

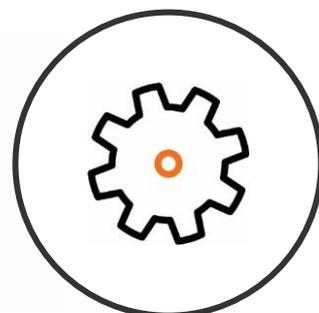


The world-leading
Wood pellet certification

ENplus® Procedural Document

*ENplus® listing of certification and
testing bodies*

ENplus® PD 2004:2022, first edition



Valid globally, except Germany

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Foreword

The European Pellet Council (EPC), founded in 2010 and a network of Bioenergy Europe AISBL, is an umbrella organisation that represents the interests of the European wood pellet sector. Its members are national pellet-, or pellet-related associations from numerous countries in and outside of Europe. The EPC provides a platform for the pellet sector to discuss issues that must be managed in the transition from a niche product to a major energy commodity. These issues include standardisation and certification of pellet quality, safety, security of supply, education and training, and pellet quality measuring devices.

Deutsches Pelletinstitut GmbH (German Pellet Institute) (**DEPI**) was founded in 2008 as a subsidiary of Deutscher Energieholz- und Pellet-Verband e. V. (German Wood Fuel and Pellet Association) (DEPV), and provides a communication platform and competence centre for topics related to heating with wood pellets. In 2010, **DEPI** created, in cooperation with German Biomass Research Center Leipzig (DBFZ) and proPellets Austria, the ENplus® scheme. In 2011, the trademark rights for all countries, except Germany, transferred to the EPC.

Today, the EPC is the governing body for the ENplus® quality certification scheme for all countries except Germany, which is governed by **DEPI**.

This document replaces the ENplus® Handbook, version 3.0 and comes into force on 1 October 2022. All certification and testing bodies applying for ENplus® listing after this date (1 October 2022) shall comply with the requirements of this document.

All **ENplus® certification bodies** and **ENplus® testing bodies** that have been ENplus® listed by **ENplus® International Management** prior to 1 October 2022 shall comply with the requirements of this document for any evaluation of conformity against ENplus® ST 1001. The ENplus® listing of **ENplus® certification**, inspection and **testing bodies** issued prior to 1 October 2022 shall remain valid until 1 January 2024 for evaluations against the ENplus® Handbook, version 3.0.

NOTE: Transition from evaluation of conformity against ENplus® Handbook, version 3.0 to ENplus® ST 1001 is defined in ENplus® ST 1001.

The transition period for accreditation of **ENplus® certification bodies** is set up in ENplus® ST 1002, Annex A and ends on 1 January 2025. Until 1 January 2025, the **ENplus® certification bodies** shall comply either with the accreditation requirements defined in ENplus® ST 1002, Annex A, or ENplus® Handbook, version 3.0.

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Introduction

The key objective of the ENplus® scheme is to manage an ambitious certification scheme that thrives for consistent, high quality wood pellets. The **ENplus® logo** allows pellet quality to be communicated to customers and consumers in a transparent and verifiable way.

Wood pellets are a renewable fuel produced primarily from sawmill residues. Wood pellets are used as a fuel for residential heating systems as well as for industrial burners. They are a refined fuel that can be damaged during handling. Due to this, quality management is a necessity and should cover the entirety of the supply chain, from the choice of raw material to the final delivery to the end-user.

The ENplus® scheme covers technical properties of pellets, quality management related to the properties of the pellets, and customer satisfaction within the entire supply chain, from pellet production to end use.

The ENplus® scheme is primarily focused on the domestic and commercial heating sector, but the ENplus® certification is also available to all other actors within the pellet industry.

The ENplus® certification and evaluation shall be carried out as accredited certification by third party certification and testing bodies. The accreditation shall be issued by a national accreditation body that is signatory to a multilateral agreement of the European co-operation for Accreditation (EA), the International Accreditation Forum (IAF) or the International Laboratory Accreditation Cooperation (ILAC). The accreditation provides confidence of their competence and independence.

The ENplus® listing of certification and testing bodies enables the certification and testing bodies to carry out evaluations and issue certificates that are recognised by the ENplus® scheme. The ENplus® listing of certification and testing bodies, establishes a necessary link between the certification and testing bodies and the **ENplus® International Management** as well as its **ENplus® National Licensers**.

