

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 1 of 27

IFCC SDP 00 PRODUCT CERTIFICATION GENERAL REQUIREMENTS

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Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 1 of 27

Amendment Record

To ensure that each copy of the Scheme Requirements Document contains a complete record of Amendments, this Amendment record is updated as issued with each set of revised/new pages of the Document.							
Amendment		Discard			Insert		
No. & Summary of Change	Date	Section	Page	Issue No.	Section	Page	Issue No.
2. References to test laboratory qualification incorporated into section 2.6. References to acceptability of test evidence (related to test lab. qualification) incorporated into section 3.1.1.	26.07.13	2.6, 3.1.1	7, 8	1.1	2.6, 3.1.1	7, 8	1.2
3. Reference to ISO/IEC 17065:2012 standard incorporated into section 1.1. Reference to "Notified Lab." under the CPR incorporated into section 3.1.1.2 (b)	04.10.13	1.1, 3.1.1.2	4, 9	1.2	1.1, 3.1.1.2	4, 9	1.3
4. Reference to additional requirements by some jurisdictions	24.03.14	3.1.1	7	1.3	3.1.1	7	1.4

Form Number: SDP 00 SD30	Status: Version 1.5	Date: 17/10/17
Written by: IL	Authorised by: IW	Page: Page 2 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 3 of 27

<u>Contents</u>	<u>Page No.</u>
1. INTRODUCTION	4
2. DEFINITIONS	6
3. REQUIREMENTS	
3.1 Technical Requirements	7
3.2 Initial FPC Audit Requirements	9
4. ONGOING FPC SURVEILLANCE AND ONGOING PRODUCT VERIFICATION	
4.1 Annual FPC Surveillance Visits	11
4.2 On-going Product Verification Inspections	12
5. NON-COMPLIANCES	12
6. CONDITIONS OF ACCEPTANCE	
6.1 Initial Acceptance	13
6.2 Change of Company Details	14
7. BENEFITS OF THE IFC CERTIFICATION SCHEME	14
8. APPLICATION PROCESS	15
9. SCHEME FEES	16
10. SCHEME REGULATIONS	16
APPENDIX 1. Use of the IFC Certification Mark	23

Form Number: SDP 00 SD30	Status: Version 1.5	Date: 17/10/17
Written by: IL	Authorised by: IW	Page: Page 3 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 4 of 27

1. INTRODUCTION

- 1.1 The IFCC (IFC Certification), Product Certification Scheme is a voluntary scheme intended for the independent third party certification of fire protection products, materials and systems and should not be confused with assessment of products by IFCC as a Notified Certification Body for the purpose of CE Marking in line with the Construction Products Regulation. The scheme is operated by IFCC in accordance with the requirements of BS EN ISO/IEC 17065:2012 "Conformity Assessment – Requirements for bodies certifying products, processes and services".
- 1.2 The scheme covers a variety of fire protection products, materials and systems, each with its own specific requirements to be satisfied in order to demonstrate the performance of the product, material, and system in respect of its fire performance. The technical requirements set out as criteria to be satisfied in order to demonstrate this performance shall be detailed in separate product family specific "scheme documents" which should be read in conjunction with this document.
- 1.3 The intention of this document is to set out general requirements which apply to all IFCC Product Certification but not those performance criteria to be satisfied in order to gain specific product certification.
- 1.4 In order for an applicant to achieve third party certification the requirements herein and those technical requirements set out in the applicable product family specific "scheme documents" must all be satisfied.
- 1.5 The scheme is open to all bona fide companies involved in the manufacture / fabrication / production of fire protection products, materials, systems to apply for certification.
- 1.6 Companies previously holding IFC Certification which was subsequently terminated by IFC Certification because of non-compliance with certification scheme requirements or non-payment of fees may have their application rejected.
- 1.7 Any company which is owned / operated by individuals who held director / partner status within a company previously holding IFC Certification which was subsequently terminated by IFC Certification because of non-compliance with certification scheme requirements or non-payment of fees may have their application rejected.
- 1.8 Features of the Scheme

The scheme provides independent third party certification of fire protection products, materials and systems in order to give confidence to purchasers, specifiers, building

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 4 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 5 of 27

owners and operators, enforcers and regulatory authorities in the performance of the products against set criteria and conformity of manufacture in order to continue to satisfy such performance criteria.

The following are the general features of the IFCC SDP ## Product Certification Scheme;

- 1.8.1 The specific product (product range), material, system fire performance shall be evaluated against set test criteria as described by BS, EN, ASTM, UL, FM, ISO or other applicable National or industry standards as applicable to the intended use of the product, material, system as detailed in the applicable IFCC Product Certification Scheme Document (SDP ##).
- 1.8.2 The performance of other non-fire characteristics, such as durability, of the specific product (product range), material, system shall be evaluated against set test criteria as described in BS, EN, ASTM, UL, FM, ISO standards as detailed in the applicable IFCC Product Certification Scheme Document (SDP ##).
- 1.8.3 The scheme shall identify any extended application criteria to be applied to the certificated product (product range) as a result of the technical assessment conducted by IFCC on the test evidence produced as a result of independent fire performance and (where applicable) other performance testing conducted. Such extended application criteria shall be clearly identified in the applicable IFCC Product Certification Scheme Document (SDP ##).
- 1.8.4 All IFCC Product Certification requires that the manufacturing / fabrication facilities (factory) where the product (product range), material, system is produced shall be subject to a Factory Production Control audit as part of the certification process. This process shall be carried out as an initial FPC audit and also on-going on an annual FPC Surveillance Visit. It may be necessary for the FPC of more than one facility to be audited if for example a critical component is manufactured elsewhere. If the applicant is already certificated by another submit annual reports

IFCC Product Certification does not require applicants to have ISO 9001 Quality Management System Certification as a mandatory requirement but all applicants must have factory production control processes implemented within all manufacturing facilities where the products for which certification is sought are produced (whether in the applicant's own facilities or any sub-contracted manufacturer factories).

