-style-type: none">○ evaluation of the production process;○ review and analysis of information about complaints submitted to the manufacturer and evaluation of corrective and preventive actions.	Certificate of conformity/ CNBOP-PIB abbreviation and certificate number Example of marking: CNBOP-PIB xxxx/yyyy (where: xxxx – consecutive number of the certificate, yyyy – the year in which the certificate was issued)

¹ according to document [2]



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4. Rules of conduct in the process of granting certification

4.1. Preparatory procedure for submitting a product for certification

The Manufacturer of the product or his authorized representative may be the applicant for the process of certification of conformity. DC provides the Applicant with the necessary information on how to start the process of certification of conformity, including information about:

- regulations of the process of certification of conformity,
- technical documentation required to be attached to the application, necessary to begin the process of certification of conformity,
- costs related to conducting the process of certification of conformity,
- scope of tests resulting from the reference document,
- testing laboratories performing tests for the purposes of the certification process,
- the limits of the flexibility of the held flexible scope of accreditation and related capabilities of DC (if applicable).

The certificate Holder, hereinafter referred to as the Applicant, may be the product manufacturer or his authorized representative, or the product user.

The condition to start the certification process is that DC and the Applicant agree mutually acceptable product evaluation criteria.

4.2. Applying for certification


When applying for certification of conformity, the Applicant provides a completed application for conformity certification of a product, together with the attachments. The application form should be signed by the Applicant. The application for the process is also an agreement with CNBOP-PIB for carrying out the process of certification of conformity.

It is possible to submit attachments to the application in electronic form. For this purpose, the option of submitting documentation in electronic form should be selected in the application (item before the list of attachments). Then a DC specialist designated to conduct the process will contact the authorized contact person indicated in the application in order to provide a link to the sentbox and a password. Passwords are generated each time for the purpose of adding / completing documentation.

The condition for registering the application for the process of certification of conformity (concluding an agreement with CNBOP-PIB for carrying out the process) is submitting the application along with documentation enabling the identification of the product.

Applications for the process of certification of conformity can be obtained independently from the Institute's website (www.cnbop.pl) or by request from CNBOP-PIB Certification Department.

Attachments to the application, such as: instructions for use and information on health and safety hazards of the product during application and use, should be submitted in Polish. The remaining documentation should be submitted in a language version acceptable by CNBOP-PIB: Polish or English. The Certification Department allows the submission of documentation in other language versions, however, it reserves the right to request a translation of this documentation (including a sworn translation) or to order a sworn translation into Polish of all or selected parts of the submitted documentation, in order to carry out the process of certification of conformity.

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It is possible to code information about the name and address of the manufacturing plant in the certificate of conformity. For this purpose, the application for the above-mentioned coding should be attached to the application for the process of certification of conformity (optional attachment to the application).

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

The application is verified in terms of the correctness of the entries as well as the completeness and correctness of the attached documentation whether they fulfil the formal requirements and in terms of the possibility of carrying out the process for product varieties grouped within a product family, as well as confirm whether the scope of the application is within the flexibility of the scope of accreditation (if applicable). The Applicant is informed in a documented manner about the results of the verification of the submitted application:

- in case when the scope of the application is within the limits of the flexibility of the scope of accreditation, but CNBOP-PIB has not conducted the process for a given reference document so far, the Applicant is informed about the impossibility of issuing a certificate by CNBOP-PIB under its accreditation (until appropriate action is taken) and about the possible impact of this fact on the certification process (depending on the circumstances, it may be, for example, extension of the duration of the process);
- in case of a positive result of the initial verification of the submitted (possibly supplemented or corrected) application – the Applicant receives a letter containing information regarding of application registration, including general information on the costs of the process and, if applicable, the need to assess the production conditions;
- in case product test reports are missing in the documentation attached to the application – the Applicant receives product testing program with an indication of the testing laboratory where the initial product/product type testing should be carried out together with the a letter containing information regarding of the application registration;
- in the event of a negative result of the initial verification – the Applicant is informed about the need to make necessary additions and corrections. The process is not continued until the documentation is completed.