This document is part of the **ENplus® documentation** that consists of ENplus® standards, ENplus® guidance documents and ENplus® procedural documents.

The current version of **ENplus® documentation** is available on the **official ENplus® website** (www.enplus-pellets.eu).

The term 'shall' is used throughout this document to indicate those provisions that are mandatory. The term 'should' is used to indicate those provisions which, although not mandatory, are expected to be adopted and implemented. The term 'may' is used throughout this document to indicate those permission(s) expressed within this document. The term 'can' refers to both the ability of a user or to a possibility open to the user as stated within this document.

The terms written in bold characters are defined in the chapter 3. Terms and Definitions.

1. Scope

1.1 This document describes the ENplus® listing of certification and testing bodies by **ENplus® International Management**, outlining the requirements and procedures for those certification bodies and testing bodies who operate both the ENplus® evaluation and certification outside Germany. The ENplus® listing is required for:

- a) **ENplus® certification bodies** operating ENplus® certification;
- b) ENplus® testing bodies operating testing as an external resource for ENplus® certification bodies.

NOTE: Inspection bodies conducting ENplus® inspections as an external resource to a certification body is covered by the ENplus® listing of the relevant certification body.

1.2 This document also defines the ENplus® Certification Integrity Programme (CIP) which enables **ENplus® International Management / ENplus® National Licensers** to influence and control both the integrity and consistency of ENplus® certification.

2. Normative references

The following referenced documents are essential for the application of this document as defined in its specific requirements. For dated references, only the relevant edition applies. For undated references, the latest edition of the referenced document (including any amendment) applies.

ENplus® ST 1001, *ENplus® wood pellets – Requirements for companies*

ENplus® ST 1002, *Requirements for certification and testing bodies operating ENplus® certification*

ENplus® PD 2002, *Complaints and appeals procedure*

ENplus® PD 2006, *ENplus® certification scheme fees*

3. Terms and Definitions

3.1 appeal

A written request by any person or organisation (the appellant) for reconsideration of any decision affecting the appellant made by the **ENplus® scheme management** where the appellant considers such decisions have been taken in breach of the ENplus® requirements or procedures.

NOTE: Such adverse decisions may include:

- a) rejection of an application for usage of the **ENplus® trademarks**;
- b) refusal of an application for the ENplus® listing of certification and testing bodies.

3.2 bagged pellets

Pellets in a packaging unit that protect the pellets from quality degradation with a filling weight between 5 kg and 50 kg.

NOTE 1: A plastic bag is a typical example of a packaging unit for **bagged pellets**.

NOTE 2: Requirements for usage of the ENplus® bag design are defined in ENplus® ST 1003.

3.3 big bag

A flexible intermediate bulk container (FIBC) made of flexible fabric that is designed for storing and transporting **bulk pellets** with a typical capacity of 1,500L. A delivery of pellets in **big bags** is considered a delivery of **bulk pellets**.

NOTE 1: A **big bag** can be sealed or unsealed.

NOTE 2: Delivery of pellets in **big bags** is considered as a **large-scale delivery**.

3.4 bulk pellets

Pellets other than **bagged pellets** produced, stored, handled, or transported loose.

NOTE: **Bulk pellets** also include pellets in **big bags**.

3.5 company

An entity that implements the requirements of ENplus® ST 1001.

3.6 complaint

A written expression of dissatisfaction (other than **appeal**) by any person or organisation which relates to the activities of the **ENplus® scheme management**, the **ENplus® certification bodies**, **ENplus® testing bodies**, and/or the ENplus® certified **company**.

3.7 consensus

General agreement characterised by the absence of sustained opposition to substantial issues by any important part of the concerned interest and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments.

NOTE: A **consensus** need not imply unanimity [ISO/IEC Guide 2].

3.8 DEPI

DEPI (Deutsches Pelletinstitut GmbH) is ENplus® governing body for Germany, certification body responsible for all certification activities within Germany and acts as inspection body within Germany.

3.9 ENplus® certification body

A body that is recognised to perform certification within the ENplus® certification scheme.

3.10 ENplus® certification seal

A distinctive graphic consisting of the **ENplus® logo** and unique **ENplus® ID**.