- 1.8.5 Certificated products, materials, systems shall be subject to "on-going product verification" at a specific frequency as detailed in the applicable IFCC Product Certification Scheme Document (SDP ##). This verification may take the form of checking the manufactured product against the product specification / production

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 5 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 6 of 27

drawings (where appropriate) or by fire performance testing; the specific method of verification shall be identified in the scheme document applicable to the product type.

- 1.8.6 All IFCC Product Certification shall normally be reissued on a 5 year frequency subject to satisfactory on-going maintenance of certification requirements as detailed in this document and the applicable IFCC Product Certification Scheme Document (SDP ##). In some geographical areas IFCC reserves the right to reduce the period of certification granted to 1 year to prevent issues with ongoing payments.
- 1.9 Companies whose products become certificated under the requirements of the IFCC Product Certification Scheme **shall not make any claims related to being certificated for the installation, commissioning or servicing of such products as this scheme does not incorporate installation and / or commissioning (this is covered by separate IFCC schemes).**

2. DEFINITIONS

- 2.1 IFCC Product Certification Scheme** – voluntary third party certification scheme operated by IFC Certification for the independent certification of fire protection products, materials and systems as described by this document and in “product type” specific Scheme Documents (e.g. Timber Door Scheme, Penetration Seal Scheme, etc.).
- 2.2 Certification** - approval, registration or licensing of services.
- 2.3 Company** – the organisation, company, partnership, sole trader, etc. applying for approval or certification within the IFC Certification scheme, for their product, material, system which they are responsible for the design / formulation specification, production, sale and technical support of. The Company are also expected to own the intellectual rights to the product, material, system and any test evidence confirming its fire performance. The Company may also be the manufacturer of the product or they may sub-contract the manufacture to others under cover of a contractual agreement.
- 2.4 Manufacturer / Fabricator** – the organisation, company, partnership, sole trader, etc. who is responsible for the actual manufacture or fabrication (from raw materials / components) the product for which application for certification is made. The manufacturer may be a sub-contractor appointed by the Company (owner of the product) to manufacture the product, material, system under a contractual agreement.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 6 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 7 of 27

- 2.5 Fire Performance Test Evidence** – test reports produced of independent fire tests conducted at an accredited laboratory to establish the fire performance of a product, material, system for which certification is sought.
- 2.6 IFCC Approved Test Laboratory** – a laboratory approved by IFCC as acceptable to provide test evidence in support of IFCC Product Certification. IFCC only accept test evidence from laboratories who hold appropriate ISO 17025 Accreditation issued by UKAS (or local equivalent who is a signatory to IAF Guidelines) and the accreditation scope includes the test procedures for which test reports are issued.
- 2.7 Pre-Production “Prototypes”** – a product offered for certification by a company which has not been manufactured using the same “production methods” by which the product will be made once put into full scale production, a sample of a product intended for mass production. An example of such a prototype would be a product comprised of components produced by machining such from solid material where the “production version” will utilise cast components for which tooling shall be required for their production.
- 2.8 Assessment** – the evaluation of performance of a product, material, system against the requirements of this document and the applicable “product type” specific Scheme Document (e.g. Timber Door Scheme, Penetration Seal Scheme, etc.). This term is also used to describe the evaluation of the effectiveness of a company / manufacturer factory production control system.
- 2.9 Factory Production Control Audit** – an audit conducted to establish that adequate control is applied to manufacturing processes of the product(s) subject of the certification application in order to maintain conformity of manufacture / fabrication / assembly (as applicable) and traceability.

3 REQUIREMENTS

3.1 Technical

3.1.1 Fire Performance Testing Requirements

All independent third party fire performance testing requirements shall be detailed in the applicable product type specific IFCC Product Certification Scheme Document (SDP ##). This document (SDP 00) must be read in conjunction with the applicable product type specific scheme document. Notwithstanding the requirements below some jurisdictions may specify additional requirements for test laboratories. For example certification for use

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 7 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 8 of 27

in UAE shall only utilise test evidence generated at laboratories approved by the Federal Civil Defence authority.

3.1.1.1 Primary Fire Test Evidence Acceptable to IFCC

Primary fire test evidence in support of IFCC Product Certification must originate from one of the following sources;

- a) a UKAS accredited laboratory, whose scope of accreditation encompasses the particular test standard / procedures required to demonstrate the fire performance identified in the relevant specific IFCC Product Certification Scheme Document (SDP ##).
- b) a non-UKAS accredited laboratory which holds national approval / accreditation granted by the country in which it is based and the scope of the laboratory's approval encompasses the particular test standard / procedures required to demonstrate the fire performance identified in the relevant specific IFCC Product Certification Scheme Document (SDP##). IFCC reserves the right to invoke the requirement for the test(s) to be witnessed by a representative of IFCC, (this witness procedure may be undertaken in person or remotely).
- c) in the UAE only, IFCC shall accept fire test evidence generated by fire test laboratories who comply with requirements identified in categories a) or b) above but the laboratory shall in addition be approved by the UAE Federal Civil Defence (who publish a list of such approved test laboratories). IFCC reserves the right to invoke the requirement for the test(s) to be witnessed by a representative of IFCC, (this witness procedure may be undertaken in person or remotely).

