WaterMark Product Certification Scheme

Handbook and Scheme Rules
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Foreword

The WaterMark Product Certification Scheme

According to ISO/IEC Guide 67 - Fundamentals of Product Certification, Product Certification is referred to 'an activity by which a third party gives written assurance that a product (including process and service) fulfils specified requirements'. The WaterMark product certification scheme is a System 5 Certification scheme.

A system 5 scheme is where compliance is achieved through an on-site factory assessment of the manufacturing processes as well as type testing of product samples. Ongoing certification is also required and involves factory surveillance audits to ensure that maintenance of the manufacturing process is occurring, for example Watermark Level 1 certification schemes.

The following represent the normal flow of a System 5 Certification under the WaterMark product Certification Scheme.
1.0 Scope

1.1 The WaterMark System is made available for clients who wish to offer the WaterMark Compliance certificate as a means to demonstrate compliance of their products with the relevant Australian and New Zealand standard(s), and who are prepared to implement the WaterMark System.

1.2 The WaterMark Certification is granted after the satisfactory completion of a technical procedure, relevant WaterMark scheme, and comprising product conformity tests, manufacturer’s quality system assessment for the related production line, production site inspection and surveillance.

1.3 The commonly agreed marks of conformity already in existence at the time of the introduction of this WaterMark may continue to exist if the organizations taking part in the related certification scheme so wish.

2.0 Terms and definitions

For the purposes of this certification program Internal Regulations, the terms and definitions given in EN ISO/IEC 17000 Conformity assessment – Vocabulary and general principles apply.

2.1 WaterMark Certification Guidelines

The following requirements are in accordance with ABCB Notice of Direction 2013/1.0 and are to be considered the overriding guidelines and used as fail to safe in all cases.
WaterMark Preliminary Evaluation Flow Chart

Initial Enquiry
- Is the product part of the plumbing and drainage installation?
  - Yes
  - Is the Product Type listed on the WaterMark Schedule of Specifications?
    - Yes
      - Undertake a Risk Assessment to MP78 Establish Certification Level
    - No
      - New WMTS required

  - No

WaterMark Certification not required
- Is the Consequence Score less than 3?
  - Yes
    - Include existing specification in WMPD
  - No
    - Does a related Specification exist?
      - Yes
        - Develop new Application for review to ABCB
      - No
        - New WMTS required

Has the Product been previously certified in the WMCS?
- Yes
  - Evaluate Product to new specification Undertake Technical Review Undertake Installation Review
  
- No
  - Does the Product comply with the Specification and Installation Requirements?
    - Yes
      - List Specifications on WMCS Schedule of Specifications
      - Specs detailed on WMPD
      - Published on ABCB Website
    - No
      - Go to Standard Certification Process

New User Agreement and License or License Renewal
- Have original reference specifications been superseded?
  - Yes
    - Go to Standard Certification Process
  - No

WaterMark (Level 1)

1. Manufacturer or supplier reviews products to determine if they will comply with the relevant Standards or specifications (Products not complying cannot be certified).

2. Manufacturer or supplier applies to CertMark Australasia Pty Ltd for WaterMark Certification.

3. If CertMark Australasia receives permission from applicant, CertMark shall consult with, or respond on behalf of, authorities if considered necessary for the progress of the application.

4. Manufacturer submits to CertMark Australasia preliminary documentation.

5. Manufacturer implements quality assurance system to a quality plan.

6. CertMark Australasia conducts quality assurance system audit.

7. CertMark selects sample(s) of the product(s) from the manufacturer and provides details for type test.

8. CertMark-recognised testing laboratory conducts tests to assess compliance with Australian Standard and reports results to CertMark and manufacturer.


10. CertMark reviews any outstanding matters related to manufacturer’s quality system capability in respect of CertMark system requirements.

11. CertMark and the manufacturer finalize any other outstanding matters related to licensing e.g. marking, license fees and conclude quality assurance negotiations.

12. CertMark grants a licence to the applicant to use the WaterMark and registers the product on the WaterMark Products Database.

13. Manufacturer applies the Mark to the product upon granting of the licence.

WaterMark (Level 2)

1. Manufacturer or supplier reviews products to determine if they will comply with the relevant Standards or specifications (Products not complying cannot be certified).

2. Manufacturer or supplier applies to CertMark Australasia Pty Ltd for WaterMark Certification.

3. If an acceptable test report from an agreed laboratory is not available, CertMark will advise of suitable laboratories.

4. Test report will be evaluated by CertMark with product information to substantiate compliance with the Standard.

5. CertMark and the manufacturer/ supplier finalise outstanding matters related to licensing e.g. marking.

6. Licence granting WaterMark Certification issued by CertMark Australasia, who registers the product on the WaterMark Product Database.

7. Manufacturer applies the WaterMark to the product upon granting of the licence.

8. Certification reassessed every three years to determine if it can be reissued or revalidated and applied within a nominated period of licence being issued.

NOTE: The above items are not necessarily listed in chronological order. They will be dealt with in the order appropriate for the particular product. More than one action could take place in parallel.
2.2 Risk Assessment

To be conducted in accordance with SAA MP78:1999

2.3 Certification System

Rules, procedures and management for carrying out certification

2.4 Certification Scheme

Certification system related to specified objects of certification, to which the same specified requirements, specific rules and procedures apply

2.5 WaterMark System

Rules, procedures and management for carrying out certification related to products on the basis of ISO/IEC 17067 - 2013.