NOTE: The use of the **ENplus® certification seal** is described in ENplus® ST 1003.

3.11 ENplus® documentation

Documents that include requirements, guidance, and procedures of the ENplus® scheme.

NOTE: The **ENplus® documentation** structure is shown in ENplus® PD 2001, Annex A and includes ENplus® **standards**, ENplus® guidance documents and ENplus® procedural documents.

3.12 ENplus® ID

Unique alfa-numerical code issued by the relevant **ENplus® scheme management** to every ENplus® certified **company**.

NOTE: The use of the **ENplus® ID** is described in ENplus® ST 1003.

3.13 ENplus® International Management

Bioenergy Europe AISBL represented by the European Pellet Council (EPC), is the governing body of the ENplus® certification scheme with overall responsibility for the management of the ENplus® scheme outside Germany.

3.14 ENplus® logo

A distinctive graphic design that is a registered trademarked material and that is also part of the **ENplus® certification seal**, **ENplus® quality seal** and of the **ENplus® service sign** along with the **ENplus® ID**.

NOTE: The use of the **ENplus® logo** is described in ENplus® ST 1003.

3.15 ENplus® National Licensor

A governing body of the ENplus® certification scheme appointed by **ENplus® International Management** to manage the ENplus® scheme within a specific country.

NOTE: Contact details for **ENplus® National Licensors** are available by country on the **official ENplus® website**.

3.16 ENplus® quality class logo

A distinctive graphic referring to the ENplus® quality classes.

NOTE: The use of the **ENplus® quality class logo** is described in ENplus® ST 1003.

3.17 ENplus® quality seal

A distinctive graphic referring to the ENplus® quality classes consisting of the **ENplus® logo**, **ENplus® quality class logo** and unique **ENplus® ID**.

NOTE: The use of the **ENplus® quality seal** is described in ENplus® ST 1003.

3.18 ENplus® scheme management

A governing body of the ENplus® certification scheme that is either **ENplus® International Management**, an **ENplus® National Licenser**, or **DEPI** operating within their respective regions.

NOTE: Contact details for the **ENplus® scheme management** are available by country on the **official ENplus® website**.

3.19 ENplus® service sign

A distinctive graphic issued by the relevant **ENplus® scheme management** to every ENplus® certified **service provider** that includes the ENplus® **service provider logo** and the **ENplus® ID**.

NOTE: The use of the **ENplus® service sign** is described in ENplus® ST 1003.

3.20 ENplus® testing body

A body that is recognised to perform testing within the ENplus® certification scheme.

[source: modified from ISO 17020]

3.21 ENplus® trademarks

ENplus® copyright and trademark protected material (ENplus® figurative marks and wordmarks) that refers to the quality of pellets according to the ENplus® certification scheme.

3.22 large-scale delivery

A delivery of **bulk pellets** to a customer other than the **small-scale delivery**.

NOTE: Examples of **large-scale delivery**: a delivery of a complete truck load to one end-user above 20 tonnes, a delivery to a **trader**, a delivery by trains or vessels, a delivery of **big bags**.

3.23 major non-conformity

Non-fulfilment of one or more ENplus® product requirements and non-fulfilment of one or more ENplus® process or management system requirements that impact the **company's** capability to achieve the intended outcomes of the ENplus® scheme, i.e. pellets conforming to the ENplus® specifications. A number of **minor non-conformities** associated with the same requirement or issue that could demonstrate a systemic failure, and a **minor non-conformity** that is persistent (or not corrected as agreed by the **company**) is also considered as the **major non-conformity**.

NOTE 1: The ENplus® product, process and management system requirements are defined in ENplus® ST 1001.

NOTE 2: The **major non-conformity** classification includes:

- c) tested pellets that are not meeting one or more of the required values;
- d) a significant doubt that process and management system related requirements of ENplus® ST 1001 are effectively implemented and that the pellets will meet specified requirements.

3.24 minor non-conformity

Non-fulfilment of one or more ENplus® process or management system requirements which does not impact the capability of the **company** to achieve the intended outcomes of the ENplus® scheme, i.e. pellets conforming to the ENplus® requirements.

NOTE: The ENplus® process and management system requirements are defined in ENplus® ST 1001.

3.25 non-conformity

Referring to the non-fulfilment of an ENplus® requirement.