3.1.1.2 Secondary Fire Test Evidence Acceptable to IFCC

Secondary fire test evidence (such as testing to extend the scope of an existing IFCC Certificated product range / audit testing in line with IFCC SDP ## scheme requirements / re-certification testing in line with IFCC SDP ## scheme requirements) in support of IFCC Product Certification must originate from one of the sources acceptable to IFCC as described in section 3.1.1.1 above. Alternatively acceptable secondary test evidence may include;

- a) reduced scale tests (also referred to as "indicative" or "ad-hoc" tests performed at / by a UKAS accredited laboratory as identified in section 3.1.1.1 a).

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 8 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 9 of 27

- b) full scale or reduced scale tests performed at a laboratory facility Notified under the Construction Products Regulation (EU Regulation 305/2011) or a “non UKAS accredited laboratory facility” (such as an “in-house” research facility operated by a product manufacturer), subject the test equipment and procedures being reviewed by an IFCC representative **prior to** any such test being undertaken. Under such circumstances IFCC shall reserve the right for a representative of IFCC to verify the construction of the test specimen prior to commencement of the test, verify the test procedures and witness the actual fire test. Any resulting test reports shall be subject to verification and scrutiny by IFCC to ensure compliance with the test witnessed.

3.1.2 Durability and other Performance Testing Requirements (where applicable)

Where independent third party durability performance is a technical requirement for achievement of IFCC Product Certification, this will be detailed in the applicable product type specific IFCC Product Certification Scheme Document (SDP ##) or reference appropriate documents e.g. EN EXAP standards. This document (SDP 00) must be read in conjunction with the applicable product type specific scheme document.

3.1.3 Extended Application Criteria

All extended application criteria applicable to the specific product type for which certification is sought shall be detailed in the applicable product type specific IFCC Product Certification Scheme Document (SDP ##). This document (SDP 00) must be read in conjunction with the applicable product type specific scheme document.

- 3.1.4 The applicant company shall satisfy the stated technical requirements as detailed in the applicable product type specific document (SDP ##) as well as those set out in this document in order to achieve IFCC Product Certification.

3.1.5 Testing of Prototypes

It is recognised by IFCC that in certain product areas (e.g. fire door hardware) tooling needed to produce the end product in production volumes can be expensive and companies will not wish to allocate such costs until a design is proven by testing of prototypes. IFCC also recognise however that due to industry expectations the company may wish to launch a new product with third party certification.

- 3.1.5.1 IFCC may accept independent third party test evidence gained as a result of pre-production sample prototype testing dependent upon a technical comparison assessment of the prototype with the intended tooling produced production item (e.g.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 9 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 10 of 27

both produced from the same materials, dimensions being identical, any operating mechanisms replicated, etc..).

- 3.1.5.2 IFCC may award certification to a company for a product on the basis of prototype test evidence however the company shall be required to repeat the particular tests undertaken with prototypes with production items and to obtain satisfactory test results within 3 months of the certification being awarded. Failure to retest production items within 3 months of certification being awarded will result in the certification being terminated.
- 3.1.5.3 If the retest results in failure, the certification will be suspended until a satisfactory test result is achieved with a production item.
- 3.1.5.4 In all such testing activities identified in section 3.1.5.1 to 3.1.5.3 inclusive above, the prototypes and production items shall be independently verified by IFCC as detailed in section 3.1.6 below.

3.1.6 Product Sampling

- 3.1.6.1 All product samples used for independent third party testing in support of product certification shall be independently sampled by an IFCC representative or a representative of an organisation appointed by IFCC for the task. Typically products shall be sampled by IFCC during an FPC audit of the production facility where the products are made although specific visits may be required to sample product between FPC visits depending upon testing timescales.
It may be necessary for the IFCC auditor to witness the manufacture / fabrication / assembly of the sample product, in which case this will be discussed before arrangements are made for the product to be sampled so that the production can be carried out during the auditor's visit.
- 3.1.6.2 Records shall be maintained by IFCC of the sampling process which will confirm the item(s) sampled and shall contain details of the date of sampling / batch traceability from which they were sampled / the auditor's markings applied to the sample(s).
- 3.1.6.3 A management representative from the applicant / certificated company shall countersign the records of sampling to verify the sampling process.
- 3.1.6.4 IFCC shall maintain records of sampling in the applicable product certification job file for confirmation purposes.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 10 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 11 of 27

3.1.6.5 Where it is not possible to verify that sampling of the tested product(s) has taken place i.e. historic test data the Director of Certification will decide if the test evidence can be used, the reasons for this decision will be recorded.

3.2 Initial Factory Production Control Audit

In addition to the various testing and technical assessment activities involved in the process of product certification, the location(s) where the applicant's product, material, system is manufactured, fabricated, assembled (as applicable) shall be subject to Factory Product Control Audit (as described in section 1.8.4).

The audit is to establish that adequate control is applied to manufacturing processes of the product(s) subject of the certification application in order to maintain conformity of manufacture / fabrication / assembly (as applicable) and traceability.

