

Internal Regulations

Date of application:
December 14, 2010



Adopted by the Board of
Directors at the meeting of
the 14th of December 2010

Contents

Definitions	4
Section I Internal Regulations	6
Article I Purpose.....	6
Section II Qualification bodies and other intervening parties	6
Article 2 Common rules.....	6
2.1 General obligations.....	6
2.2 Term of office - renewal.....	6
2.3 Revoking of a member of a body	7
2.4 Incompatibilities.....	7
2.5 Constitution and composition of bodies.....	7
2.6 Decisions	7
2.7 Functioning.....	7
2.8 Training	7
Article 3 Examining Committees	7
3.1 Mission	7
3.2 Functioning.....	7
Article 4 Qualification Committee.....	8
4.1 Mission	8
4.2 Chairmanship.....	8
4.3 Functioning.....	8
Article 5 Higher Appeal Committee	8
5.1 Mission	8
5.2 Specific provisions.....	9
5.3 Chairmanship.....	9
5.4 Functioning.....	9
Article 6 Qualification Certificate Control Committee.....	9
6.1 Mission	9
6.2 Technicians	9
6.3 Chairmanship.....	9
6.4 Functioning.....	9
Article 7 “Research and Development” Unit.....	10
7.1 Mission	10
7.2 Composition.....	10
7.3 Functioning.....	10
Section III Qualification	10
Article 8 Nomenclature	10
Article 9 Types de Qualification	10
9.1 Probationary Qualification.....	10
9.2 Qualification.....	10
Article 10 Conditions for awarding	10
10.1 Foreign companies.....	11
10.2 Changes to conditions for awarding	11
Article 11 Application	11
11.1 Submission of application.....	11
11.2 Conditions.....	11

Article 12 Examining of applications for qualification.....	11
12.1 Conformity of files	11
12.2 Examination	12
Article 13 Qualification decision	12
Article 14 Annual renewal of Qualification Certificate	12
Article 15 Issuing of Qualification Certificate	12
15.1 Issuing.....	12
15.2 Period of validity	13
Article 16 Advertising.....	13
Article 17 Certificate Control.....	13
17.1 Procedure.....	13
Article 18 Loss of Qualification Certificate and its consequences	13
18.1 Loss of Qualification Certificate	13
18.2 Consequences	14
Article 19 Franchised or networked companies and subsidiaries	14
19.1 Franchised or networked companies.....	14
19.2 Subsidiaries	14
Section IV Appeals and Claims	14
Article 20 Common provisions.....	14
20.1 Cases of opening and deadlines	14
20.2 Procedure.....	14
Article 21 Appeals	15
Article 22 Claims.....	15
Section V Disciplinary measures	16
Article 23 Disciplinary measures.....	16
23.1 Cases concerned.....	16
23.2 Disciplinary measures	16
23.3 Disciplinary power	16
23.4 Procedure.....	16
Section VI Use of the Association’s trademarks and logos.....	17
Article 24 Terms of use.....	17
Section VII Qualification and Certification standards	17
Article 25 “Qualisport” qualification.....	17
Article 26 “CertiSport” qualification	17
Section IX Reference documents	17
Article 27 Nomenclature.....	17
Article 28 Qualisport award standards and sector standards.....	17
Article 29 CertiSport standards	17
Article 30 Rules of conduct of qualified companies	18
Article 31 Rules of professional ethics.....	18
Article 32. Rules and terms of use of standard trademark and logos	18
Article 33 Quality Manual	18
Article 34 Procedures	18
Article 35 Standard letter of undertaking	18
Article 36 List of Members	18

Definitions

Appeal. Disputing by a qualified Company, or an Applicant for a Qualification Certificate, of a decision made against it.

Applicant. Company, as defined below, making a Qualification Application.

Case of abstention (*OQE Standard NF X 50 091 art. 2.2.3.2 Assignment of an examiner mission*). All members of a Body intervening in the Qualification process must abstain from familiarising themselves with an application file and participating in discussions, deliberations and decision-making in the Body to which they belong in the following cases of abstention:

- (i) the member is or has been associated with the Applicant and is thus exposed to a risk of conflict of interest;
- (ii) the member is not free of all pressures liable to influence his judgement;
- (iii) the member has supplied consultancy services to the Applicant on the same subject as that concerned by the Qualification, on a date less than 5 (five) years before the date of submission of the application file.

CertiSport Quality Certificate. Certificate issued by AFAQ/AFNOR to Companies qualified by the Qualisport Association.

Claim. Objection raised by a third party against a qualified Company, formulated under the terms of these Internal Regulations.

Company. Supplier of work or intellectual or other services, legal entity whose main and/or additional activities fall within the field of application as stipulated in article 3-1 sub-paragraph 2 of the Statutes.

An individual conducting an activity on a commercial, artisanal or free-lance basis whose main and/or additional activities fall within the field of application as stipulated in article 3-1 sub-paragraph 2 of the

Statutes, excluding salaried employees, is assimilated to a "Company" and designated by this term.

Conditions for deliberation. Conditions which must be met simultaneously for the bodies intervening in the Qualification process to be able to take a valid decision. The conditions for deliberation are the balance rule and the specific quorum rule for the body concerned.

"Customers" Board. All individuals or legal entities proving a legitimate interest in Qualification, excluding the Companies listed in the Suppliers Board.

Examining Committee. Collegiate body charged with the mission described in article 3 of these Internal Regulations.

Examining. Analysis of the proof that the Applicant's activities and resources meet the requirements of the Qualification Standard, with a view to submitting this proof to the Qualification decision-making body.

Franchise. Commercial and legal agreement by which the franchiser undertakes to provide the franchisee with know-how, training and permanent assistance, in return for payment.