2.6 WaterMark scheme

The WaterMark Certification Scheme (WMCS) provides the means of demonstrating that plumbing and drainage products comply with the applicable Standard(s) through the WaterMark Certificate of Conformity. An application for a WaterMark Certificate of Conformity may be made by an applicant to a Conformity Assessment Body (CAB) for the relevant Standard or Australian Technical Specification (ATS).

The WMCS is based on certification schemes contained in the international publication ISO/IEC Guide 67, System 1b and System 5. This document provides additional explanatory material on these two levels of certification.

The WMCS is recognized throughout Australia by plumbing regulatory bodies for demonstrating compliance with the Plumbing Code of Australia (PCA). Descriptive material is also provided on the governance structure used for the operation of the WMCS.

2.7 Supplier

Organization or person that provides a product and that is responsible for ensuring that this product meets and continues to meet the requirements on which the certification is based

Note: Under the WaterMark Scheme the term supplier is restricted to the following definition of manufacturer: “the person, company or body that is responsible for designing and manufacturing of a product in compliance with the requirements of the applicable Australian and New Zealand standard(s) with a view to placing it onto the market”.

3.0 The WaterMark

3.1 Meaning of the WaterMark

The objective of the WaterMark Certification Scheme is to provide a uniform national approach to plumbing product approvals. Under the Scheme, provided that your product carries the WaterMark, it will be accepted for use in all Australian states and territories - subject to correct installation practices in accordance with AS/NZS 3500 and any local deviations.

3.2 Ownership of the WaterMark

The WaterMark Logo is the registered Trade mark of JAS-ANZ.
The WaterMark is registered and legally protected by IP Australia. The WaterMark is registered internationally and in individual countries where such registration is necessary to assure its protection.

3.3 WaterMark Scheme
The WaterMark scheme specifies requirements for performing the process of granting to a supplier the licence to use the WaterMark on its product.

The rules, established for each WaterMark scheme in accordance with the provisions of this document, describe these requirements, defining the necessary details for the implementation of the rules of the WaterMark System.

3.4 WaterMark Licence
After the satisfactory completion of the procedures described in the specific WaterMark scheme rules to verify the compliance of the product with the requirements of the relevant Australian & New Zealand standard(s), a WaterMark Product conformity Certificate is issued to the supplier.

3.5 Protection of the WaterMark
The use of the WaterMark is authorized subject to compliance by the licensee with the WaterMark System rules and the relevant specific WaterMark scheme rules.

Only those suppliers holding a WaterMark licence are authorized to affix the WaterMark to their products and to use it in promotion.

Any infringement of the WaterMark System rules and of any related WaterMark scheme rules shall render the licensee liable to the actions referred to in clause 5.4.

3.6 Design of the WaterMark
A graphic representation of the WaterMark logo is shown in the annex.

The WaterMark shall in principle be affixed to the product itself by being engraved, pressed, moulded, and printed or by any other method. If affixing to the product itself is not possible or practical, it shall be affixed to the product’s package, the labelling, the instructions for use, or accompanying commercial documentation.

The WaterMark shall be reproduced in the colours indicated in the annex. For practical reasons it may also be reproduced in outline form. The WaterMark may be reproduced in any size, provided the proportions given in the annex have been respected and the WaterMark remains clearly visible. Although the minimum size of the WaterMark may vary depending on the way it is reproduced, dimension A of the WaterMark as shown in the annex shall in no case be less than 3 mm.

Other marks used in conjunction with the WaterMark shall not create confusion with it, nor shall they reduce its legibility and visibility.

3.7 Other marks
The use of the WaterMark does not prejudice the use of other certification marks on the product.

3.8 Validity of the right to use the WaterMark
The WaterMark scheme shall contain provisions for the limitation of the validity period for the right to use the WaterMark taking into account possible amendments or revisions of the Australian & New Zealand standard(s) or, in cases where the standards have not been modified during a defined period, to fix the rules for re-evaluation of the products. The period of validity shall be stated in the licence.

The authority to use the WaterMark is conditional upon the supplier holding a WaterMark licence.
The validity of the right to use the WaterMark terminates automatically on the date of withdrawal of the Australian & New Zealand standard(s). WaterMark Australasia will inform the licensees involved about the termination of the WaterMark licence.

4.0 The Supplier

4.1 The Application

A supplier, who wishes to obtain the licence to use the WaterMark, submits an application to the CertMark Australasia of its choice in respect of a WaterMark scheme.

4.2 Fees

By applying for the licence for WaterMark certification, the supplier also agrees to meet the following costs:

- Fee for the right to use the WaterMark (if granted): The level of this fee, which is payable annually.
- Certification costs: These costs are related to the operations which are performed by WaterMark Australasia taking part in the WaterMark scheme for the processing of the application, and later of the surveillance procedures.
- Testing and inspection costs: These costs are related to the processing of the initial application and, where relevant, to further testing and inspections/assessments which may result from the implementation of the relevant WaterMark scheme rules.

4.3 Rights and responsibilities

On receiving the WaterMark licence, the supplier is granted the right to use the WaterMark for the products specified on the Certificate. The WaterMark licensee is responsible for the correct use of the WaterMark logo.