Product certification under the IFCC Product Certification Scheme is conditional upon the applicant company operating effective factory production control processes which are applicable to the type of product being produced.

3.2.1 Where applicant companies already operate ISO 9001 Quality Management Systems and these are certificated by a UKAS accredited certification body, IFCC will conduct the FPC Audit to verify that all elements of the production of the product for which certification is sought are covered by the QMS and that it is effective.

3.2.2 Where the FPC system is not based on a certificated Quality Management System, IFCC shall combine quality management requirements in addition to the factory production control procedures and routines. The audit will address the following items in addition to FPC requirements;

- Internal audit reports
- Non-conforming product
- Customer Complaints and corrective / preventive action

3.2.3 The actual FPC audit will be based on product family FPC checklists which IFCC have produced to focus on the control of manufacture of the actual product, concentrating on critical features / aspects of the product(s) and how manufacturing controls ensure that these features are maintained by consistent manufacture.

3.2.4 Typically an FPC system should address, **but not be restricted to** the following elements;

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 11 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 12 of 27

- Enquiry, Quotation and Contract processes (all those procedures which lead to orders being placed for product to be supplied by the company)
- Production planning
- Control of purchasing, including assessment of suppliers and the details contained in purchase orders
- Control of Incoming Raw Material and / or component inspection (including the condition of these and identification for use in traceability once in use in the production process (where applicable))
- Storage of materials
- Control of documentation related to the production, inspection, packaging and despatch processes. This may include formulation sheets, design drawings, production specifications (as may be applicable), manufacturing / production work instructions / procedures, inspection criteria, records of inspection, packing instructions, labelling, despatch records, etc..
- Identification and traceability throughout the manufacturing / fabrication / assembly processes (batch numbering, product identification) up to despatch from the factory
- Inspection and testing of the product throughout production process as appropriate to the confirm critical features of the product with pre-determined criteria in order to ensure conformity of the product including the records of such inspections / checks up to and including product release
- Calibration of monitoring, measuring and inspection equipment (including records of this)
- Maintenance of production equipment to ensure product conformity
- Training Records of staff, personnel involved in development, manufacture, inspection and packaging of the product(s) for which certification is sought.
- Any additional FPC requirements are referenced in the specific SDP xx scheme document.

The product specific IFCC Product Scheme Document (SDP ##) technical requirements as referenced in section 3.1 shall be taken into account when assessing an FPC system to ensure that such requirements can be verified by controls implemented into the manufacture of the product(s).

3.2.5 FPC audits shall be undertaken by IFCC Auditors of known competence or by agents appointed by IFCC to act on their behalf and who are deemed competent by IFCC.

3.2.6 Where non compliances are raised during the FPC audits these shall be dealt with as detailed in section 5 of this document.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 12 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 13 of 27

- 3.2.7 The auditor shall record the findings of the audit on the appropriate FPC Audit Checklist / Report and shall request a senior member of the company's staff countersign the report.
- 3.2.8 The FPC Report shall be forwarded to the IFCC Office for review and will be countersigned by the reviewer. Where the reviewer (typically the Certification Director, Schemes Manager or Associate Director Certification) has concerns about any of the findings / comments contained in the report they will contact the auditor and discuss these points with them before making a decision as to the acceptability of the company's FPC system.
- 3.2.9 Where the FPC audit identifies that the company's FPC system is effective and verifies the required controls are implemented, this requirement of the certification process shall be accepted as being satisfied.

4 ON-GOING FPC SURVEILLANCE and ON-GOING PRODUCT VERIFICATION

4.1 Annual FPC Surveillance Visits

4.1.1 Following satisfactory award of product certification the Company shall be subject to annual surveillance of the FPC system(s) operated by the Company / manufacturer in order to ensure that adequate control on the production of the certificated product is maintained. Generally FPC surveillance frequency shall be at 12 month intervals, the first being 12 months from the date of certification being granted and every 12 months thereafter for the 5 year period of the product certification.*

**Note: For certain product types the FPC frequency may be 6 or 9 months, if this is the case this will be detailed in the product type specific IFCC Product Certification Scheme Document (SDP ##)*

4.1.2 IFCC will utilise product specific FPC Audit forms to ensure that all critical elements of the production process are audited to ensure conformity of manufacture is maintained. The audit will focus on the same areas as the initial FPC audit (as detailed in section 3.2.4) but will concentrate on maintaining conformity of manufacture as the initial audit will have established the effectiveness of the FPC system. The surveillance FPC audit shall also focus on corrective action taken by the Company to address any minor non compliances raised at the previous FPC audit.

4.1.3 The surveillance audits will also focus on marking / labelling of the certificated product and records of traceability of despatched products.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 13 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 14 of 27

4.1.4 The surveillance audit will also address any specific requirements related to the product type, (such product specific requirements shall be identified in the product type specific IFCC Product Certification Scheme Document (SDP ##) where applicable).

4.2 On-going Product Verification Inspections

4.2.1 Following satisfactory award of product certification the product shall be subject to periodic product verification inspections by IFCC in order to demonstrate the on-going performance of the product after initial fire and (where applicable) durability testing.

4.2.2 The actual frequency of such verification inspection and the methods invoked by IFCC shall be detailed in the product type specific IFCC Product Certification Scheme Document (SDP ##) applicable to the certificated product. Typically this may require sample fire testing or if the product can be verified by measuring of components and verification of raw material / components used in the product then "break-down" inspection (where a product is measured then disassembled and components measured against the product specification which certification has been awarded) for may be utilised by IFCC.