Higher Appeal Committee. Collegiate body of the Association ruling in particular on Appeals and Claims.

Impartiality. Absence of bias, prejudice, preference, favouritism and preconceived ideas, a requirement ensuring ability to decide with complete neutrality, fairness and objectivity (as opposed to iniquity, arbitrariness and discrimination).

Independence. Situation of a person or body exercising alone and completely freely the powers and/or functions which are conferred on him or it, without any external instructions or pressures, while

nevertheless being obliged to comply with the Statutes and Internal Regulations of the Association and remain within the limits of his or its powers and/or functions.

Nomenclature. Technical document which breaks down the fields of activity for Qualification and lists them in sections or sub-sections.

Probationary qualification. Qualification granted on a probationary basis under the terms of these Internal Regulations.

Qualification Application. Application made to the Association by a Company wishing to obtain or renew its Qualification Certificate or by a qualified Company wishing to extend its Qualification to new fields.

Qualification. Recognition, on the basis of information and supporting documents supplied and regularly updated by the Company and submitted to the Qualisport Qualification Committee, of the technical expertise of a company for performing the services which are entrusted to it, in accordance with criteria and requirements defined in the Qualification Standard and in these Internal Regulations.

Qualification Certificate. Certificate issued by the Qualisport Association, following the procedure described in the Internal Regulations, certifying that a company meets the Qualification requirements in the field(s) of activity indicated in its Application, according to the definition of these fields in the Qualification Nomenclature.

Qualification Committee. Collegiate body charged with the mission described in article 4 of these Internal Regulations.

Qualification Standard(s). Document(s) formalising the requirements and criteria for awarding defined by the Association which must be met by the Company for each activity concerned by the Application; this includes the sector and award standards.

Quality Manual. Document describing the quality system in force within the Association and meeting the requirements of Standard NF X 50 091.

Rule of balance. Condition which must be complied with in the functioning of all bodies of the Association intervening in the Qualification process, consisting of the requirement – in decision-making work – to be impartial and objective and represent all interests concerned, without favouring one interest over another.

Rules of conduct of Qualified Companies. Document drawn up by the Association, specifying the obligations on the qualified Company regarding conduct in its dealings with its customers and with the Association.

Rules of professional ethics. Document containing the rules of honesty and good conduct and the values which the Association's personnel and the member of all bodies of the Association must adhere to.

“Suppliers” Board. Companies holding a Qualisport Qualification Certificate and listed as such.

Section I

Internal Regulations

Article 1 Purpose

The purpose of these Internal Regulations, drawn up by the Board of Directors, is to complement and detail the provisions of the Statutes, particularly with regard to the functioning of the Association and the obligations of the Companies and the various intervening parties involved in Qualification.

The Internal Regulations specify in particular:

- the terms of admission to the Association in accordance with the Statutes, translated by the conditions under which Qualifications are defined, awarded, checked, modified or withdrawn by Qualisport for Companies working in the Sports & Leisure field;
- the conditions under which the Association draws up the Nomenclature relating to the activities described in article 3.1 of the Statutes, defines the associated technical Qualification standards and draws up the professional Certification Standards in the field of Sports & Leisure work;
- the obligations of the Companies and the various intervening parties and bodies involved in Qualification;
- the procedure for designation of the members of the bodies of the Association intervening in the Qualification process and the role and functioning of the bodies of the Association;
- the means used to inform third parties of a Qualification or Qualifications or the measures concerning them.

The Internal Regulations apply to all members of the Association and to Applicants and to any third party availing itself of its provisions.

Section II

Qualification bodies and other intervening parties

Article 2 Common rules

The Specialised Qualisport bodies intervening in the Qualification process (hereinafter the “bodies” or the “committees”) are:

- the Examining Committees;
- the Qualification Committee;

- the Higher Appeal Committee;
- the Certificate Control Committee.

The Association sets up a “Research and Development Unit” whose role, composition and functioning are detailed in these Internal Regulations.

The Chairman of the Association, the Board of Directors and the General Secretary of the Association intervene in the Qualification process in the manner stipulated in these Internal Regulations.

2.1 General obligations

Each member of a body intervening in the Qualification process, the Chairman of the Association, the members of the Board of Directors, the mandated persons, the General Secretary of the Association and salaried personnel are subject to an obligation of independence, honesty, confidentiality and impartiality in accordance with the terms of the Rules of Professional Ethics and the Internal Regulations. They must therefore undertake in writing to comply with the Statutes and the Internal Regulations of the Association and the Association’s procedures, Rules of Conduct and Rules of Professional Ethics.

The members of each body are designated in accordance with their expertise, experience, training and personal qualities, particularly their impartiality and powers of assessment and judgement.

Members of any body who find themselves in one of the cases of abstention referred to in the Internal Regulations must abstain from participating in the discussions, deliberations and decisions of the body to which they belong and inform the body of the situation immediately.

2.2 Term of office – renewal

All members of each abovementioned body are designated for a period of three (3) years, renewable once.

The members must be active and aged under 67 on the date of their appointment. The Board of Directors may make exceptions to this rule on account of the recognised technical expertise and the added value contributed to the Association by the person concerned.

Following the renewal of the term of office of three (3) years, the Chairman of Qualisport, after consultation of all the members of the Board of Directors, even without their formal meeting, may renew the designation of a member for a further period of three (3) years in the event of absence and on an exceptional basis.

2.3 Revoking of a member of a body

Revocation of a member of a body is declared by the Board of Directors in the event of:

- serious failures by the member of the body to meet the obligations placed on him by his position,
- repeated unjustified absences at the work sessions of the body to which he belongs
- in the presence of a case of abstention.

2.4 Incompatibilities

Membership of one of the abovementioned bodies is incompatible with membership of another body. The members of a body may not combine this status with membership of the Board of Directors.