The supplier has the right to use the WaterMark and to give information on the WaterMark in its sales and advertising documents. In all cases, the supplier shall take all necessary steps to ensure that no confusion can arise in these publications between certified and non-certified products.

A supplier wishing to extend a right to use the WaterMark to additional types and models of the product shall follow the corresponding WaterMark scheme rules.

The supplier is obliged to inform CertMark Australasia of any modification made to the product or production process which may affect the compliance with the relevant Australian & New Zealand standard of the product for which the licence to use the WaterMark has been granted. WaterMark Australasia will then decide whether these modifications affect the terms under which the licence was granted.

If the licence is affected, CertMark Australasia may require special testing and/or inspections to be performed. In any case, the supplier shall not use the WaterMark on the products concerned, until authority from CertMark Australasia is obtained.

4.4 Complaints

The supplier of certified products shall:

- Keep a record of all complaints relating to a product’s compliance with requirements of the relevant Australian & New Zealand standard and make these records available to CertMark Australasia when requested;
- Take appropriate action in respect of such complaints and any deficiencies found in products or services that affect compliance with the requirements for certification;
- Document the actions taken.

Any non-compliance on the part of the supplier in the application of the CertMark System rules or related WaterMark scheme rules may result in one of the following actions:
- Corrective action by the supplier within a specified period;
- Suspension of the licence for the right to use the WaterMark for a defined period until corrective action is taken;
- Withdrawal of the licence for the right to use the WaterMark certification.

4.5 Appeal procedures

4.5.1 Appeal to CertMark Australasia

The supplier may lodge an appeal with CertMark Australasia to whom it addressed an application for the right to use the WaterMark. CertMark Australasia maintains its own appeal procedure, in accordance with the principles laid down in the relevant standard referred to in clause 5.1.5.

The appeal does not suspend the decision against which it is made.

Appeals can only be related to the certification process carried out by CertMark Australasia or under its responsibility.

An appeal should be lodged, by registered letter, to CertMark Australasia within one month of the formal notification of the contested decision. CertMark Australasia shall formally give its answer within one month of receipt of the appeal.

If necessary, CertMark Australasia may request that a meeting is arranged with the other organizations taking part in the WaterMark scheme in order to examine an appeal case.

4.5.2 Appeal to JAS-ANZ

Suppliers may lodge an appeal directly with JAS-ANZ in the following cases:

- Where an appeal is rejected or in case of lack of response by CertMark Australasia;
- If the appeal is in respect of the interpretation of the principles of the WaterMark System rules.

The appeal procedure does not suspend the decision against which it is made. It shall be notified to the Director of the WaterMark scheme within one month of the formal notification of the contested decision.

5.0 WaterMark scheme rules and requirements

5.1 General requirements for WaterMark schemes

Unlisted Products

When the product is not specifically listed in *ABCB - PROCEDURES FOR CERTIFICATION OF PLUMBING AND DRAINAGE PRODUCTS*, separate procedures are in place to establish whether certification is required; the Standard that may be applicable; and the appropriate certification level.

**WaterMark level applicable for unlisted products.**

Whether the WaterMark Level 1 or Level 2 is required is determined by the level of risk of the products and the need for certification, with more stringent requirements required for the WaterMark Level 1. See 6.3 – Risk Assessment

Refer to *ABCB - PROCEDURES FOR CERTIFICATION OF PLUMBING AND DRAINAGE PRODUCTS* for more details regarding the determination of the applicable WaterMark Level for unlisted products.

- Design specifics
- Performance and functionality, including durability
- Marking and installation instructions.

CertMark will assist in providing listing of recognised laboratories for product testing.

The WaterMark scheme shall cover conformity assessment issues corresponding to the third party certification system number 5, as defined in ISO/IEC Guide 28 General rules for a model third-party certification system for products.

WaterMark scheme rules shall include at least the following requirements:

5.1.1 The provision that CertMark Australasia shall be located in Australia and be duly authorised by JAS-ANZ as a Product Certification Body operating under Accreditation number 24450210AK.

5.1.2 The evidence of conformity of the product(s) with the requirements of the appropriate Australian & New Zealand standard(s) shall be based on type testing performed by a third-party testing laboratory.

5.1.3 The manufacturer shall operate a quality system covering the production line of the product for which the licence to use the WaterMark is granted and which should be based on the quality standards which are at least of the level of the EN ISO 9000 series of standards.

In granting the licence, CertMark Australasia shall take into account the existence of any quality system certificate issued by a certification body that is accredited by a member of the Australian & New Zealand co-operation for Accreditation.

5.1.4 Periodic surveillance by CertMark Australasia including testing of samples from the production line or from the market and surveillance of the manufacturer’s quality system.

5.1.5 Bodies engaged in certification, testing and inspection shall fulfil the requirements of the relevant standards for their operation, e.g. ISO/IEC 17000 series of standards, as well as the additional requirements defined in the WaterMark scheme rules (see 5.2).

5.1.6 CertMark Australasia shall follow the requirements for the administration of the WaterMark scheme as given in clause 5.4.

5.2 Specific requirements for WaterMark schemes

The rules of a WaterMark scheme shall include at least the following subjects:

5.2.1 Title

5.2.2 Definition of scope, including
  - Products covered by the scheme
  - The list of Australian & New Zealand standards concerned.

5.2.3 Requirements and assessment procedures for bodies engaged in certification, testing and inspection taking part in the scheme.