Registration of the application is tantamount to concluding an agreement for the implementation of the certification service between the Applicant and CNBOP-PIB. The fee for initial formal verification of the application, identification of the Manufacturer of the product and registration of the application is non-refundable.

Commencing the process of national AVCP may be interrupted in the event of:

- failure to submit the documents and/or information required by DC within the specified time limit or, if such deadline has not been indicated in writing, within 6 months from the date of handing over by DC written information on the need to supplement and amend the application/documentation, or to perform these activities in the period in question in an ineffective manner,
- receiving a written request from the Applicant to withdraw the submitted application documentation.

Restarting the certification process is possible only after the Applicant submits a new application for the process with the required attachments.

The applicant is informed by CNBOP-PIB about the discontinuation of the activities related to the preparation to begin the certification process. Depending on the decision of the Applicant, CNBOP-PIB sends back the application together with the provided documentation or permanently destroys the said application.



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4.4. Product testing and recognition of test results

Together with the letter containing information regarding of registration of the application, the Certification Department provides the Applicant with the test program prepared on the basis of a technical reference document applicable in the process, indicating the testing laboratory where the product tests should be performed.

The Manufacturer's obligation is to deliver to the testing laboratory indicated by DC a representative sample of the product in a manner agreed with this laboratory. The sample should be selected by a commission, in accordance with the rules set out in the technical specification of the manufacturer or, if the specification does not specify the requirements in this regard, at random "blindly" from various places in the product batch. Details regarding the date, cost of tests and the method of sample delivery are agreed by the Applicant 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 and prepared by the following laboratories can be used:

- accredited CNBOP-PIB laboratory, or
- laboratories (accredited or authorized under the relevant legal regulation (in the relevant scope)) with which CNBOP-PIB concluded an appropriate cooperation agreement (subcontracting), or
- testing laboratories accredited by PCA or by the signatories of the EA Multilateral Agreement (EA MLA) and/or the ILAC Mutual Recognition Agreement (ILAC MRA),
- non-accredited laboratory (own or subcontractor's laboratory), if evidence is submitted to CNBOP-PIB Certification Department that the laboratory meets at least the applicable requirements of points 6 and 7 of PN-EN ISO/IEC 17025 and (where applicable) PCA policies: DA-05 and DA-06.

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

If the Applicant presents its test results for the product, the Certification Department analyzes and evaluates them, then informs the Applicant about the result, presenting a possible supplementary test program. If all the test results of testing laboratories other than CNBOP-PIB laboratories or of subcontractors are recognized, in order to ensure the reliability of the technical documentation of the presented product, product identification tests are carried out in CNBOP-PIB laboratory. Conducting identification tests is a necessary condition to carry out the certification process of the product.


After receiving the test results, the Certification Department proceeds to analyze and evaluate against the previously agreed product evaluation criteria.

Commissioning of tests to be performed by a subcontractor is possible only with the consent of the client. CNBOP-PIB bears full responsibility for the tasks performed by the subcontractor.

4.5. Assessment of production conditions of the product

For the purposes of the process of certification of the product carried out in accordance with PC-DO scheme, an assessment of the technical and organizational conditions (TOC) of production is carried out.

TOC assessment is an independent, documented process of obtaining evidence, establishing facts or other relevant information and evaluating it objectively in order to determine the degree of compliance with the requirements that ensure the stable and repeatable

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production of products. The manufacturer, as part of ensuring the appropriate technical and organizational conditions, is obliged, among others, to ensure measurement traceability of the measuring instruments used in the manufacturing process of the product being assessed. CNBOP-PIB requirements in this regard are published on the Institute's website.