3.26 observation

Any finding that are not a **non-conformity (minor or major)** but can have a potential impact on the product, process, or management system's conformity with the ENplus® requirements.

3.27 official ENplus® website

The official website of the ENplus® scheme managed by the **ENplus® International Management** (www.enplus-pellets.eu) for all countries except Germany and by **DEPI** (www.enplus-pellets.de) for Germany.

3.28 producer

A **company** producing wood pellets.

NOTE: A **producer** trading its own pellets through **large-scale delivery** is not considered a **trader**. A **producer** is considered a **trader** where its trading activities include **small-scale delivery**, or trades pellets procured from other **companies**.

3.29 service provider

A **company** offering the following services without having ownership over the pellets.

- a) bagging of pellets;
- b) small-scale delivery of pellets;
- c) storage of **bulk pellets** in a facility from which the pellets are delivered to the end-users.

NOTE: The **producer** or **trader** can also become a **service provider** for another **company** where they do not have ownership over the pellets and conduct activities defined above.

3.30 small-scale delivery

A delivery of **bulk pellets** to an end-user that does not exceed 20 tonnes. This excludes deliveries of pellets in **big bags** and **vending machines**.

NOTE: A typical example of a **small-scale delivery** is a delivery of pellets to more end-users (households) along a single route (multi-drop).

3.31 standard

A document established by **consensus** and approved by a recognised body that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree or order in a given context.

NOTE: **Standards** should be based on the consolidated results of science, technology, and experience, and aimed at the promotion of optimum benefits [ISO/IEC Guide 2].

3.32 trader

A **company** trading wood pellets. It can include the storage and / or delivery of pellets.

NOTE: The term “**trader**” also covers the term “**producer**” where the **producer**'s trading activities include **small-scale delivery** or trades pellets procured from other **companies**.

3.33 vending machine

A self-service machine for the supply of small-scale quantities of **bulk pellets** to end-users.

NOTE: Self-service machines for the collection of pellets by **traders**, **service providers** or subcontractors are no **vending machines** in terms of this **standard**.

4. Conditions for ENplus® listing of certification and testing bodies

4.1 General conditions

The entities applying for the ENplus® listing shall:

- a) be a legal entity;
- b) agree to be displayed on a publicly available internet database, operated by **ENplus® International Management** or an alternative body, including **ENplus® National Licensers**;
- c) register and use the ENplus® Certification Platform.
- d) sign the ENplus® listing contract with **ENplus® International Management**;
- e) make commitment to the compliance with the ENplus® requirements for certification bodies (ENplus® ST 1002) and the ENplus® Certification Integrity Programme (CIP).

4.2 Specific conditions

4.2.1 ENplus® certification body

4.2.2 The **ENplus® certification body** shall have a valid accreditation that complies with ENplus® ST 1002.

4.2.3 The **ENplus® certification body** shall not operate as a scheme owner and/or governing body of another certification system that is focused on the quality of wood pellets.

4.2.4 The **ENplus® certification body** shall not contract an external inspection body an organisation that operates as a scheme owner and/or governing body of another certification system that is focused on the quality of wood pellets.

4.2.5 ENplus® testing body

4.2.5.1 The **ENplus® testing body** which undertakes testing activities related to the ENplus® scheme shall have valid accreditation that complies with ENplus® ST 1002. The requirement also applies to the **ENplus® certification body** that conducts testing using its internal resources.

4.2.5.2 The **ENplus® testing body** shall provide evidence of proficiency testing / inter lab comparison for the full scope of the ENplus® listing.

NOTE: Proficiency testing that has been conducted as a part of the accreditation is sufficient evidence for meeting the requirement.

4.3 Application for the ENplus® listing

The certification and testing body applying for ENplus® listing shall submit, as part of the application, the documentation identified in [Table 1](#).