4.2.3 When conducting on-going product verification inspection, IFCC shall sample the specimen product(s) (as described in section 3.1.6 above) which may involve the production of the specimen product(s) being witnessed during their manufacture. In such cases the sampling will be combined with an FPC surveillance visit.

5. NON-COMPLIANCES

5.1 Minor non-compliances raised during an FPC audit may be closed out by providing IFCC with evidence of correction by post or it may at IFCC's discretion be held over to the next surveillance visit.

Major non compliances identified during an FPC audit may require an additional visit to manufacturing facility / company office, the need for such an additional visit will be discussed and agreed with the company who IFCC shall liaise with to make suitable arrangements to undertake the visit.

5.2 Dependent upon the details of non-compliance, if the company has a number of manufacturing facilities producing the same product, IFCC may invoke a requirement to visit other facilities (factories) to ensure that the same issue resulting in the non-compliance is not found in other facilities used for production by the company. Revisits to factories (and where necessary the Company's office) to check that corrections have been carried out and that the corrective action is effective shall be charged at the prevailing rate.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 14 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 15 of 27

5.3 Where non-compliances have been raised, the applicant or certificated company shall provide access to the IFCC auditor to enable a check of the corrective action to ensure it has been carried out and can be seen to be effective.

6 CONDITIONS OF ACCEPTANCE

6.1 Initial Acceptance

6.1.1 Provided that the requirements set out in this document and those detailed in the applicable IFCC Product Certification Scheme Document (SDP ##) are satisfactorily met,* the company will receive certification and be awarded certification for the product(s), material, system.

*(*IFCC reserves the right to withhold issue of product certification until all outstanding fees involved in the certification process have been paid.)*

6.1.2 The certificate shall clearly identify the following;

- The name and SDP No. of the scheme under-which product certification has been awarded
- Certificate Number
- The company name and address
- Name of the product (product range), material, system for which certification has been awarded
- Test Standard by which the fire performance has been verified
- Schedule Number
- Initial Registration Date
- Revalidation Date
- Valid to Date
- Issue Status of the Certificate
- UKAS Accreditation (Product Certification No. 175) Reference
- IFCC Certification and Technical Directors signatures
- IFCC address and contact details

6.1.3 The product certification issued by IFCC shall be registered on the IFC Certification website and shall be accompanied by a reference to the types of products, material, systems for which they have been awarded certification.

6.1.4 The certification is only valid if the company maintains the requirements of the scheme outlined in this document and those identified in the applicable IFCC Product Certification Scheme Document (SDP ##).

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 15 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 16 of 27

6.2 Change of Company Details

- 6.2.1 The Company shall notify IFC Certification of any changes which would affect the certification of the product under the requirements of this scheme, including a change of company name, company registration or location.
- 6.2.2 Where the company sub-contracts the manufacture / fabrication / assembly of the certificated product to a third party, this third party shall be subject to on-going FPC surveillance visits. If the company changes the sub-contracted manufacturer, the company shall be required to inform IFCC so that a special FPC audit may be undertaken at the new sub-contractors factory / production facility to verify that the same level of control is implemented at the new sub-contractor as that which was audited at the original manufacturing facility.

7 BENEFITS OF THE IFC CERTIFICATION SCHEME

- 7.1 Due to the growth in the requirement for life safety products (such as those with fire performance) to be third party certificated, the need to be able to offer products which have been independently certificated by a UKAS Accredited certification body is becoming increasingly important. Since such products are designed and installed for life safety purposes, the adequacy and reliability of such products is paramount.
- 7.2 This scheme will benefit clients/end users and their insurers by assisting in the selection of suitable products.
- 7.3 A list of IFCC Product Certification Scheme certificated products can be found on our website, which gives details on the products, their performance and the company who produces and markets the products.

8 APPLICATIONS PROCESS

- 8.1 Application for Product Certification should be made on line by completing the appropriate forms at: www.ifccertification.com.
- 8.2 Alternatively a hard copy form may be obtained from us at:

IFC Certification Ltd.
20 Park Street
Princes Risborough

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 16 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 17 of 27

Buckinghamshire
 HP27 9AH
 UK

Email: Tele: 01844 275500

- 8.3 Upon receipt of the completed application form, IFC Certification will review the details and if acceptable, prepare a quotation. On acceptance of the fees an invoice will be issued. After payment of the fee, IFC Certification will make arrangements to commence the certification process as described in Section 1.8.
- 8.4 For any further information on this scheme or others offered by IFC Certification Ltd., please contact us at:

IFC Certification Ltd.
 20 Park Street,
 Princes Risborough,
 Buckinghamshire,
 HP27 9AH
 UK

Tel: +44 1844 275500

Fax: +44 1844 274002

E-mail: emma.baker@ifcgroup.com

Ask for Emma Baker

9 SCHEME FEES

- 9.1 The fees payable by a company for product certification under the requirements of the IFCC Product Certification Scheme are available upon request from IFC Certification Ltd. at the address given in 8.4.

10 SCHEME REGULATIONS

- 10.1 The technical requirements of the scheme are given in clause 3 of this document.
- 10.2 Applicants and certificated companies shall nominate a representative and, if appropriate, at least one deputy, authorised to act in the main representative's absence, who shall be responsible for all matters relating to their IFCC scheme certification. The representative

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 17 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 18 of 27

(or deputy) shall be responsible for all IFCC scheme communications between IFCC and the company.