5.2.4 Specifications for the content of the supplier’s application file (e.g. related to the product(s), its/their design, materials and the production process, the manufacturer’s internal quality assessment and control system, including testing facilities, calibration, etc.).

5.2.5 Requirements for:
  - Selection and submission of type test samples for the purpose of granting the licence to use the WaterMark;
- Initial assessment of the manufacturing site, especially the quality system;
- Surveillance (e.g. normal frequency of inspection and routine tests and nature of tests performed for surveillance). This section includes the normal period of validity of the licence;
- The quality system of the relevant production line under the responsibility of the manufacturer.

5.2.6 Requirements for product marking with the WaterMark

5.2.7 The indication whether procedures such as "supervised manufacturers’ testing" and/or "testing at manufacturers’ premises" can be used and the specification of the rules for such procedures.

5.2.8 The list of bodies as defined in clause 5.1.5 for the implementation of the scheme.

5.2.9 The fees for the right to use the WaterMark and the administrative application fees

5.3 Provisions covering State and Territory Variations to Relevant Australian and New Zealand Standards

The rules of a WaterMark scheme shall also include provisions on how the related scheme will deal with state and territory variations, included in the relevant Australian & New Zealand standard(s).

If necessary, these provisions shall require CertMark Australasia when granting the WaterMark, to:

- Include in the licence a clear indication of the State or Territory variation in which the product carrying the WaterMark does not comply or need to be varied in some way.
- Ensure that the licensee will put on the product or its package, where this is not obvious to the consumers and users, the indication “Not for use in (list of States Territories or conditions)” for products which do not comply with the relevant State or Territory Variations.

5.4 Administration of WaterMark Schemes

CertMark Australasia shall undertake the following actions with regard to the administration of the WaterMark scheme.

5.4.1 To ensure that all clients taking part in a WaterMark scheme

- Operate in accordance with the WaterMark System rules and the rules of the related WaterMark scheme;
- Operate in accordance with the relevant provisions of the standards referred to in clause 5.1.5;
- Maintain confidentiality in accordance with the relevant provisions of the standards referred to in clause 5.1.5 unless otherwise required to do so by law;
- Recognise and accept the validity of WaterMark licences issued by CertMark Australasia. This does not imply legal responsibility.

5.4.2 To maintain the rules dealing with all matters of principle for granting WaterMark Certificates including the use the WaterMark.

5.4.3 To keep updated and available the list of Australian & New Zealand standards applied in the WaterMark Schemes.
6.0 The WaterMark Certification Process

6.1 Applying for Certification
The following information is required to be supplied by the applicant for certification;
- Applicant details including name, address, contact details, ABN
- Details on products to be certified including description, type, design details, materials, identification marks, quantities, location of manufacture
- Details of existing certification, testing results including in-house testing

Upon acceptance of an Application, a Contract between CertMark and the Applicant will be drawn and signed by both parties. This Contract will include the following;
- Scope of work
- Products covered
- Estimated time-frame
- Estimated Fees
- Details of requirements by CertMark
- Details of requirements by the Applicant

Upon request, CertMark Australasia will provide appropriate information on the mode of operation of the given WaterMark scheme, including details relating to testing, inspection and assessment procedures, and the related costs.

6.2 Previously Certified Product
If the Product has previously been certified by CertMark then carry out a Certificate Renewal

If the Product as previously been certified by another Certification Agency, a new approved user agreement and license is required – Refer TM Rules 8(b), ACA 3.1, AUA 2.1

Initial Product Assessment

WaterMark Certification is needed for products that are part of plumbing and drainage installations. If they don’t fall under this classification then they do not need to be WaterMark Certified. - Refer PCA A2.1 (a)

6.3 Risk Assessment
To be conducted in accordance with SAA MP78:1999

6.3.1 Existing or New Product
- Identify the product in MP52, Section 5 on the ABCB website. Does the product fall under an existing Product Type?
- If so, use the Schedule to determine the Minimum Certification Level.
- If not, develop a Counter Top Specification based on MP52, Section 6.0 No. 000.

6.3.2 Level of Risk Control
- Level 1 covers products with a high level of risk
- Level 2 covers products with a medium level of risk
- Products with a low level of risk do not require certification
6.3.3 Assessment and Ranking of Risk

Subdivide complex equipment being assessed into sub-assemblies or individual components

Record each scenario of each component on a worksheet (Appendix A)

Assess the risk of each component for each relevant class of risk;

- Leak
- Blockage
- Performance Failure
- Impaired or Failed Condition
- Third Party Damage

Score each risk on the following categories;

- Injury (Use Table A1)
- Health (Use Table A1)
- Infrastructure (Use Table A2)
- Water – conservation (Use Table A4)
- Environment – impact (Use Table A2)
- Public Outcry (Use Table A3)

Assess with a small team with experience covering design, manufacturing, installation and service experience

Appoint a facilitator from the above team

Use Appendix B to calculate the Frequency value

Use the Worksheet to calculate the Risk Score for each component, and use the score to confirm the Consequence Score

Consequence score above 4 – Full product certification required (Compliance Level 1)
Consequence score 3 – Type Test Certification required (Compliance Level 2)
Consequence score below 3 – Certification not required