2.5 Constitution and composition of bodies

The members of the abovementioned committees are designated by the Board of Directors in accordance with their expertise and recognised authority in the activities concerned by the Qualification.

Designation may be made at the proposal of professional organisations which are members of Qualisport and following free application.

Each committee comprises a minimum of four (4) people and a maximum of eight (8) people. These members are designated in equal numbers within the two Boards, the "Customers" Board and the "Suppliers" Board.

The members of the Committees sit in a personal capacity and may not have themselves represented by others.

2.6 Decisions

All decisions within the Committees are voted on.

Each board represented in the Committee has a number of votes determined as follows:

- if an unequal number of members of the two Boards is present at the meeting, the number of votes will be equal to the lower number of participants of the Board concerned; to maintain balance, the number of votes allocated per Board will be divided by the number of participants of each Board;
- if an equal number of members of the two Boards is present at the meeting, the number of votes will be equal to the number of participants.

Decisions will be taken in accordance with the votes thus expressed, according to the conditions indicated for each Committee.

For decisions to be valid, at least one representative of each Board must be present and the rule of balance specified in the Internal Regulations must be adhered to.

2.7 Functioning

Each body intervening in the Qualification process may take valid decisions if the conditions for deliberation, as defined in the Internal Regulations, are met simultaneously.

A decision taken in violation of the conditions for deliberation may be the subject of an Appeal or a Claim.

The Chairman of Qualisport, with the support of the General Secretary, on the basis of the information communicated by the bodies or any other information in his possession, decides on the appropriate measures and/or the additional training necessary.

The Chairman of Qualisport may decide to suspend a member of a body who no longer meets one or more of the requirements stipulated in the Internal Regulations.

The Chairman of Qualisport will designate a replacement, after consultation of the Board of Directors.

2.8 Training

The members of each Committee must master the Qualification process. For this purpose, training is provided by the Association and renewed at regular intervals.

Article 3 Examining Committees

3.1 Mission

The Examining Committees, organised per field of activity, are bodies responsible for examining, analysing and expressing a substantiated, documented and objective opinion on Qualification Requests falling within their area of expertise.

3.2 Functioning

Each Examining Committee meets at least twice a year.

The Recording Secretary of each Examining Committee is chosen from the members of the Examining Committee by the Board of Directors.

The Recording Secretary makes sure in particular that the members of the Examining Committees:

- have technical knowledge of the activities to be qualified and sufficient understanding to carry out reliable examination;
- are free of any interest liable to cause them to act in a partial or discriminatory way.

The Recording Secretary must inform the Chairman of the Association of any deviation of a member of the Examining Committee from the obligations and rules applicable to him, and of any cases of abstention which may come to his knowledge during his term of office.

When the Examining Committee examines an application concerning the company of one of its members, this member must withdraw from meetings and work throughout the whole period of examination, including at the time of adoption of the opinion.

The General Secretary of the Association attends the meetings of the Examining Committees and carries out secretarial work for these meetings. He records the opinions of the Examining Committee on the analysis sheet.

This sheet must indicate a substantiated and objective opinion and be signed by the Recording Secretary of each Examining Committee before being passed on to the Qualification Committee.

The opinions of the Examining Committee are expressed by majority vote of the members present. If votes are evenly split, the Recording Secretary of the Committee must make a recommendation.

Article 4 Qualification Committee

The Qualification Committee is a decision-making body for Qualification and for changes in the nomenclature and sector standards. This provision does not affect the powers of the Higher Appeal Committee or the Board of Directors as stipulated in these Internal Regulations.

4.1 Mission

The Qualification Committee takes all decisions concerning:

- Qualification applications submitted by the Examining Committees, under the terms of these Internal Regulations;
- sector standards recommended by the examining committees and the research and development unit;
- creation/elimination of qualifications proposed by the Examining Committees and the research and development unit;
- when necessary, it submits any change in the internal quality system to the board of directors.

4.2 Chairmanship

The Chairman of the Qualification Committee and the Vice-Chairman are designated by the Board of Directors from the members of the Committee, for a term of office of three (3) years, renewable once.

The Chairman and the Vice-Chairman shall belong to different Boards. The successive Chairmen of the Qualification Committee shall be designated according to the principle of rotation, allowing each Board to alternately chair this Committee. The principle of rotation also applies to the Vice-Chairmen.

The Chairman of the Qualification Committee:

- validates the agendas and makes sure that the conditions for deliberation are complied with;
- in the event of an emergency, takes all necessary measures to ensure the functioning of the Qualification Committee and informs the Committee of the situation;
- proposes to the Board of Directors that it include in its agenda all questions concerning Qualification of Companies;
- proposes to the Board of Directors all measures necessary for compliance with the conditions for deliberation and for compliance with the provisions of these Internal Regulations.

4.3 Functioning

The Qualification Committee meets at least twice a year:

The decisions of the Qualification Committee are made by majority vote of the members present. If votes are evenly split, the Chairman of the Qualification Committee has the casting vote.

The General Secretary of the Association attends the meetings of the Qualification Committees and carries out secretarial work for these meetings.

A statement of decisions taken at meetings is drawn up by the General Secretary and signed by the Chairman of the Committee, or in his absence by the Vice-Chairman. The General Secretary reports to the Board of Directors.

Article 5 Higher Appeal Committee

5.1 Mission

The Higher Appeal Committee is the representative body qualified to handle Appeals made by an Applicant or qualified company with regard to a Qualification decision concerning it, together with Claims made by a third party.

The Higher Appeal Committee may confirm or overturn the decision made by the Qualification

Committee, or ask this Committee to re-examine the case. It may take certain disciplinary measures under the terms of Article 23.

5.2 Specific provisions

The Chairman of the Association is an ex officio member of the Appeal Committee.