- 10.3 Applicants and certificated companies shall be responsible for allowing IFCC accompanied free / safe access to their offices and factory / manufacturing facilities (or those of their manufacturing sub-contractor) during normal working hours for the purposes of conducting initial FPC audit and annual surveillance FPC audits and for providing information as required by the scheme and facilities as may reasonably be required by IFCC in order to verify compliance with scheme requirements as detailed in this document and any future revisions of it.
- 10.4 A certificated company shall conduct their business in “good faith” and in accordance with the requirements, spirit and intent of the IFCC Product Certification Scheme, the requirements identified in the applicable product type specific IFCC Product Certification Scheme Document (SDP ##) and those described in this document and any future revisions of it.
- 10.5 Certificated Companies (companies with IFCC certificated products) may use subcontracted manufacturers / fabricators / assembly companies for the production of their products but such facilities shall be notified to IFCC (in order to facilitate FPC audits of production control) and a sub-contract agreement should be in place between the certificated company and the subcontracted manufacturer. As identified in section 6.2.2 of this document, it is the responsibility of the certificated company to notify IFCC of any change in the manufacturing arrangements of the products for which they hold IFCC Product Certification (e.g. the manufacturing sub-contractor is changed and the products are then made in a factory different from that already subject to FPC audit by IFCC). Such changes will necessitate a new FPC audit, any delays in IFCC being notified may result in suspension of the particular product’s certification until a satisfactory FPC audit has been undertaken.
- 10.6 Certificated Companies (companies with IFCC certificated products) shall be permitted to use the IFCC Certification mark in accordance with the requirements given in Appendix 1 of this document and make reference to being certificated under the requirements of the scheme. Any proposed promotional material where the mark is depicted shall be submitted to IFCC for approval before the mark is used. If IFCC considers the wording or illustration to be misleading in any way, the certificated company shall amend the material to the satisfaction of IFCC.
- The certificated company’s right to use the mark is not transferable.**
- 10.7 A certificated company may terminate its IFCC Product Certification upon written notification to IFCC. A minimum of three months-notice of termination shall be given. Upon termination either by the certificated company or by IFCC in accordance with these requirements, the company shall forthwith discontinue the use of both the IFCC

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL		Authorised by: IW		Page: Page 18 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 19 of 27

certification mark and all claims of certification under the IFCC Product Certification Scheme. No further fees will be due from the date of termination except for unpaid fees accruing from before the date of termination. No fees already paid will be refunded. During the period of notice of termination the company shall continue to comply fully with the scheme requirements. The company entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.

- 10.8 IFCC may, at its discretion, revoke, amend, refuse to grant, renew or extend certification if a certificated company fails to comply with the provisions of these requirements or becomes subject to the bankruptcy laws or enters into liquidation or is convicted of any offence tending to discredit its bona fides. Such a decision and the grounds for it will be communicated to the certificated company in writing. The company's entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.
- 10.9 IFCC Product Certification shall be re-assessed through the surveillance process on an annual on-going basis with company certificates normally being valid for 5 years from date of issue.
- 10.10 The IFCC Product Certification Scheme fee structure is given in a separate fee schedule which is available on request from IFCC. For most product certification, IFCC will provide a quotation to encompass all of the initial certification requirement costs and those related to on-going certification maintenance. Failure to pay the required fees as stated in this document within the specified time shall render a certificated company liable to their certification being revoked by IFCC. The company entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 19 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 20 of 27

10.11 IFCC will investigate any complaint against a company's IFCC certificated product or against the company received from a third party concerning the certificated product or company's performance in respect of the scheme requirements. IFCC will, at its discretion, notify the certificated company of such complaints in order that corrective actions can be agreed and implemented. The company entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.

All complaints regarding scheme operation and a company's performance shall be treated strictly private and confidential between IFCC and the certificated company unless otherwise directed by legal disclosure, other legal circumstance.

Complaints Procedure

10.12 Certificated Companies (those with IFCC certificated products) complaining about conduct of IFCC Staff / decisions taken by IFCC related to the company's activities or the products which hold IFCC certification (or have been submitted for certification) as covered by this document and complaints related to the operation of the IFCC Product Certification Scheme are as follows;

10.13 All complaints should be made in writing and addressed to: The IFCC Director of Certification. All complaints received by IFCC are investigated and actions taken where appropriate.

10.14 Upon receipt of a written complaint it will be logged on the date of receipt and will be reviewed by the IFCC Associate Director Certification or the IFCC Scheme Manager at the earliest opportunity.

10.15 *The IFCC Director of Certification shall conduct an investigation into the complaint which may involve discussion with the IFCC Associate Director Certification or the IFCC Scheme Manager, IFCC Administrator, or a third party to establish basis and background to complaint. If the complaint is not of a confidential nature (one which can be openly discussed in the presence of others who may have similar concerns), the complaint may be discussed at a scheme / Industry Liaison Meeting. In such a case the complainant will be advised of the complaint's inclusion on the agenda of the next liaison meeting and the proposed date of the meeting.