Supply all pertinent assessment items to ABCB for acceptance – Ref PCA G1.5.3.2

6.3.4 New Application for WaterMark Technical Specification – Ref ABCB - PROCEDURES FOR CERTIFICATION OF PLUMBING AND DRAINAGE PRODUCTS Appendix C – C4, Ref PCA G1.5 3.3

When cleared by ABCB the Specifications are listed on the WMCS Schedule of Specifications – Ref PCA A2.1 (b)

6.4 WaterMark Certification Levels

Minimum levels of certification

The PCA defines two levels of certification for plumbing products. WaterMark Level 1 and WaterMark Level 2. ABCB - PROCEDURES FOR CERTIFICATION OF PLUMBING AND DRAINAGE PRODUCTS nominates the minimum level of certification and the relevant Standard / Specification applicable for each product. See MPS2, Section 5 on the ABCB website for up to date listings.
**WaterMark Level 1** - through an audit program for higher risk products.

Requires that products comply with *ABCB - PROCEDURES FOR CERTIFICATION OF PLUMBING AND DRAINAGE PRODUCTS* as specified in the PCA and are certified under a program in accordance with the principles of ISO/IEC Guide 67:2004, System 5.

Certification System 5 includes testing, assessment and surveillance of the quality system involved. The products being certified are assessed ongoing for conformity.

Typical product groups that fall under this certification level are:
- Water Heaters
- Hot and Cold Water Supply Pipes and Fittings
- Taps and Valves
- Sanitary Fixtures - Water Closets, Bidets
- Appliances (High Hazard)
- Water Filters and Water Treatment Devices

**WaterMark Level 2** - through a type test program for lower risk products.

Requires that products comply with *ABCB - PROCEDURES FOR CERTIFICATION OF PLUMBING AND DRAINAGE PRODUCTS* as specified in the PCA and are certified under a program in accordance with the principles of ISO/IEC Guide 67:2004, System 1b.

Certification System 1b includes testing those products samples are assessed for conformity before a certificate of conformity (licence) is issued.

### REQUIRED ELEMENTS OF THE WATERMARK PRODUCT CERTIFICATION SYSTEM

<table>
<thead>
<tr>
<th>Selection (sampling), as applicable</th>
<th>WaterMark Level 1 (System 5)</th>
<th>WaterMark Level 2 (System 1b)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Determination of characteristics, as applicable, by:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) testing (ISO/IEC 17025)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>b) inspection (ISO/IEC 17020)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>c) design appraisal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) assessment of services</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Review (evaluation)</strong></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Decision on certification</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Granting, maintaining, extending, suspending, withdrawing certification</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Licensing (attestation)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Granting, maintaining, extending, suspending, withdrawing the right to use certificates or marks</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Surveillance, as applicable by:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) testing or inspection of samples from the open market</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>b) testing or inspection of samples from the factory</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>c) quality system audits combined with random tests or inspections</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>d) assessment of the production process or service</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
6.5 Procedures for Certification

The Manufacturer must have the product/s tested to the relevant Australian Standards – Ref ABCB CP Table 1 A1A8

<table>
<thead>
<tr>
<th>WaterMark Level 1</th>
<th>WaterMark Level 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer submits preliminary documentation including test documentation from certified testing agency</td>
<td>Manufacturer submits preliminary documentation including test documentation from certified testing agency</td>
</tr>
<tr>
<td>CertMark evaluates the Product with reference to the supplied test results</td>
<td>CertMark evaluates the Product with reference to the supplied test results</td>
</tr>
<tr>
<td>CertMark evaluates and certifies the Quality Assurance Program for the manufacture and supply of the Product</td>
<td>Any other outstanding licensing matters are finalised, e.g. markings, fees</td>
</tr>
<tr>
<td>CertMark evaluates the Product with reference to the supplied test results</td>
<td>CertMark grants a license to the Manufacturer to use the WaterMark and registers the product on the WaterMark Product Database</td>
</tr>
<tr>
<td>Samples tested by an approved laboratory to assess compliance with relevant Australian Standards. CertMark assesses the results of the tests and provides report documenting same</td>
<td>CertMark notifies the ABCB of the granting of the new license</td>
</tr>
<tr>
<td>CertMark reviews any outstanding matters relating to the Manufacturers quality system capability</td>
<td>The Manufacturer applies the WaterMark to the Product upon granting of the license</td>
</tr>
<tr>
<td>Any other outstanding licensing matters are finalised, e.g. markings, fees</td>
<td>Audits undertaken annually to confirm compliance</td>
</tr>
<tr>
<td>CertMark provide report regarding compliance inclusive of documentation and site inspection. Audit assessment completed within Master Audit Document will form basis of a decision regarding whether certification to be granted</td>
<td>CertMark grants a license to the Manufacturer to use the WaterMark and registers the product on the WaterMark Product Database</td>
</tr>
<tr>
<td>CertMark notifies the ABCB of the granting of the new license</td>
<td>CertMark notifies the ABCB of the granting of the new license</td>
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<tr>
<td>The Manufacturer applies the WaterMark to the Product upon granting of the license</td>
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<tr>
<td>Audits undertaken annually to confirm compliance</td>
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</tbody>
</table>
6.6 Sample Testing

6.6.1 Initial Testing

Where needed, the Product shall be tested by an approved test laboratory to ensure the Product meets the relevant Australian Standards. The supplier will make available to CertMark all current relevant test results for assessment.