5.3 Chairmanship

The Chairman of the Higher Appeal Committee and the Vice-Chairman are designated by the Board of Directors from the members of the Higher Appeal Committee for a term of office of three (3) years.

The Chairman and the Vice-Chairman shall belong to different Boards. The successive Chairmen of the Higher Appeal Committee shall be designated according to the principle of rotation, allowing each Board to chair this Committee alternately. The principle of rotation also applies to the Vice-Chairmen.

5.4 Functioning

The Higher Appeal Committee takes its decisions by majority vote of the members present. If votes are evenly split, the Chairman of the Higher Appeal Committee has the casting vote.

The General Secretary of the Association attends the meetings of the Higher Appeal Committee and carries out secretarial work for these meetings.

The decisions made are recorded in a statement and notified to the parties concerned. The Qualification Committee and the Board of Directors are informed of them.

Article 6

Qualification Certificate Control Committee

6.1 Mission

The Association checks via the Qualification Certificate Control Committee that qualified Companies continue to meet the Qualification criteria in the fields for which they are qualified, particularly those for which unfavourable written observations have been made by Project Owners and Project Managers.

The Qualification Certificate Control Committee appraises the advisability of an inspection and the procedure to be followed. It draws lots among the qualified Companies for inspection.

The Qualification Certificate Control Committee may be charged with carrying out inspections by the Qualification Committee or by the Higher Appeal Committee, within the framework of the procedures in which they intervene. In this case, it communicates the conclusions of the inspection undertaken to the Committee concerned which requested it.

The Certificate Control Committee may propose the disciplinary measure of withdrawal to the Board of Directors or decide to suspend the Qualification Certificate temporarily under the terms of Article 23 of these Internal Regulations.

6.2 Technicians

The Qualification Certificate Control Committee designates, from a list drawn up by the Board of Directors, technicians who have expertise in the technique concerned and experience of the functioning of the companies to assess whether the Companies inspected continue to meet the Qualification criteria.

Technicians subject to one of the cases of abstention listed in article 1 of these Internal Regulations may not be designated. If designated, they must decline the mission entrusted to them.

The Company may object to the technician, giving reasons for its objection. In the event of a legitimate and well-founded objection, the Qualification Certificate Control Committee shall designate another technician.

To carry out inspections, the technician must also have maintained an activity associated with the professions concerned by the Qualification for at least three (3) years.

The designated technician presents his technical report to the Qualification Certificate Control Committee within two (2) months of the defining of his mission.

6.3 Chairmanship

The Certificate Control Committee chooses its Chairman from among its members by simple majority vote of the members present.

6.4 Functioning

The Certificate Control Committee may take valid decisions if the conditions for deliberation are met simultaneously. If votes are evenly split, the Chairman of the Certificate Control Committee has the casting vote.

Its decisions are made by majority vote of the members present.

Article 7 “Research and Development” Unit

7.1 Mission

The “Research and Development” Unit is an (ad hoc) advisory organ of the Association, associating the Qualification Committee and the Examining Committees.

Its role is to study and periodically propose to the Qualifying Committee any changes or developments of the Nomenclature and the Sector Standards.

7.2 Composition

The “Research and Development” Unit is open to any individual or legal entity with an interest in Qualification, whether a member of the Committee or external to these bodies.

7.3 Functioning

The “Research and Development” Unit meets once a year.

The General Secretary of the Association attends the meetings and reports to the Board of Directors.

Section III Qualification

Article 8 Nomenclature

The Nomenclature is drawn up by the Board of Directors which updates it to take into account changes in activities and techniques.

Qualifications are associated with an activity listed in the Nomenclature and divided into specialities.

Each speciality is defined and the requirements are specified in a Qualification Standard.

Article 9 Types of Qualification

9.1 Probationary Qualification

Probationary qualification is awarded for a period of one (1) year, renewable once for the same activity, to Companies which

- have recently been created;

- do not yet have references, particularly in the case of an extension of activity.

Without prejudice to the above, probationary qualification is awarded provided that the Applicant meets all legal and administrative requirements, together with all requirements relating to human and material resources.

Probationary qualification may be awarded to companies which do not yet have references or a sufficient number of references, provided that they meet the identification, legal, financial, human resource, equipment and insurance requirements as defined in the Qualification Award Standard.

An “*in situ* verification” procedure concerning human and material resources in particular will be triggered if the company has not reached the reference threshold defined in the sector standard.

9.2 Qualification

Full Qualification is awarded for a period of one (1) year to Applicants who meet all the thresholds and criteria identified in the sector and award Standards, provided that they meet all the legal, administrative and financial requirements, have the necessary resources in terms of personnel and equipment, and present references representative of the qualifications requested.

Article 10 Conditions for awarding

The conditions for awarding of Qualifications are based on precise requirements defined in the Qualification Standard comprising the award standard and the standard specific to each sector of activity.

In order to be able to submit or renew its Application, the Applicant must meet the following requirements and produce the corresponding supporting documents:

- be registered on the Register of Companies and, in the case of individuals, the Trade Register;
- not be in a state of liquidation or closure;
- the *de facto* or *de jure* directors must not be subject to a prohibition to manage a company or have been declared personally bankrupt;
- have met all obligations relating to the payment of social contributions;
- have met all obligations relating to the payment of taxes and duties;
- have taken out insurance policies covering the liabilities associated with the conducting of the activities concerned by the requested Qualification(s);
- not belong to a company whose head office is located in a country with which all trade is prohibited.

10.1 Foreign companies

Foreign companies must produce the equivalent documents issued by the qualified services and authorities of the country in which they are established and in which they conduct their activities.

The conditions for application applicable to foreign companies are the same as those for French companies, as defined in these Internal Regulations.