The scope of TOC assessment covers the following issues:


- Operation of the manufacturing plant,
- Organization of production,
- Organizational structure, responsibility and authority,
- Design documentation of the product(s),
- Purchasing and delivery control,
- Control and testing during production,
- Control and testing of finished product,
- Supervision of control and measurement equipment,
- Handling, storage, packaging, labeling of products,
- Product traceability,
- Complaints/Appeals,
- Staff competences and training,
- Management of normative documents,
- Visual inspection of manufactured products.

TOC assessment is performed after the Applicant presents positive results of all product tests. CNBOP-PIB assessment team performs TOC assessment of production in the manufacturing plant. The date of the assessment and the composition of the assessment team are agreed with the Applicant. The assessment program results from the scope of the assessment and takes into account detailed requirements of technical specifications of the product in this scope. CNBOP-PIB (Certification Department or Support and Audit Department) provides detailed information on the organization of the TOC assessment (approximate costs, date, purpose of the assessment).

In case of non-compliance with the requirements (i.e. non-conformity) during TOC assessment, the assessed organization is obliged to carry out corrective actions within the time agreed with CNBOP-PIB. Assessment of the corrective actions and their effectiveness may be carried out in the form of a review of evidence of the implementation of these actions provided by the client (documents and records) or in the form of an additional assessment. How actions are assessed depends on the type of non-conformity and the applied corrective actions.

The results of TOC assessment are included in TOC assessment report(s), which, together with the attachments, are submitted to the assessed organization for review and approval. One copy of the report is submitted to the assessed organization. Note! If the production does not take place in the manufacturing plant belonging to the Applicant, CNBOP-PIB does not submit the report to the Applicant – a copy of the report may be made available only by the assessed organization.

The report is the basis for the assessment of product manufacturing conditions. As of the date of submitting by the Applicant a complete set of positive test results for the product and complete product documentation, the result of the TOC assessment is valid, i.e. no more than 3 years have passed from performing the assessment (counting from the date of the report stating a positive result of the assessment).

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4.6. Review (assessment and verification)

The documentation collected in the certification process is subject to analysis and assessment, the results of which constitute the basis for making a decision on granting or refusing to grant certification. At each stage of the assessment, DC provides the Applicant with the result of these activities along with the possible date of supplementing the documentation and/or performing additional activities (e.g. tests, corrective actions) in order to remove the identified non-conformities.

In cases of doubt, DC reserves the right to seek the opinion of a relevant Technical Committee operating at the Certification Department. The Technical Committee is an advisory body to the Head of the Certification Department in the area of technical requirements for products. The composition of individual committees is selected so as to ensure professional and reliable evaluation of the certified products.

The cost of the meetings of the Technical Committee shall be borne by the Applicant. Lack of the Applicant's consent to incur the cost of the Technical Committee meeting means DC's decision to refuse to grant certification.

4.7. Decision on granting or refusing to grant certification

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

The decision to issue a certificate is the basis for preparing:

- an agreement specifying the rules for the use and supervision of the issued certificate,
- an invoice including the final fee for carrying out the process in the amount in accordance with the current DC price list,
- an appropriate certificate.


DC issues, changes or refuses to issue a certificate or its amendment within 6 weeks from the date of completion of activities performed during the certification process or change of the scope of the issued certificate.

The decision to refuse to grant certification, together with the justification, is provided to the Applicant in a documented manner.

4.8. Granting certification, validity period

Based on the decision to grant the certification and after the Applicant signs an agreement on supervision of the granted certification and settling the financial obligations towards CNBOP-PIB, the Applicant is provided with a certificate of conformity. Certificates of conformity are issued for a period of 5 years.

At the request of the Applicant, it is possible to issue additional language versions or duplicate certificates for a fee.

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4.9. Discontinuation of the certification process

The certification process of a registered product may be interrupted if:

- the Applicant does not provide the documents and/or information required by DC within the prescribed period or, if the deadline has not been specified – within 12 months, or performs these activities ineffectively;
- the Applicant does not fulfill his financial obligations towards CNBOP-PIB within the deadlines specified in separate regulations,
- the Applicant requests DC to discontinue the process.