Where current relevant test results are not available, the supplier will select random samples from current production runs and arrange for testing by an approved test laboratory. Samples may also be taken from the market for similar testing. The number of samples to be tested and their origin will vary depending on the Product, and will be determined by CertMark.

After testing the results of the test will be assessed by CertMark.

Ongoing random Product testing and assessment will be scheduled by CertMark to ensure that the production standards remain acceptable.

6.6.2 In-house testing

The manufacturer will do in-house batch testing as part of their production quality assurance program. A log is to be kept of in-house testing and made available to CertMark auditors as required. The log will include the following;

- Date of test
- Batch number
- Test performed
- Number of samples tested
- Results for each sample
- Details of the authorised person conducting the test

If and sample fails a relevant test the manufacturer must

- Cease production of the product
- Isolate and quarantine all Products from the affected batch
- Dispose of the affected products or remove the WaterMark from the products
- Ensure the products are not sold as certified
- Remedy any shortcomings in the manufacture procedure and test new samples

6.6.3 Independent testing of the Product

CertMark reserves its right to select additional samples and complete independent tests. The results of the test will be presented to the manufacturer. Costs associated with the additional sampling and testing must be paid by the client.
7.0 Responsibilities

7.1 CertMark Responsibilities

On Certification, CertMark will ensure the certified products are published on the register of approved WaterMark products.

CertMark will;

- Record and keep records of all certifications and audits
- Notify ABCB with the details of all new licenses issued
- Upload details of new licenses on to the WMCS within 7 days of issuing the license
- Notify ABCB of any license suspensions within 7 days
- Notify the Supplier in advance for all license renewal applications and on-going audits

7.2 Supplier Responsibilities

The Supplier will;

- Notify CertMark of any changes or updates to the certified Product
- Notify CertMark of any changes or updates to the Installation Instructions for the Product
- Notify CertMark of any complaints by customers concerning the product
- Document any complaints concerning the Product, with details on action taken to remedy the fault
- Suspend production and isolate any affected batches of non-compliant Products
- On cancellation or suspension of a WaterMark Certificate, return to CertMark the Certificate, withdraw any Product from the market, cancel any advertising for the Product

7.3 CertMark Guidance Committee

The guidance committee is required to bi-annually meet and discuss all matter relation to the administration of the WaterMark scheme.
Annex A Design of the WaterMark

Graphic representation of the WaterMark logo

Colour codes:
Red and Black

Note: The drawing of this annex is indicative. For the purpose of the representation of the WaterMark, the definitive artwork can be obtained from CertMark Australasia.

Copyright
Appendix A - Risk Assessment Worksheet:

WORKSHEET 1: Plumbing Product Risk Identification and Estimation Worksheet

PRODUCT: .................................................. ORGANISATION: .......................................................... DATE: ....../..../......

REVIEW TEAM MEMBERS: ........................................................................................................................................

<table>
<thead>
<tr>
<th>No.</th>
<th>Product</th>
<th>Subsection or Component</th>
<th>Class of Fault or Problem</th>
<th>Specific Scenario (i.e. how the problem type could occur with this component in this equipment and lead to the particular consequence)</th>
<th>Effect Type</th>
<th>Consequence Score</th>
<th>Initiation Frequency Score</th>
<th>Consequence Realisation Probability Score</th>
<th>Risk Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>E</td>
<td>F</td>
<td>G</td>
<td>H</td>
<td>J</td>
<td>K (=G+H+J)</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>
### Appendix B – Frequency Scoring Table

<table>
<thead>
<tr>
<th>Description of Likelihood (of each incident)</th>
<th>Frequency Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Often; occurs around once per month, OR across Australia 10 times per year</td>
<td>5</td>
</tr>
<tr>
<td>Occurs around once per year across Australia</td>
<td>4</td>
</tr>
<tr>
<td>Expected to occur several times in your working experience (30–40 years) e.g., 10% chance per year</td>
<td>3</td>
</tr>
<tr>
<td>Unlikely, but not surprising if it occurs once in your working experience (30–40 years) e.g., 1% chance per year</td>
<td>2</td>
</tr>
<tr>
<td>Very unlikely. Chance of 0.1% per year, i.e. 1 in 1000 per year</td>
<td>1</td>
</tr>
<tr>
<td>Theoretically possible, but barely credible</td>
<td>0</td>
</tr>
</tbody>
</table>

### Table A1 – Consequence Scores for Injury / Health

<table>
<thead>
<tr>
<th>Description of Effect (of each incident)</th>
<th>Consequence Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>One fatality, OR 10 serious permanent disabilities, OR 100 hospitalised</td>
<td>5</td>
</tr>
<tr>
<td>One serious permanent disability, OR 10 hospitalised, OR 100 visits to medical practitioner, OR large coverage in an early page of a National or major State newspaper, or equivalent coverage in other media</td>
<td>4</td>
</tr>
<tr>
<td>One hospitalisation, OR 10 visits to medical practitioner, OR 100 mildly injured or feeling unwell, OR small coverage in National or major State newspaper, or leading story in a local newspaper.</td>
<td>3</td>
</tr>
<tr>
<td>One person visits a medical practitioner, or 10 people mildly injured or feeling unwell, OR 100 complaints related to injury or health</td>
<td>2</td>
</tr>
<tr>
<td>One person mildly injured, or feeling unwell, OR 10 complaints related to injury or health</td>
<td>1</td>
</tr>
<tr>
<td>One water quality complaint related to injury or health</td>
<td>0</td>
</tr>
</tbody>
</table>
### Table A2 – Consequence Scores for Infrastructure / Environmental