● **Table 1**

Documentation requested as a part of the ENplus® listing application

Document	Certification body	Testing body
Accreditation document(s)	X	X

ENplus® certification body's procedures relating to the ENplus® scheme	X	
Certification / testing contract (specimen)	X	X
Laboratory report (specimen)		X
Inspection checklist (specimen)	X	
Certification document (specimen)	X	
A list of inspectors for the ENplus® scheme	X	
Evidence on proficiency testing		X

5. Obligations of the ENplus® certification and testing bodies

ENplus® certification bodies and **ENplus® testing bodies** shall:

- a) perform the activities relating to the ENplus® scheme within the scope of their valid accreditation(s);
- b) perform its activities in compliance with ENplus® ST 1002;
- c) adhere to the ENplus® Certification Integrity Programme (CIP);
- d) provide **ENplus® International Management / ENplus® National Licensers** with information related to the ENplus® certification as specified in ENplus® ST 1002 through the ENplus® Certification Platform or other means specified by **ENplus® International Management**;
- e) pay the ENplus® listing fee as invoiced by **ENplus® International Management**.

NOTE: The level of the listing fee is set out in ENplus® PD 2006.

6. Validity of the ENplus® listing

6.1 The validity of the ENplus® listing is subject to the validity of the certification and testing body's accreditation. Withdrawal, suspension, or ending of the **ENplus® certification body's** and **ENplus® testing body's** accreditation, will result in automatic suspension or termination of the contract. Termination will come into effect as per date of withdrawal, suspension, or ending of the validity of accreditation.

6.2 Either party may terminate the ENplus® listing at any given time but must provide a three-month notice prior to termination. This notice shall be provided in writing and shall include a registered letter to the last known address.

6.3 **ENplus® International Management** may suspend or terminate the ENplus® listing with immediate effect following procedures outlined by the Certification Integrity Programme (CIP).

6.4 Where the ENplus® listing is terminated, the certification body shall cooperate in a transfer of the ENplus® certificates to another **ENplus® certification body**.

7. Certification Integrity Programme (CIP)

7.1 ENplus® International Management / the ENplus® National Licensor shall keep records relating to **complaints** and **appeals**, including their reception; acceptance/rejection, investigation, resolution and communication to the complainant/apellant.

7.2 The **complaints** or **appeals** resolution process relating to the ENplus® certified **companies** shall be recorded in the ENplus® Certification Platform.

7.3 Elements of the CIP

7.3.1 Communication

7.3.1.1 The **ENplus® certification body** and **ENplus® testing body** shall provide **ENplus® International Management** with a contact person (for example the ENplus® Programme Manager) who shall:

- a) be fluent in English;
- b) be an employee of the ENplus® certification body and ENplus® testing body;
- c) retain the qualification of ENplus® inspector, except the inspection experience (in the case of the **ENplus® certification body**);
- d) be responsible for communication with **ENplus® International Management** and the relevant **ENplus® National Licensor**;
- e) be responsible for dissemination of information from **ENplus® International Management** and the relevant **ENplus® National Licensor** amongst the relevant personnel of the **ENplus® certification body** and **ENplus® testing body**.

7.3.1.2 The **ENplus® certification body** and **ENplus® testing body** shall respond to **ENplus® International Management / the ENplus® National Licensor's** requests for information/documentation and/or actions relating to the ENplus® certification in a timely manner as specified by **ENplus® International Management / ENplus® National Licensor**.

7.3.2 Training of personnel of the ENplus® certification body and ENplus® testing body

7.3.2.1 The inspectors performing the ENplus® inspections for the **ENplus® certification body** shall participate in an ENplus® training and workshops that are organised or recognised by **ENplus® International Management** as required by ENplus® ST 1002. The inspectors shall be fluent in the language in which the training is provided.

For new inspectors, the two-year period for participation in ENplus® workshop starts with an initial ENplus® training session in which the inspector participated.

7.3.2.2 **ENplus® International Management** may request additional training of inspectors of those certification bodies where additional evaluations within the CIP show a low-quality level of performed inspection activities.

7.3.3 Collection of Information

7.3.3.1 The **ENplus® certification body** and **ENplus® testing body** shall provide **ENplus® International Management** or the relevant **ENplus® National Licenser** with information and documentation identified in **Table 2** through the **ENplus® Certification Platform** or other means specified by **ENplus® International Management**.