10.2 Changes to conditions for awarding

If Qualisport decides, notably for legal, technical or administrative reasons, to modify the conditions and criteria for awarding of Qualifications, it will make public this change.

Qualified Companies must meet these new criteria and conditions to renew their Qualifications.

Article 11 Application

Any Applicant whose main and/or additional activities fall within the field of application as stipulated in article 3-1 sub-paragraph 2 of the Statutes may make a Qualification Application to obtain a Qualification Certificate or, if already qualified, to renew or extend the Qualification to new fields.

The Association may send a copy of the Statutes and the Internal Regulations of the Association to companies making an official request for information by ordinary mail.

11.1 Submission of application

Sending of a Qualification Application file by the Association does not grant any right of publicity concerning the Qualification to companies making the request for information.

Any use of the documents in the Application file by the recipient company for any purpose other than the submission of its Qualification Application is strictly prohibited and may lead to prosecution.

At the time of submission of its application, the applicant Company pays a non-refundable sum corresponding to the costs incurred by the Association in handling and examining its application. These costs do not constitute a subscription and the amount of costs is defined annually by a decision of the Association's Board of Directors.

11.2 Conditions

The official Qualification Application must be signed by the legal representative of the Applicant or his authorised agent.

The Applicant must attach to his Qualification Application a letter of undertaking signed by his legal representative or authorised agent, as stipulated in the reference documents of these Internal Regulations.

Unless expressly specified otherwise by the Association, the application file and all the documents composing it must be drafted in French or, if necessary, translated into French and certified as a "true" translation of the original by a sworn translator.

The Applicant undertakes to pay Qualisport the subscriptions owed under Article 6 of the Statutes, as an Associate Member of the Association, as soon as the decision is taken by the Qualification Committee to award the Qualification(s).

The Qualification file must be sent to the General Secretariat of Qualisport at the latest on the date set by Qualisport in the letter concerning the sending of the Qualification Application file.

Failure to comply with this clause may cause the examination of the Qualification Application to be postponed to the sitting of the Examining Committee following the initially intended one.

The information contained in the Qualification file is kept confidential by the Association, with the exception of the information indicated on the Qualification Certificate or for which disclosure has been authorised by the Company.

Article 12 Examining of applications for qualification

12.1 Conformity of files

The General Secretariat of the Association carries out a prior examination of the file to check the conformity of the information and documents to the standards, and in particular that:

- the application file is complete;
- each document is drafted in French, or if necessary translated into French;
- the Applicant's field(s) of activity are in line with the Nomenclature of Qualifications;
- the answer to the requirements of the Standard is precise and documented.

In the event of an incomplete file, the General Secretariat of the Association will inform the Applicant of this and will ask for additional information to be sent within a maximum period of two (2) months starting from the date of submission.

Files which remain incorrect or incomplete after the period granted for correction, in spite of the General Secretariat's reminders, will be submitted as they are to the Examining Committee concerned, for opinion.

12.2 Examination

The purpose of examination is to appraise the Applicant's meeting of the conditions for awarding of Qualification, and in particular the Applicant's professionalism and expertise in the sector(s) of activity considered in the Application, with regard to the Qualification Standard.

It is carried out mainly on the basis of examination of documents, but the Association may complement this examination by other arrangements, such as hearing of the Applicant, on-site inspections, audits, surveys among one or more of the references supplied by the Applicant, etc.

Qualification Application files are examined by the Examining Committee concerned by the field(s) of activity.

The opinion is given at the meeting of the Committee, within a maximum period of 3 months starting from the closing date of the file.

The Examining Committee draws up a dated examination report which must be passed on to the Qualification Committee.

This report specifies the name of the examiner(s), their observations concerning the conformity of the file to the requirements of the Sector Reference, and a substantiated opinion concerning the decision signed by the Recording Secretary.

Article 13 Qualification decision

After examination of the opinion and the report communicated by the Examining Committee, the Qualification Committee decides, within a maximum period of two (2) months starting from the moment at which the file is sent by the Examining Committee, either to award the Qualification(s) to the applicant company or to refuse to award them.

The decision is made on a collegiate basis, on the basis of the Qualification Application and the information collected during the Examination.

The decisions are the subject of a report signed by the Chairman of the Qualification Committee.

If in doubt, the Qualification Committee must request checking of the information received in

order to make sure that the Qualification criteria defined by the Association are complied with.

If the Application is approved, the Qualification Committee awards the Qualification, issues the corresponding Qualification Certificate and informs the Applicant of the decision.

If the Application is rejected, the Qualification Committee informs the Applicant of the decision, given the reasons for rejection.

Article 14 Annual renewal of Qualification Certificate

Before the expiry date of the Qualification – but sufficiently in advance to enable the qualified Company to be requalified on expiry of the previous Qualification Certificate – the Association sends the qualified Company the necessary documents to constitute its renewal file.

Renewal follows the same process as Qualification.

Article 15 Issuing of Qualification Certificate

15.1 Issuing

The favourable Qualification decision is materialised by the issuing of a Qualification Certificate and by the publishing of the qualified Company's address and its Qualifications via any support enabling public information.

The Qualification Certificate is issued on a personal basis by Qualisport and bears the signature of its Chairman. In the absence of this signature, the Qualification Certificate is not valid.

Once signed, it is passed on to the Company, which may use it only during the period of validity of the Qualification Certificate. It is non-transferable and inalienable, under penalty of its being declared null and void and the taking of legal action.

The Qualification Certificate enables identification of the qualified Company and each of its establishments covered by the Qualification Certificate, and indicates at least:

- the name of the Association;
- the registration number;
- the name, address and legal form of the qualified Company and the name of the person legally responsible for it;
- the overall sales figure and the Sport & Leisure sales figure;
- the insurance companies with which the qualified Company has declared that it is insured;

- the date of effect and period of validity of the Qualification;
- the expiry date of the Qualification Certificate.
- the field(s) of the Qualification(s) awarded as indicated in the Association's Nomenclature.