The decision to discontinue the certification process is communicated to the Applicant in writing. The documentation of a registered process, which has been interrupted, is not returned to the Applicant.

Resumption of an interrupted certification process is possible only by submitting a new application by the Applicant to conduct the certification of the product together with the required current attachments.

5. Application and use of the issued certificate

The certificate of conformity may be used by the Holder in accordance with the terms of the agreement on supervision of the issued certificate.

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

Incorrect reference to the type of certification process or inappropriate use of the certificate may be the reason for appropriate corrective or legal actions.

The certificate Holder is obliged in particular to:

- refer to the certificate in accordance with its scope,
- use only the current issue of the certificate,
- in cases justified by law, the certificate may not be provided other than as a whole,
- use the certificate in a way that does not infringe the good name of CNBOP-PIB and not to issue statements regarding the manufactured products that CNBOP-PIB could consider as misleading or unauthorized,
- comply with the rules of referring to the certification (in commercial documents, advertising materials), published on CNBOP-PIB website,
- copy certification documents by the client, only as a whole.

The Holder of the certificate, issued by CNBOP-PIB, is obliged to mark the product with the abbreviation of CNBOP-PIB and the certificate number.

CNBOP-PIB logo is reserved for admittance activities, therefore it is not allowed to use the logo on products for which a certificate of conformity has been issued. On the other hand, the Holder of the certificate of conformity is entitled to refer to the certification by using CNBOP-PIB logo in accordance with the document published on the Institute's website.

6. Supervision over issued certificates

CNBOP-PIB supervises the granted certification. The activities related to supervision are initiated by CNBOP-PIB.

Supervision over the granted certification in accordance with PC-DO scheme is carried out by:



- assessment of technical and organizational conditions (TOC) of production in the plant manufacturing the product – once 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 taken corrective and preventive actions.

If during the activities under supervision, CNBOP-PIB finds that the product no longer has the same features/properties as the product type, the manufacturer is obliged to take appropriate corrective measures, and the supervised certificate/s is/are suspended, limited or withdrawn, if it is necessary.

7. TOC assessments with short notice period

In justified cases, the Certification Department may conduct a TOC assessment at the Holders of the certification with short notice period, including:

- in case of assessment of product conformity in connection with changes affecting the issued certificate of conformity,
- in order to investigate complaints regarding the product characteristics declared by the manufacturer, confirmed by the certificate of conformity,
- in order to verify the implementation and/or effectiveness of the taken corrective measures, to which the manufacturer has been obliged by CNBOP-PIB (see below),
- if CNBOP-PIB obtains documented information about incorrect use of the certificate or about non-compliance of the product with the requirements constituting the basis for certification.

8. Changes affecting the issued certificate of conformity

The issued certification document may be changed, in particular in case of:


- modification of the product, production process (the manufacturer of the certified product is obliged to immediately inform DC CNBOP-PIB of all intended modifications of the product, production process, which may affect any product features assessed and verified by CNBOP-PIB),
- changes to the scope of the certificate (including extension, limitation),
- changes (updates) of entries in the certificate,
- changes to the certification requirements (described below),
- transfer of rights to the certificate (described below).

Changes as above require notification to CNBOP-PIB (with the appropriate notification deadline resulting from the agreement on supervision of the issued certificate – if applicable). The process of implementing changes affecting the issued certificate includes activities listed in chapter 5 of this scheme, to the extent necessary for DC to confirm compliance with the technical specification and/or certification requirements. The scope of activities necessary for implementation is each time determined by CNBOP-PIB.

The certificate is changed against payment. The basis for changing the certificate is the decision of CNBOP-PIB:

- concerning the extension or limitation of the scope of a valid certificate, based on the results of the performed assessment and verification in relation to the reported change; or
- concerning updating the certificate, based on the results of the analysis performed in relation to the reported need for change.

In justified cases changing a certificate may require the Manufacturer to sign an annex to the agreement concluded with CNBOP-PIB on certificate supervision.