<table>
<thead>
<tr>
<th>Description of Effect (of each incident)</th>
<th>Consequence Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10,000,000 repair cost of private consequential damage OR damage to public authority assets OR environmental clean-up costs</td>
<td>5</td>
</tr>
<tr>
<td>$1,000,000 repair cost of private consequential damage OR damage to public authority assets OR environmental clean-up costs</td>
<td>4</td>
</tr>
<tr>
<td>$100,000 repair cost of private consequential damage OR damage to public authority assets OR environmental clean-up costs</td>
<td>3</td>
</tr>
<tr>
<td>$10,000 repair cost of private consequential damage OR damage to public authority assets OR environmental clean-up costs</td>
<td>2</td>
</tr>
<tr>
<td>$1000 repair cost of private consequential damage OR damage to public authority assets OR environmental clean-up costs</td>
<td>1</td>
</tr>
<tr>
<td>$100 repair cost of private consequential damage OR damage to public authority assets OR environmental clean-up costs</td>
<td>0</td>
</tr>
</tbody>
</table>

### Table A3 – Consequence Scores for Public Outcry

<table>
<thead>
<tr>
<th>Description of Effect (of each incident)</th>
<th>Consequence Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Commission OR Parliamentary Inquiry OR other judicial investigation</td>
<td>5</td>
</tr>
<tr>
<td>Main front page headline in National or major State newspaper, OR equivalent coverage in other media</td>
<td>4</td>
</tr>
<tr>
<td>Large coverage in an early page of a National or major State newspaper, OR equivalent coverage in other media</td>
<td>3</td>
</tr>
<tr>
<td>Small coverage in National or major State newspaper, OR leading story in a local newspaper</td>
<td>2</td>
</tr>
<tr>
<td>Small article on front page in local newspaper OR 100 complaints about any effect</td>
<td>1</td>
</tr>
<tr>
<td>Small article in inside page in local newspaper OR 10 complaints about any effect</td>
<td>0</td>
</tr>
</tbody>
</table>
## Table A4 – Consequence Scores for Water Conservation

<table>
<thead>
<tr>
<th>Description of Effect (Notes 1 and 2)</th>
<th>Consequence Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water loss or wastage of 100 kL</td>
<td>5</td>
</tr>
<tr>
<td>Water loss or wastage of 10 kL</td>
<td>4</td>
</tr>
<tr>
<td>Water loss or wastage of 1 kL</td>
<td>3</td>
</tr>
<tr>
<td>Water loss or wastage of 100 L</td>
<td>2</td>
</tr>
<tr>
<td>Water loss or wastage of 10 L</td>
<td>1</td>
</tr>
<tr>
<td>Water loss or wastage of 1 L (Note 2)</td>
<td>0</td>
</tr>
</tbody>
</table>

**NOTES:**
For the purposes of determining the consequence score it is assumed that where water loss or wastage is readily identified, e.g. a leaking tap or cistern, the water loss or wastage will be rectified after 3 months. However, where the water loss or wastage is not readily identified, e.g. a leaking pipe joint in a buried property service, it is assumed that the water loss or wastage will be rectified after 12 months. If a tap drips every 5 s then, in 3 months, it would waste 91 \times 24 \times 60 \times 60 \div 5 \times 0.05 \times 10^{-3} \text{L} = 78.6 \text{L}, which would result in a consequence score of 3. On the other hand, a joint weeping 0.5L of water a day for 12 months, would waste 183 L, which results in a consequence score of 2. While it is unlikely that any consequence scores of 5 will be assessed, significant risk scores may result when the numbers of the products or situations throughout Australia are considered in the Frequency Scoring Table using the data in Appendix B.

## Appendix C – Referenced Clauses, Terms and Definitions

ISO/IEC 17067 Conformity Assessment – Fundamentals of product certification and guidelines for product certification schemes
AS/NZS 3500 – Plumbing and drainage
ISO/IEC 17000 – Conformity assessment – Vocabulary and general principals
ISO/IEC 17020 – Conformity assessment – Requirements for the operation of various types of bodies performing inspection
ISO/IEC 17025 – General requirements for the competence of testing and calibration laboratories
MP52 – 2005 Miscellaneous Publication – Manual of authorization procedures for plumbing and drainage products
SAA MP78-1999 Manual for the assessment of risks of plumbing products

ABCB – Australian Building Codes Board
ATS – Australian Technical Specification
JAS-ANZ – Joint Accreditation Scheme – Australia and New Zealand
PCA – Plumbing Code of Australia
WMCAB – WaterMark Conformity Assessment Body
WMCS – The WaterMark Certification Scheme
WMCS Trademark Rules
Clause 8 Miscellaneous
(b) All rights granted to Approved Certifiers or Approved Users in relation to the WaterMark are non-exclusive and non-transferable.

Approved Certifiers Agreement
Clause 3.1 Rights
In consideration of the payment by the Approved Certifier of the fees and royalties set out in clause 6 and the Approved Certifier’s compliance with this agreement, the ABCB grants to the Approved Certifier for the Term a non-transferable, non-exclusive right to grant licences to Approved Users to use the WaterMark as a certification trade mark in Australia in connection with the Plumbing Products on the terms and conditions set out in this agreement.