15.2 Period of validity

The period of validity of the Qualification Certificate is one year date to date.

Every year, the Qualification(s) are renewed according to the Qualification process after submission of a Renewal Application file. This process leads to the issuing of a new Qualification Certificate.

Article 16 Advertising

The Association makes public and facilitates access to the list of qualified Companies, the Statutes and Internal Regulations in force, the standards, the Quality Manual, and the composition of all currently functioning bodies of the Association, for all interested persons, by any useful means of communication, by printed or electronic publications, and by any other means.

Article 17 Certificate Control

17.1 Procedure

The qualified companies subjected to Certificate Control are chosen:

- either by drawing of lots;
- or at the request of the Qualification Committee when the Company disputes a decision relating to the awarding or withdrawal of a Qualification;
- or at the request of the Higher Appeal Committee, within the framework of an Appeal or Claim.

The technicians composing the Control Committee express an opinion after the two successive steps stipulated below:

- study of the Company's professional references, particularly by consulting Project Owners and Project Managers. The control procedure is a joint procedure concerning the technical and industrial aspects, at the Company's head office;
- joint Certificate Control procedure concerning several works as chosen by the technician and in the presence of the Project Owner and the Company's specially mandated representative.

The designated technician must submit his report within two (2) months of his designation.

The Certificate Control Committee will give its decision under the terms of article 6.4.

Article 18 Loss of Qualification Certificate and its consequences

18.1 Loss of Qualification Certificate

Any qualified Company loses its Qualification Certificate:

- automatically in the event of termination of the activity corresponding to the Certificate which has been awarded to it, or if the Company's activity no longer corresponds to the Certificate which has been awarded to it; the qualified Company must immediately inform Qualisport of these facts; in such cases, the Qualification Certificate is null and void;
- in the event of the opening of collective procedures against the Company, under the following conditions:
 - when the Company is declared liquidated or is subject to a receivership procedure subsequently transformed into liquidation without temporary continuation of activity, the Qualification Certificate is automatically lost; the Qualification Certificate is then withdrawn by the Qualification Committee,
 - when the Company is subject to a receivership procedure, the currently valid Qualification Certificate remains valid provided that the Company continues to meet the Qualification criteria, and in particular has the necessary human and technical resources at its disposal, and provided that this continuing validity is stipulated by the Company's business continuity plan, in accordance with a plan adopted by the Commercial Court holding jurisdiction. In the event of transfer of the Company, in accordance with the total or partial transfer plan of said Company approved by the Commercial Court, the transferred company must present to the Association a supporting file enabling the Qualification Committee to validate the transfer of the Qualification Certificate(s);
- by resignation, in accordance with Article 8 of the Statutes, the letter of resignation being addressed to the Board of Directors. This takes effect on the date of receipt;
- by a decision to strike off the company pronounced by the Board of Directors, in application of Article 8 of the Statutes, on the grounds of non-payment by the Company of its subscription to the Association, three months after the due date, following an order to pay by registered letter which has gone unheeded;
- by a decision to withdraw qualification pronounced under the terms of Article 23 of these Internal Regulations, which may be followed by an expulsion decision pronounced by the Board of Directors, in application of Article 8 of the Statutes, on the grounds of serious misconduct (such as, in particular, failure to comply with the Statutes, the Internal Regulations, the Rules of Professional Ethics, etc.), after hearing of the explanations of the Member concerned.

Any company which has lost the Qualification Certificate under the terms of this Article 18.1 and which wishes to have a new Qualification Certificate awarded to it may submit a new Qualification Application file, unless a prohibition on making a new Application has been declared under the terms of Article 23 of these Internal Regulations.

18.2 Consequences

Loss of the Qualification Certificate is followed by striking off of the Qualification Certificate from the Association's register. This may be made public by the Association.

The Company must send back to the Association the original copy or copies of the Qualification Certificate supplied to it and may not refer to the Qualification Certificate for any purpose.

Article 19 Franchised or networked companies and subsidiaries

19.1 Franchised or networked companies

Companies holding one or more Qualification Certificates which grant franchise contracts to outside companies or businesses (franchisor companies) may not, simultaneously with their franchise, assign or transfer the abovementioned Qualification Certificate(s) or grant to the franchised companies the benefit of the Qualification Certificate(s) awarded to the franchisors.

Franchisor companies must undertake, in their franchise contract, to expressly bar their franchisees from using the franchisors' Qualification Certificates.

Franchisor companies granting their franchise to third parties and not expressly prohibiting the use of their Qualification Certificates leave themselves open to disciplinary measures and in particular to the withdrawal of their Qualification Certificate. In such cases, the franchisor companies will be held responsible for any fraudulent use of their Qualification Certificates by their franchisees.

Franchised companies retain complete freedom to apply for, and obtain directly from Qualisport, a Qualification Certificate which will be awarded to them in accordance with the provisions of the Internal Regulations, regardless of their status as franchisees.

19.2 Subsidiaries

Parent companies which have subsidiaries may not, if they hold one or more Qualification Certificates, authorise their subsidiaries to use their Qualification

Certificates, and must even expressly prohibit them from doing so.

Such companies or businesses leave themselves open to disciplinary measures and in particular to the withdrawal of their Qualification Certificate by the Qualification Committee. They will be held responsible for any fraudulent use of their Qualification Certificates by their subsidiaries.

The subsidiaries may apply for, and obtain directly from Qualisport, a Qualification Certificate which will be awarded to them in accordance with the provisions of the Internal Regulations, regardless of their status as subsidiaries.