● **Table 2**

Information / documentation collected by ENplus® International Management or the relevant ENplus® National Licenser

Information / document type	Certification/ testing body	Periodicity	Detail
Information relating to the received application for certification	ENplus® certification body	Before the inspection but no later than two (2) weeks from the receipt of application.	The scope of information is defined by ENplus® International Management
Information on the certified company	ENplus® Certification body	Each time information is amended or updated	The scope of information is defined by ENplus® International Management.
Conformity report	ENplus® certification body	After the decision on certification has been made but prior to the issuing of the certified documentation. No later than 1 month after completion of surveillance and re-certification inspections.	The conformity report template is defined by ENplus® International Management.
Information on issued certificates	ENplus® certification body	No later than one (1) week post issuance of the certified documentation. Each time the scope or validity of the issued ENplus® certificate is amended or updated (no later than one (1) week post decision)	To include a copy of the certificate.
Testing report	Testing body	Upon request	
Other information (as per 7.3.1)	ENplus® certification body / ENplus® testing body	Upon request	Information as requested by ENplus® International Management or the relevant ENplus® National Licenser.

7.3.3.2 **ENplus® International Management** and **ENplus® National Licensers** shall register the collected information on the **ENplus® Certification Platform**.

7.3.4 Review of the conformity reports

7.3.4.1 ENplus® International Management / the ENplus® National Licensor shall perform a review of all of the **ENplus® certification body's** conformity reports for **companies** that are located in their respective country(ies). The review shall be focused on:

- a) completeness of the report;
- b) conformity of the certification process with ENplus® ST 1002;
- c) compliance with training requirements for inspectors; and
- d) justification of conformity and management of **non-conformities**.

NOTE: The conformity report produced by the **ENplus® certification body** also includes related inspection and laboratory reports.

7.3.4.2 ENplus® International Management and the **ENplus® National Licensor** shall register the results of the review of the conformity reports in the ENplus® Certification Platform. Upon request, the **ENplus® National Licensor** shall provide the **ENplus® International Management** with access to primary information and documents.

7.3.5 Witness assessments of ENplus® certification bodies

7.3.5.1 ENplus® International Management shall conduct onsite witness assessments of **ENplus® certification bodies** based on an annual plan. This annual plan shall include a list of certification bodies as well as a list of those ENplus® certified **companies** that will be covered by the witness assessment.

7.3.5.2 The annual plan shall be prepared using the following criteria:

- a) It shall cover all **ENplus® certification bodies** that were listed in the last year;
- b) It shall cover at least 20 % of all **ENplus® certification bodies**;
- c) It shall include at least one ENplus® certified **company** per selected **ENplus® certification body**;
- d) It shall cover certification activities of both, the **producer** and **trader**;
- e) It shall include **ENplus® certification bodies** where the previous year's CIP assessment recorded unsatisfactory results. Refer to [Table 5](#), classification 1 and 2.

7.3.5.3 ENplus® International Management can create additions to the annual plan where suspicion of **non-conformities** with ENplus® requirements exist or whereby ENplus® requirements have been violated based on received **complaints**, customer reports, and / or testing reports of products collected from the market or from other sources.

7.3.5.4 Whereby a witness assessment takes place in a country with an **ENplus® National Licensor**, **ENplus® International Management** shall inform and co-operate with the respective **ENplus® National Licensor**. Upon request, the **ENplus® National Licensor** in question shall provide **ENplus® International Management** with necessary assistance regarding the planning and performance of the witness assessment.

7.3.5.5 The **ENplus® certification body** shall provide the necessary assistance regarding the planning and performance of the witness assessments. The **ENplus® certification body** shall ensure that the assessor has sufficient access to the facilities and information of the relevant **ENplus® certification body** and ENplus® certified **company**.

7.3.6 Testing of products collected from ENplus® certified companies and the market

7.3.6.1 ENplus® International Management shall prepare an annual plan for the collecting of samples of ENplus® certified pellets that may include:

- a) ENplus® certified **companies** selected for witness assessments (see 7.3.5);
- b) other ENplus® certified **companies**;
- c) the market.

7.3.6.2 ENplus® International Management shall ensure the collecting and testing of pellet samples that are identified in the plan.

7.3.6.3 Where the collecting of pellet samples takes place in a country with an **ENplus® National Licensor**, the **ENplus® National Licensor** shall provide **ENplus® International Management** with the necessary assistance in the planning and conducting of collecting pellet samples.

7.3.6.4 For the laboratory test, **ENplus® International Management** shall commission another **ENplus® testing body** that has not been involved in the certification process of the ENplus® certified **company** in question.