Approved User Agreement
Clause 2.1 Licence
The Approved Certifier grants the Approved user a non-transferable, non-exclusive licence to use the WaterMark (as set out in Attachment 1) as a certification trade mark in Australia for the Term in connection with the Plumbing Products on the terms and conditions set out in this agreement and any other terms and conditions that may be stipulated by the Approved Certifier, provided they are not inconsistent with the terms and conditions set out in this agreement.

Plumbing Code of Australia
Part A2.1 – Suitability of materials and products
(a) Every part of a plumbing or drainage installation must be constructed in an appropriate manner to achieve the requirements of the PCA, using materials and products that are fit for the purpose for which they are intended.
(b) Materials or products listed in Table A2.1 which are used in plumbing or drainage installations must be certified and authorised.

Part G1.5 – Certification and Risk Assessment
G1.5.3.2 Consequence score less than 3 (certification not required)
If the outcome of an assessment carried out in accordance with MP 78 is a consequence score of less than 3, the WMCAB is to submit to the administering body all pertinent assessment details, including a description of the material or product and its consequence score. If no objection to the assessment outcome is received from the administering body within 28 days, the material or product may be incorporated in a plumbing or drainage installation without certification.

ABCB Procedures for Certification of Plumbing and Drainage Products
C.4 DEVELOPMENT OF A TECHNICAL SPECIFICATION
Certification of products that require certification, but are not listed on the WaterMark Schedule of Specifications as referenced, depends on the development of a WaterMark Technical Specification that is reviewed and, if found acceptable, is published as a WaterMark Technical Specification (WMTS). This WMTS is used to certify the product in accordance with the WMCS. Once certified, the product is authorised for installation in accordance with AS/NZS 3500. In developing a WaterMark Technical Specification for submission to the ABCB Office the following points should be addressed:
(a) Justification for development of a new WMTS supported by reasons why the product is not covered by an existing Standard or WMTS.
(b) A risk assessment carried out in accordance with MP 78 Manual for the Assessment of Risks of Plumbing Products.
(c) Documentation search of existing Australian or internationally recognised Standards (ISO, EN, ASTM etc.) that may be adopted or used as the basis of Specification development.
(d) Test reports, field trial data and/or performance history.
(e) Existing approvals/certification of the product.
(f) Installation and maintenance instructions and requirements and whether AS/NZS 3500 adequately addresses these for the product.

Appendix D – Code of Ethics and Duty of Care

CertMark Australasia Pty Ltd and all its company employees (referred to as “CertMark” from here on) shall strictly abide by this “Code of Ethics” and associated Compliance Principles as published in CertMark Compliance Code and other manuals, procedures, and contracts of employment. This Code of Ethics summarises some of the key elements of the CertMark Compliance Code. The Code of Ethics under which CertMark operates includes the following:

Integrity
1. CertMark work shall be carried out in an independent and impartial manner, using appropriate methods and procedures.
2. Data, test results and other material facts shall be reported by CertMark in good faith, will not be improperly changed, and shall correctly present the actual findings, professional opinions or results obtained.
3. No misrepresentation of data will be made. All reports will reflect accurately the current position and performance of the Company in accordance with Company Policy and legal requirements.
4. All work shall be performed in compliance with applicable laws and Company Policies. No employee is authorized, intentionally or by disregard of procedure, to violate any legal, environmental, health, or safety requirement.
5. All employees are required to inform management of any condition that creates a danger to the environment, poses health and safety hazards, or may be a violation of law or ethical conduct. The Company provides facilities to enable confidential reporting of such conditions.

Confidentiality
6. CertMark shall treat all information received in the course of the provision of its services as business confidential to the extent that such information is not already published, generally available to third parties or otherwise in the public domain.

Conflict of Interest
7. All employees shall be free from any conflict of interest. Conflicts of interest can include, but are not limited to, ownership or involvement in outside interests that could influence or adversely affect the employee’s performance or the Company’s reputation. In the event of a conflict that could influence an employee’s actions on behalf of CertMark, its affiliates, customers or other third parties, the employee shall reveal the conflict pursuant to the requirements of the Compliance Code.

Anti-Bribery
8. No reward, gift, or favour in return for, or dependent on, the outcome of any work will be accepted and any offer will be reported.
9. CertMark prohibits (a) the offer, giving, or acceptance of a bribe in any form, including kickbacks on any portion of a contract payment, or (b) the use of other routes or channels including third parties for provision of improper benefits to, or receipt of improper benefits from, customers, agents, contractors, suppliers or employees of any such party or government officials.
10. While CertMark is customer focused in providing its service, it will not tolerate any breach of ethics, law, or CertMark policy in order to satisfy customer requirements, whether stated or implied. Any attempt to subvert this policy is to be reported to management either through normal channels or the confidential Company hotline, details of which are published on notice boards.
**Fair Marketing**

11. All employees shall (a) conduct sales and marketing (including comparisons with, or references to, competitors, competitors' services or third parties) in a manner that is truthful, not deceptive or misleading, and is consistent with applicable laws; and (b) present CertMark in a fair manner; and (c) ensure presentational information, including descriptions of CertMark network and affiliations, resources, capabilities and services, is accurate and unambiguous.