Section IV

Appeal and Claims

Objections may be raised by way of Appeals or Claims.

Article 20 Common provisions

20.1 Cases of opening and deadlines

Objections may be raised as follows:

- any qualified Company which disputes a decision by the Association concerning the awarding, refusal to award, modification, suspension or withdrawal of a Qualification Certificate ("Appellant") may appeal against the unfavourable decision concerning it
- a third party proving a legitimate interest ("Claimant") may file a Claim against the qualified Company.

Objections may be raised:

- within a maximum period of two (2) months starting from the date of notification of the decision made by the Qualification Committee, in the case of an Appeal;
- at any time by the third party in the case of a Claim.

The body with powers to rule on the Appeal or the Claim is the Higher Appeal Committee.

20.2 Procedure

The Higher Appeal Committee will summon the Appellant or the Claimant, the Company concerned and the Chairman of the Qualification Committee by registered letter with acknowledgement of receipt at least thirty (30) clear days before the scheduled date, so that they can be heard by the Committee.

The notification will specify the date and place of the hearing. The Higher Appeal Committee may, if it considers it necessary, attach to this notification a

copy of any document concerning the Appeal or the Claim.

If one of the Parties does not attend the hearing in spite of being correctly notified, the Higher Appeal Committee, after checking that the Party concerned has received the notification, and failing any valid excuse on the part of the Appellant or the Claimant, may rule by default, all parties being considered to have been heard.

After examination of the written statements and documents produced by the Appellants or the Claimants, the Higher Appeal Committee hears the parties separately in adversarial proceedings. The parties appear either in person or via a representative. The parties may be assisted by their lawyers.

The Higher Appeal Committee may at any time, if it does not have sufficient information to pass judgement, request additional information, order an enquiry by the Certificate Control Committee or any person of its choice, or ask the parties to produce additional documents.

If the Higher Appeal Committee considers that the Appeal or the Claim made is manifestly unreasonable, the Committee may decide to take action against the Appellant or the Claimant.

Within six (6) months of the filing of the Appeal or the Claim, the Higher Appeal Committee notifies its decision in writing to the qualified Company concerned and informs the Appellant or the Claimant of the follow-up of the Appeal or Claim and the measures taken.

A Company which has lost its Qualification Certificate following such procedures may not claim reimbursement of the subscriptions paid.

The Higher Appeal Committee may, if it considers it necessary and if there are serious and concordant signs of failure to meet obligations on the part of the Company, decide to suspend the Qualified Company's right to use its Qualification Certificate for the duration of the procedure.

Any request for correction of material errors in a decision by the Higher Appeal Committee, or in the interpretation of this decision, or for an additional decision in the event of omission to rule on a Request which was submitted to the Higher Appeal Committee, must be addressed to it within ten (10) days of the notification of the decision.

Article 21 Appeals

21.1 Appeals

Appeals are filed with the General Secretariat.

Acts of Appeal must in particular:

- a) be made in writing, with indication of the grounds for the appeal;

- b) indicate the name and address of the Appellant and the information enabling identification of the decision concerned by the Appeal;
- c) indicate the parts of the decision concerned by the Appeal or, if necessary, specify whether the whole of this decision is concerned by the Appeal;
- d) specify the Appellant's claims together with the grounds of the claims and the documents demonstrating the Appellant's interest and the merits of the Appeal;
- e) be signed by the Appellant or by his legal representative.

Appeals made to the Higher Appeal Committee have no suspensive effect on the decision concerned by the Appeal.

21.1 Amicable procedure

Before referral to the Higher Appeal Committee, the act of Appeal and the documents shall be referred to the Qualification Committee, which may propose an amicable Appeal procedure to the Appellant.

If the Appellant accepts this proposal, the Qualification Committee accepts the Appeal and, within two (2) months proposes a substantiated solution, subject to appeal.

The Qualification Committee may, within one (1) month at most of the filing of the Appeal, request additional information and hear the Company concerned by the Appeal.

The Appellant may within fifteen (15) days refuse the amicable Appeal procedure or the decision of the Qualification Committee, in which case the Qualification Committee will pass on the complete appeal file to the Higher Appeal Committee within a maximum period of one (1) month.

Article 22 Claims

Claims are made in writing, with indication of the grounds of the Claim, and filed with the General Secretariat of the Association.

The Claimant must therefore:

- a) indicate his name and address and the information enabling identification of the qualified Company concerned by the Claim;
- b) specify the object of the Claim;
- c) describe the grounds of the claim;
- d) communicate the documents demonstrating his legitimate interest and the merits of the Claim;
- e) sign the Claim. The representative who signs must produce a written authorisation to act in the name and on behalf of the Claimant.

Before referral to the Higher Appeal Committee, the General Secretariat of the Association will send the qualified Company concerned by the Claim:

- a copy of the Claim,

- a copy of the statement of the grounds of the Claim,
- a copy of the documents submitted by the Claimant, so that the Company concerned can organise its defence.

The Higher Appeal Committee will place the new documents and items produced by one of the parties at the disposal of the other party, to allow it to familiarise itself with them and make observations in reply.

If there is no reply within 6 (six) months, the Higher Appeal Committee will indicate the reasons for this to the Claimant.

Section V

Disciplinary measures

Article 23

Disciplinary measures

23.1. Cases concerned

After hearing of the Company concerned, a temporary measure and/or a disciplinary measure may be pronounced, under the terms of Article 23.2 below, against a company which has:

- supplied Qualisport with incorrect or falsified information or attempted to falsify the wordings indicated on the Qualification Certificate supplied to it;
- been guilty of illegal acts relating to its profession, duly noted by a judicial ruling;
- been guilty of serious malpractice or disregard of the rules of conduct for qualified companies;
- been guilty of a violation of Qualisport's Statutes and/or Internal Regulations.