**Note: Where the complaint is related to action taken or a decision made by the IFCC Director of Certification, the IFCC Associate Director of Certification shall conduct the investigation.*

10.16 The IFCC Director of Certification shall upon completion of all investigation related to the complaint be responsible for deciding whether or not the complaint is valid / justified.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 20 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 21 of 27

- 10.17 Where the decision is taken that the complaint is valid the IFCC Director of Certification shall initiate corrective action to address the complaint and shall notify the complainant in writing of the action taken / to be implemented to address the complaint. The IFCC Director of Certification shall be responsible for reviewing the action taken to ensure it is working to prevent a recurrence of the instance which resulted in the complaint being made.
- 10.18 Where the decision is taken that the complaint is not justified, the IFCC Director of Certification shall notify the complainant in writing of his decision. The complainant shall be offered the facility to appeal against the decision in which case the Appeals Procedure shall be invoked should the complainant decide to appeal the decision.

Appeals Procedure

- 10.19 Applicants and certificated companies (those with IFCC certificated products) have the right of appeal against any decision made by IFCC against these requirements and in respect of their application for certification or termination of a company's product certification. In order to invoke this procedure the appellant shall accept the following procedure.
- 10.20 Notice of any appeal shall be made in writing and addressed to the IFCC Director of Certification, IFCC within 14 days of official notification of the decision. The appellant shall clearly set out the grounds for the appeal and shall enclose a cheque for £1,750 made payable to "IFC Certification Ltd." to cover the costs of the appeal (refundable only where the Appeals Panel finds in favour of the Appellant).
- 10.21 The appeal shall be reviewed by the IFCC Director of Certification or their designee (where the complaint leading to the appeal involved the Director) who may consult the Chairman of the IFCC Steering Committee, the IFCC Associate Director Certification or the IFCC Schemes Manager, who may contact the appellant to discuss the grounds for the appeal and may request further details if he believes there is insufficient information on which to make an informed judgement.
- 10.22 The IFCC Director of Certification or their designee (where the complaint leading to the appeal involved the Director) shall attempt to resolve the appeal within 1 month of receipt of the written appeal. If the situation can be resolved to the satisfaction of both the appellant and IFCC within 1 month of receipt and it does not progress beyond this point, the fee is refunded. This may be as a result of certification being reinstated or by the appellant accepting the IFCC Director of Certification or their designee's decision made to terminate their certification based on the grounds surrounding the incident.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 21 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 22 of 27

- 10.23 In the case of resolution by the IFCC Director of Certification or their designee he will write to the appellant confirming the agreed resolution of the appeal and will return the appellant's cheque for £1,750. **If the appeal can be resolved as detailed above no appeals panel shall be constituted.**
- 10.24 If the IFCC Director of Certification or his designee (where the complaint leading to the appeal involved the Director) review fails to resolve the appeal, the Director shall contact the IFCC Steering Committee and request the constitution of an Appeals Panel. IFCC shall endeavour to facilitate hearing of an appeal by an Appeals Panel within 3 months of receipt of the written grounds for appeal.
- 10.25 An Appeals Panel specifically constituted for the purpose of hearing an appeal which cannot be resolved by the IFCC Director of Certification or their designee will comprise 3 members of the IFCC Steering Committee, as selected by the Chairman of the IFCC Steering Committee. They will be selected such that no member has any direct or indirect commercial interest in the appeal. The Chairman of the IFCC Steering Committee will not be a member of the Appeals Panel but the Chairman will nominate one of the 3 members as the Appeals Panel Chairman.
- 10.26 When the subject of the appeal involves technical matters, the Steering Committee Chairman may arrange for one or more persons having suitable technical expertise to be available for consultation by the Appeals Panel. In such cases the Steering Committee will ensure that the persons nominated have no previous involvement with the certification issue in question.
- 10.27 The appellant will be notified of the proposed date of the appeal hearing, the composition of the Appeals Panel and any technical advisors to be made available to the panel not less than 14 days before the date of the meeting. The appellant may challenge the composition of the panel and/or the technical advisors within 2 days of being informed of the composition and shall provide written reasons for any challenge.
- 10.28 The Appeals Panel Chairman will consider the reasons for any challenge and at their sole discretion will decide whether the composition of the Panel or technical advisors will be changed. In choosing any replacements, the Appeals Panel Chairman will take into account the reasons for the challenge to ensure that as far as possible the same objections will not apply to the replacements. No further challenges will be considered.
- 10.29 The appellant has the right to be supported at the hearing of the Appeals Panel by a representative of their choice. Any such representative shall be notified to the Chairman of the Appeals Panel 14 days prior to the hearing. The Chairman has the right, on behalf of the Appeals Panel, to challenge any such nomination.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 22 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 23 of 27

- 10.30 The decision of the Appeals Panel will be decided by a simple majority and the decision will be final.
- 10.31 The IFCC Director of Certification will be responsible for arranging the timing and location of the appeal hearing by the Appeals Panel which will be advised to the appellant at least 7 days in advance.
- 10.32 The original decision will remain in force pending the meeting of the Appeal Panel at which the appellant, the IFCC Director of Certification and any other relevant member of IFCC will be entitled to be heard in confidence.
- 10.33 The IFCC Director of Certification, IFCC Schemes Manager or any other person nominated by the Appeals Panel will be responsible for implementing the decision of the Panel.
- 10.34 The Chairman of the Appeals Panel will ensure that the appropriate action is correctly implemented.
- 10.35 All correspondence related to the Appeals Procedure must be sent "Recorded Delivery".