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In the event of any changes other than those listed above, which, in the opinion of the Manufacturer, cause the need to update the provisions of the issued certificate, it is necessary to provide CNBOP-PIB with a written statement describing the essence of these changes. On the basis of the received information, DC determines the possibility and method of further proceedings in order to make appropriate changes with regard to the issued certificate.

8.1. Change of technical specifications constituting the basis for issuing the certificate

Technical specifications (i.e. Polish Standards, European standards, technical specifications or CEN technical reports and international standards) constituting the basis for issuing the certificate may be the subject of updating, changes, corrections, additions. The Certification Department informs the Certificate Holders about changes occurring only in those technical specifications that are within the scope of accreditation of CNBOP-PIB Certification Department.

According to act [1], manufacturers ensure that changes to the applicable standards are duly taken into account.

CNBOP-PIB carries out the processes of changing the scope and/or updating the entries on valid certificates of compliance in the subject as above only at the request of the Certificate Holder.

The activities are performed in accordance with the scope of changes between the current and new wording of the requirements of the technical specifications and/or the provisions of the test standards referred to in these specifications.

8.2. Transfer of rights to the issued certificate

In the event of a change in:

- name and/or address,
- legal status or ownership relationship,
- ownership or ownership rights,

of the Holder of the certificate of conformity, the Holder is required to report this fact in writing to CNBOP-PIB. On the basis of the request in question, DC makes an individual analysis and settles the possibility of transferring the rights to the issued certificate and/or updating the entries on the certificate.

The certificate Holder is informed about the result of the analysis and the decision in writing. In the event of a positive result of the analysis, the Holder is informed about further steps to be taken to transfer the rights to the certificate. In the event of a negative decision on the possibility of transferring the right to use the certificate, it is necessary to submit an application for an independent process of certification.


DC shall initiate the activities mentioned above only in case when there are no financial arrears to CNBOP-PIB with reference to entities included in the process in question.

9. Suspending, restoring, limiting, withdrawing, and terminating a certificate

During the validity period, the issued certificate may be suspended, limited, withdrawn or terminated.

Suspension of a certificate occurs in case of:

- a statement that the construction product made available on the market does not have the performance properties specified in the certificate issued by CNBOP-PIB,
- a statement that the product was subject to modification that could have changed its properties, without the knowledge and/or consent of CNBOP-PIB,
- stating that the production conditions in the manufacturing plant have changed significantly without prior notification to CNBOP-PIB,

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- negative results of TOC assessment,
- preventing CNBOP-PIB from carrying out activities resulting from supervision over the certificate, referred to in point 6 of this scheme,
- lack of or ineffective implementation by the Holder of corrective actions resulting from supervision over the certificate,
- stating non-conformities in the way of using and/or referring to the issued certificate in relation to the provisions of the agreement for supervision over the issued certificate concluded between CNBOP-PIB and the Holder of the certificate,
- lack of or ineffective implementation by the Holder of activities resulting from the change of certification requirements, referred to in point 10 of this scheme,
- failure to meet his financial obligations towards CNBOP-PIB by the Holder,
- gross violation of the provisions of the agreement by the Holder,
- receiving a written request from the Holder.

The suspension period of the certification and the conditions for its restoration are determined by CNBOP-PIB individually for each case and communicated to the Holder in writing. The period of suspension may not exceed 12 months.

Restoration of the certificate by CNBOP-PIB is made in writing and is made for the full or limited scope of the certificate, according to the results of the assessment of compliance with the conditions for restoration.

Certification may be limited in part of its scope at the written request of the certificate Holder. The granted certification may also be limited on the basis of the results of DC supervision over the granted certification. The limitation is made in the form of replacing the certificate with a new one with appropriately limited scope.

Certification is withdrawn:

- in the event of no effective actions by the Holder regarding the timely removal of non-conformities constituting the basis for suspending the certificate,
- as a result of termination of the agreement for supervision of the issued certificate,
- in justified cases, immediately after CNBOP-PIB determines that the product no longer has the same features as the product type,
- gross breach by the Holder of the provisions of the agreement regarding the supervision of the issued certificate.