7.3.6.5 Where additional testing of pellets is planned and conducted by the **ENplus® National Licensor** as the national initiative, **ENplus® International Management** and the **ENplus® National Licensor** shall co-operate in planning and performing the testing activities. The **ENplus® National Licensor** shall inform **ENplus® International Management** about the results of the testing activities.

7.3.6.6 Any **non-conformity** found in the testing of products shall be communicated by **ENplus® International Management** to the relevant ENplus® certified **company** and/or **ENplus® certification body** / **ENplus® testing body** for further investigation and implementation of corrective and preventive measures.

7.4 Evaluation and reporting principles

7.4.1 ENplus® International Management shall ensure that the evaluation of each of the CIP elements (see 7.1) shall be performed by personnel or bodies possessing adequate knowledge and competences of the ENplus® certification scheme.

● Table 3

Competencies and qualification of bodies performing the CIP activities

CIP activity	Responsible body	Competence and knowledge requirements
Communication	ENplus® International Management , the ENplus® National Licensors	No specific knowledge or competences required
Training	The ENplus® trainer appointed by ENplus® International Management	Expert in the pellets industry

Collection of information	ENplus® International Management or the relevant ENplus® National Licenser	No specific knowledge or competences required
Evaluation of the conformity reports	ENplus® International Management or the relevant ENplus® National Licenser	Knowledge on the ENplus® scheme, participation in ENplus® training
Witness assessments	ENplus® International Management , ENplus® assessor	ENplus® assessor: Participation in the the ENplus® inspector's training and workshop, and ENplus® specific knowledge and skills (ENplus® ST 1002); the ENplus® assessor shall be impartial to the assessed certification body.
Collection and testing of pellets	ENplus® International Management A body collecting the samples; ENplus® testing body	A body collecting the samples: A body or an individual with training for collection of samples. The ENplus® testing body

7.4.2 The CIP activities shall be recorded. The content of the CIP related records is shown in [Table 4](#).

● **Table 4**

CIP reporting requirements

CIP activity	Record content	Periodicity
Communication	Description and evidence on violation of communication requirements Classification of evaluation results Proposal for sanctions	A record is made in cases whereby violation of the communication requirements has occurred (see 7.3.1)
Training	A list of trained inspectors per ENplus® certification body	Record update after each training
Collection of information	Description and evidence on violation of data collection requirements Classification of evaluation results Proposal for sanctions	A record is made in cases whereby violation of the communication requirements has occurred (see 7.3.1)
Evaluation of the conformity reports	Record on review of conformity reports	A review record is made for each conformity report submitted by the ENplus® certification body
Witness assessments	Witness assessment report	A report is prepared for each witness assessment
Testing of products	Laboratory report of the ENplus® testing body	A laboratory report is requested for each test and this test is used by ENplus® International Management to

	Record on testing of products	create a record on the testing of pellets.
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7.4.3 The relevant **ENplus® certification body** or **ENplus® testing body** shall be informed about the results of the CIP evaluations that result in classification 1 and 2 (see [Table 5](#)).

7.4.4 Where the CIP evaluation is conducted by an **ENplus® National Licensor**, the **ENplus® National Licensor** shall inform **ENplus® International Management** of the results on annual basis. The CIP evaluations that result in classification 1 and 2 (see [Table 5](#)), including the implementation of corrective / preventive measures, shall be reported to **ENplus® International Management** immediately.

7.4.5 The CIP records/reports that include any proposal for sanctions shall be reviewed by the EPC Board of Directors.

7.4.6 For each **ENplus® certification body** and **ENplus® testing body**, **ENplus® International Management** shall prepare a summarised annual CIP report that covers all elements of the CIP.

7.5 Classification of ENplus® certification and testing body's performance

7.5.1 Evaluation of the **ENplus® certification body's** and **ENplus® testing body's** performance for each CIP element (see [7.3](#)) shall result in the performance classification as per [Table 5](#).