If the abovementioned facts are brought to the knowledge of the Board of Directors by way of an informal claim, the Board of Directors may ask the Claimant to establish his Claim under the conditions of these Internal Regulations.

23.2 Disciplinary measures

The disciplinary measures which may be applied to a qualified Company are as follows:

- warning;
- suspension of the Qualification for a maximum period of six months;
- withdrawal of the Qualification concerned and expulsion of the Member concerned;
- if applicable, legal action;
- barring of the Company from making a new Application for a certain period, which may not exceed two (2) years.

23.3 Disciplinary power

The disciplinary measures may be applied as follows:

- the Board of Directors, after consultation of the Qualification Committee, may apply any disciplinary measure indicated above; it is specified that decisions to expel the Member concerned or to take legal action are made exclusively by the Board of Directors;
- within the framework of Appeal and Claim procedures, the Higher Appeal Committee may apply the disciplinary measure of suspension or withdrawal of the Qualification Certificate; like the Board of Directors, it may decide to accompany the withdrawal of the Certificate with the barring of the Company from making a new Application for a certain period, which may not exceed two (2) years;
- within the framework of a Certificate control procedure, the Certificate Control Committee may propose the withdrawal of the Qualification Certificate to the Board of Directors and suspend it temporarily, pending a final decision by the Board of Directors;
- if the holder of a Qualification Certificate has falsified the wordings indicated on the Qualification Certificate or has been convicted of illegal acts relating to the exercising of his profession, the Chairman of the Association or the General Secretary of the Association, by delegation, may suspend the Qualifications before referring the matter as quickly as possible to the Board of Directors for a definitive disciplinary measure.

23.4 Procedure

All disciplinary measures may be applied only after hearing of the explanations of the Company concerned.

Failure by the Company to reply to the request for observations from Qualisport does not prevent a disciplinary measure from being taken against it.

The company subject to disciplinary action is informed of the decision taken against it by registered letter with acknowledgement of receipt within fifteen (15) days at most of the date of the decision to take disciplinary action.

The disciplinary measure takes effect on the day of receipt of this notification, proved by any means.

Companies subject to suspension or withdrawal of the Qualification, or to barring from making a new Application, have the possibility of filing an Appeal against this decision with the Higher Appeal Committee, within a period of two (2) months, by registered letter with acknowledgement of receipt, unless this decision is the result of an Appeal or Claim procedure.

Section VI

Use of the Association's trademarks and logos

Article 24 Terms of use

When using the "Qualisport" trademark, as holders of a Qualification Certificate, or the "CertiSport" trademark as holders of a "CertiSport" Certificate, Members must comply with the terms of use of these trademarks defined in the "User Charter" which is one of the reference documents referred to in these Internal Regulations.

These trademarks belong to the Association and any failure to meet trademark obligations with respect to the Association, customers or third parties (incorrect reference or wrongful or fraudulent use of the Certificate) may give rise to legal action or disciplinary measures referred to in these Internal Regulations.

In all cases, a company whose Qualification Certificate has been withdrawn must, immediately upon notification, cease to issue and use any document carrying the logotype or referring to the Qualification.

In all cases, a company whose CertiSport Certificate has been withdrawn must cease to issue and use any document referring to the Certificate.

Section VII

Qualification and Certification standards

Article 25 "Qualisport" qualification

The sector Standard per activity, and the standard indicating the requirements for awarding of Qualifications, are among the reference documents referred to in these Internal Regulations.

Article 26 "CertiSport" qualification

The "CertiSport" certification Standards created by the Association and validated by AFAQ/AFNOR cover the activities of play areas, collective sports buildings, sports and specialised equipment, private swimming pools and sports surfaces. The "CertiSport" Quality Certificates are issued by AFAQ/AFNOR.

These Standards define the organisational, operational and documentary requirements to be met by Companies applying for "CertiSport" certification.

CertiSport certification decisions are taken by the ad hoc Committee of AFAQ AFNOR.

The general provisions and the "CertiSport" certification process supplied by AFAQ AFNOR are an integral part of the reference documents referred to in these Internal Regulations.

Section IX

Reference documents

Article 27 Nomenclature

This technical document lists the fields of activity for Qualisport Qualification in sections and sub-sections.

Article 28 Qualisport award standards and sector standards

These documents formalise the general and sector award requirements which must be met by the Company.

Article 29 CertiSport standards

These documents, drafted by Qualisport, define the requirements to be met by Companies applying for CertiSport certification.

Article 30

Rules of conduct of qualified companies

This document defines the obligations and duties of qualified Companies with respect to their customers and the organisation.

Article 31

Rules of professional ethics

This document, drawn up by the organisation, specifies the rules of conduct and the values which each member of a governing body or a body intervening in the process, together with salaried personnel, undertake to adhere to.

Article 32

Rules and terms of use of standard trademark and logos

This document describes the right to use the Qualisport trademark and the CertiSport trademark, the requirements to be met and the procedures to be followed by qualified or certified companies.

Article 33

Quality Manual

This document specifies the Association's quality system, taking into account the requirements of

Standard NF X 50 091. It is drawn up by the Quality Manager, who updates it on each notable change, and is approved by the Chairman of the Association and the General Secretary.

It is circulated internally and externally on the Internet.

Article 34

Procedures

This document describes the interactions relating to the Qualification process.

Its controlled circulation is carried out internally and restricted to members concerned by the Qualification process.

Article 35

Standard letter of undertaking

This document, drawn up by the organisation, accompanies the application for qualification or renewal of an qualification. It must be filled in and signed by the Applicant or the qualified Company.

Article 36

List of Members

This document lists the members of the Board of Directors and the Bodies associated with the Qualification process. This information can be consulted on the Internet.