Termination of the issued certificate takes place:


- upon a written request of the certificate Holder (i.e. a representative of the Holder authorized in writing),
- as a result of termination of the validity of the agreement for supervision of the certificate.

The decisions to suspend, limit, withdraw or terminate the certification are submitted to the Holder in writing by CNBOP-PIB, stating the date from which the decision becomes effective.

In case of a decision to suspend, withdraw or terminate, the certificate of conformity may not be used, and the Holder is obliged to stop:

- referring to the certificate,
- marking products with CNBOP-PIB letter abbreviation and the certificate number,
- issuing, publishing and using advertising materials referring in any manner to the certificate.

In the event of withdrawal or termination of the granted certification, the Holder is obliged to return this certificate at CNBOP-PIB's request. Moreover, if the certificate is withdrawn, its Holder is obliged to withdraw from the market and / or use all products whose characteristics differ from those specified in this certificate or to remove from all products placed on the market and / or use a reference to the certificate of conformity issued by CNBOP-PIB.

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	CERTIFICATION DEPARTMENT			
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In the event of applying for a certificate after its withdrawal or termination, the Holder should submit an application for re-conducting the certification process of the product.

10. Changes to the certification requirements (certification scheme)

CNBOP-PIB notifies the certificate Holder in a documented manner about the change of the requirements constituting the basis for certification of the product covered by the current certificate of conformity. At the same time, the certificate Holder is informed about the activities necessary to be performed and the date of their implementation in order to maintain the certification. If the certificate Holder fails to take the above-mentioned actions or exceeds the indicated deadline for their implementation, CNBOP-PIB withdraws the granted certification.

11. Re-certification process

The re-certification process is carried out in the manner appropriate for a new certification process. In order to maintain the continuity of certification, a complete application for certification should be submitted no later than 3 months before the expiry date of the current certificate.

Taking into account the complexity of the product, on the basis of the provided documentation of the product (including test reports) and production conditions as well as information about the introduced changes to the product and/or system or their absence, DC makes a decision on the further procedure.

12. Appeals and complaints

12.1. Appeals

The Applicant has the right to submit a written appeal against CNBOP-PIB's decision about:

- the refusal to issue a certificate,
- the suspension of the issued certificate,
- limiting the scope of the issued certificate,
- the withdrawal of the issued certificate,
- terminating the issued certificate.

The appeal is submitted in writing to CNBOP-PIB Director within 14 days from the date of receiving the decision.


The appeal is reviewed by CNBOP-PIB Director within 30 days from the date of receipt. In cases where the time necessary to review an appeal exceeds the indicated deadline, the appellant is informed in writing by CNBOP-PIB about the expected date of reviewing the appeal.

CNBOP-PIB confirms the receipt of the appeal to the Applicant and, after completing the appeal procedure, informs in writing about the decision of CNBOP-PIB Director.

12.2. Complaints

At each stage of the conformity process and supervision over the issued certificate, the Applicant/Holder of the certificate has the right to file a complaint against the actions of the Certification Department or its employees. CNBOP-PIB also accepts complaints submitted by other parties (complaints about the actions of the Applicant/Holder or the Certification Department).

All complaints are recorded and reviewed. In the event of receiving a complaint by phone, CNBOP-PIB requires a written confirmation of the complaint. The decision to recognize or not recognize a complaint is made by the Director of CNBOP-PIB within 30 days from the date of its receipt. If the decision cannot be made within this time limit, the Complainant is informed about the

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actions taken and the approximate date of the relevant decision. After completing the complaint procedure, the Applicant is informed in writing about the decision of the Director of CNBOP-PIB and about the further procedure.

The description of the conditions and procedure for submitting and the manner of reviewing appeals and complaints is published on the Institute's website at <https://www.cnbop.pl/en/services/certification-and-admittance>.