Confidentiality

- 10.36 IFCC will not disclose to any third party any information about a company, their products or their activities gained as a result of carrying out certification of the company's products which may be considered confidential, without the company's consent. This restriction will not apply to information required by bona fide accreditation bodies such as UKAS in pursuance of accreditation of the scheme, provided that such information is given to such bodies on a confidential basis. Restrictions will not apply to information which is agreed by both IFCC and the company to be in the public domain and which will in such circumstance be available on request to any interested party.

Other Issues

- 10.37 A certificated company (one with IFCC certificated products) shall indemnify IFCC against any financial losses that IFCC may incur as a result of the certificated company's failure to comply with these scheme requirements. IFCC will maintain insurance cover against liability claims made against it and which may arise from operation of the scheme. The level of cover will be determined by IFCC to be reasonable in respect of its potential liabilities bearing in mind those prevailing within the certification industry in general and proportional to the fee charged for "membership" of the scheme.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 23 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 24 of 27

- 10.38 The interpretation of these requirements and the terms of the insurance cover will be governed and construed in accordance with English Law and in the event of any dispute parties shall submit to the jurisdiction of the English Courts.
- 10.39 Certificated companies (those with IFCC certificated products) shall comply with the scheme requirements currently in force. These requirements may be revised from time to time at the discretion of IFCC. Such revisions will be notified in writing to certificated companies with dates for implementation of the revisions.
- 10.40 Copyright of this document is held by IFCC. No part of this document may be reproduced in any form without the prior permission of IFCC in writing. Permission for applicants and certificated company companies to copy this document for internal use is automatically given upon receipt of application for certification. Such copies are uncontrolled and it is the responsibility of the applicant or certificated company to ensure that this status is correctly identified on each copy.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 24 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 25 of 27

APPENDIX 1

CONDITIONS FOR THE USE OF THE IFC CERTIFICATION MARK

Certificated Company XXXX

- 1.1 The IFCC Scheme certification mark ('the mark') is a registered certification mark and may be used by certificated companies (those with IFCC certificated products).
- 1.2 The mark shall only be used in its entirety and without amendment.
- 1.3 The mark shall only be used in relation to those services that are within the scope of certification granted by IFCC. The mark shall not be used in such a way that it implies certification of services or activities for which certification has not been awarded. The mark shall not be used in conjunction with any non-related activities, only those within the scope of certification.
- 1.4 The mark, when used in association with the National Accreditation Mark (the UKAS mark), may be used by certificated companies on their trade literature, on their letterheads and on any of their display or promotional material. A certificated company shall submit their proposals for use and depiction of the mark to IFCC for approval before.
- 1.5 The IFCC mark may also be used on vehicles, buildings and flags but NOT in association with the UKAS mark.
- 1.6 The mark, when used without the National Accreditation Mark (the UKAS mark), shall always be used in conjunction with the company's certification number placed centrally under the mark in the format given above.
- 1.7 No company may use or depict the National Accreditation Mark (the UKAS mark) on any trade literature, on their letterheads and on any of their display or promotional material unless it is combined with the IFCC mark.
- 1.8 The mark shall be used at any size considered appropriate for the application and shall only be used to show the company has products which are certificated by IFCC. The relative proportions shall always be retained.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 25 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 26 of 27

- 1.9 If the mark is used in association with the National Accreditation Mark (the UKAS mark) on stationery not larger than A4, the maximum height shall be 30mm and the minimum 20mm. However in some circumstances, which are usually dictated by reason of space, the marks may be reduced in size provided they remain clearly legible. Full details of the use of the National Accreditation Mark (the UKAS mark) can be found in the DTI publication ref URN 98/887 which is available at www.ukas.com.
- 1.10 The mark shall be printed in the colours as the high resolution image provided by IFCC. Alternatively the mark may be produced in black.
- 1.11 The company shall, at the request of IFCC, cease to use the mark if IFCC deem the application inappropriate.
- 1.12 A company shall, upon suspension of certification, immediately discontinue the issue of documents that display the mark or contain any reference to the IFCC Product Certification Scheme certification.
- 1.13 A company shall, upon termination of certification, immediately cease distribution of all items on which the mark is displayed and shall remove it from any other form of display or promotional application.
- 1.14 Scheme certificates issued within the scope of UKAS accreditation will carry a combined IFCC Scheme (Company) and National Accreditation Mark (the UKAS mark).
- 1.15 It is a condition of use that the mark shall not be used in any printed advertisements or printed publicity matter directed primarily to the market in the United Kingdom and in the Isle of Man or in retail point of sale display cards distributed by the Registered Proprietor for use within the United Kingdom and in the Isle of Man without indicating that it is a certification mark.
- 1.16 Failure to comply with these requirements for the mark may result in withdrawal of certification and legal action under appropriate legislation.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 26 of 27

	SDP 00
	Issue: 1.5
SDP 00 Product Certification Scheme General Requirements	Page 27 of 27

CONDITIONS FOR THE USE OF THE SCHEME LOGO

1.17 The use of the logo, as shown above, may be used for any promotional purposes by certificated companies but only in relation to those services that are within the scope of certification. The logo shall not be used in such a way that it implies certification of products for which certification has not been awarded.

1.18 Details of the colour and colour gradation of the logo may be obtained on request.

A company shall submit its proposals for the use of the logo to IFCC for approval. Failure to comply with these requirements for the logo may result in withdrawal of certification and legal action under appropriate legislation.

Form 00	Number: SD30	SDP	Status: Version 1.5	Date: 17/10/17
Written by: IL			Authorised by: IW	Page: Page 27 of 27