13. Confidentiality

CNBOP-PIB undertakes to maintain confidentiality of all information obtained from Applicants, Manufacturers and manufacturing plants in the process and subject of certification, as well as during the supervision of the issued certificate and from other sources (complaints), except for cases provided for by law.

If CNBOP-PIB provides the above-mentioned information, the Applicant is informed in a documented manner about the scope and addressee of the information provided, unless the law provides otherwise.

14. Fees for conducting the certification

The fees for carrying out the certification process and for activities carried out as part of the supervision of the issued certificates are determined on the basis of the current price list of CNBOP-PIB Certification Department. Information on detailed fees is available at the client's direct request with the Institute's employees. Fees for the certification process / changes to the issued certificate are paid by the Applicant/certificate Holder. The fee structure is provided in Annex 1 of this scheme.


Costs of testing are settled directly between the Applicant/certificate Holder and the testing laboratory and are not included in the costs of the process of certification of conformity carried out by DC CNBOP-PIB.

15. Published information

CNBOP-PIB publishes lists of issued, suspended, withdrawn and terminated certifications on the Institute's website at <https://www.cnbop.pl>.

This information shall contain at least the following elements:

- 1) name of the certificate,
- 2) name and type of the product,
- 3) name and address of the Applicant,
- 4) validity period of the certificate.

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16. Contact details

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

Scientific and Research Centre for Fire Protection – National Research Institute

(CNBOP-PIB)

ul. Nadwiślańska 213

05-420 Józefów, Poland

Tel: (+48) 22 769 33 00

Fax: (+48) 22 769 33 73

e-mail: cnbop@cnbop.pl

Certification Department – DC CNBOP-PIB

Technical Committee for Coordination and Management System

Tel: (+48) 22 769 33 47

e-mail: icw@cnbop.pl


Support and Audit Department

Tel: (+48) 22 769 33 45

e-mail: dwia@cnbop.pl

NOTE:

Due to organizational and technical reasons, please arrange the dates of meetings in advance and contact us between 7:30 am and 3:30 pm.

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ANNEX NO 1

Structure of fees in the processes of certification of conformity of products used in fire protection.

Fee for the process of certification of conformity according to PC-DO certification scheme consists of basic items and "Other fees" (if applicable in the process)	
1.	Fee for the initial formal verification of the application, identification of the Manufacturer of the product and registration of the application – non-returnable
2.	Conducting the assessment and issuing a decision to issue or refuse to issue a certificate
Process of changing the scope of the certificate	
3.	Initial fee and for carrying out technical and organizational works – non-returnable
4.	Conducting the assessment and issuing a decision to change or refuse to change a certificate
Other fees	
5.	Detailed analysis of the test results of an external laboratory (outside CNBOP-PIB), test results in foreign languages, more than one test report from external laboratories constituting the complete test results for the product, analysis of changes in reference documents referred to in the product documentation submitted to DC
6.	Conducting TOC assessment by CNBOP-PIB assessment team
7.	Analysis of the supporting documentation submitted by the Applicant regarding the technical and organizational conditions of the production of the product being the subject of the certification process
8.	Fee for the translation of foreign-language documentation submitted for the certification process or the translator's participation in the process of issuing or extending the certification
9.	Reviewing the application/case and issuing a decision (opinion) by a relevant technical committee
10.	Fee for introducing changes to the certificate or attachment at the customer's request
11.	Fee for updating the provisions of the certificate of conformity other than those mentioned in point 10
12.	Fee for the analysis of documentation in case of submitting information about a change in the certified product
13.	Translating the certificate into a foreign language
14.	Issuing a duplicate or additional copies of the certificate
15.	Issuing a written technical opinion on (product certification, other)
Supervision over the issued certificate (under the terms of the scheme)	
16.	Assessment of technical and organizational conditions in supervision of the production of the product
17.	Review and analysis of information on complaints submitted to the manufacturer for a certified product