● **Table 5**

CIP classification of ENplus® certification body and ENplus® testing body's performance

Classification	Description	Procedures
1	Unacceptable performance which puts the overall competency of the ENplus® certification body / ENplus® testing body in question. This includes serious infringements of ENplus® requirements that is systemic, showing deliberate and/or repeated ignorance or negligence.	<p>The ENplus® certification body / ENplus® testing body requires immediate action (with a deadline set by ENplus® International Management at the ENplus® certification body / ENplus® testing body level and where required at the certified company's level.</p> <p>The ENplus® certification body / ENplus® testing body is requested to report on corrective/preventive actions taken within a specified deadline.</p> <p>The ENplus® certification body's / ENplus® testing body's conformity and corrective/preventive actions are verified by additional assessments, where necessary.</p>
2	Poor or inadequate performance with immediate need for improvement. No evidence of fraud or systemic failure, deliberate and/or repeated ignorance or negligence.	<p>The ENplus® certification body / ENplus® testing body is requested to define corrective and preventive measures to improve its performance.</p> <p>An additional assessment is scheduled within the next 12 months.</p>
3	Good and acceptable performance. Minor issues or observation found without the need for corrective actions	<p>No further actions required</p> <p>ENplus® certification body / ENplus® testing body remains part of future assessments.</p>

4	Superior level of performance and implementation of ENplus® requirements.	No further actions required The ENplus® certification body / ENplus® testing body remains a part of future assessments.
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7.6 Sanctions relating to the CIP

7.6.1 Following the results of the evaluations taken from elements of the CIP (see 7.3) and implementation of corrective/preventive measures by the **ENplus® certification body / ENplus® testing body**, the following sanctions shall be applied in a stepwise approach.

7.6.2 Where the **ENplus® certification body / ENplus® testing body** also operates the ENplus® certification activities in Germany, **ENplus® International Management** informs **DEPI** about the applied sanctions.

● Table 6

CIP Sanctions

Step	Type of sanction	Description	Actions concerning the CAB activities
Step 1	1 st Warning	Decided by ENplus® International Management (the EPC Secretariat) in the case of non-conformities of ENplus® requirements; where the ENplus® certification body / ENplus® testing body does not respond to requests for corrective and/or preventive actions or requests have not been implemented on time.	No actions
Step 2	2 nd Warning	Decided by ENplus® International Management (the EPC Secretariat) where the ENplus® certification body / ENplus® testing body does not respond to the 1 st warning or where it does not implement measures stipulated in the 1 st warning.	The ENplus® certification body / ENplus® testing body is requested to pay part or full costs associated with the follow up assessment activities. This is decided by ENplus® International Management (the EPC Secretariat).
Step 3	Temporary suspension of the ENplus® listing contract	Decided by ENplus® International Management (the EPC Board of Directors on recommendation of the Technical Committee) where the 2 nd warning has been ignored or measures taken (by the ENplus® certification body / ENplus® testing body) have not been implemented in time or are not sufficient. The decision will be announced via the official ENplus® website and communicated to the respective certified companies . The temporary suspension will only be eradicated when sufficient evidence exists and all non-conformities have been met by the ENplus® certification body / ENplus® testing body .	The certification body is not allowed to issue any new ENplus® certificates and/or re-issue the ENplus® certificates. The ENplus® testing body is not allowed to carry out the ENplus® testing activities for new clients and within the re-certification process. The ENplus® certification body / ENplus® testing body shall inform its clients about the suspension of the ENplus® listing and consequences of subsequent termination. The ENplus® certification body / ENplus® testing body is requested to pay in part or in full costs

		testing body and confidence in future conformity with ENplus® requirements has been seen.	associated with the follow up assessment activities as decided by ENplus® International Management (the EPC Board of Directors).
Step 4	Termination of the ENplus® listing contract	Decided by ENplus® International Management (the EPC Board of Directors based on the recommendation of the Technical Committee) where temporary suspension was not eradicated within a twelve-month period. The decision will be announced via the official ENplus® website and communicated to the respective certified companies .	All ENplus® certificates issued by the ENplus® certification body / ENplus® testing body will no longer be recognised by Bioenergy Europe. The EPC Board of Directors makes decision on a transition period for the recognition of the ENplus® certificates of the ENplus® certification body 's clients. The ENplus® certification body / ENplus® testing body will not be allowed to carry out any ENplus® activities nor make use of its logo in any circumstance. The ENplus® trademark license contracts of the ENplus® certification body 's clients will be terminated or suspended.

8. Complaints and appeals relating to ENplus® listing and CIP

8.1 The **ENplus® certification body** and **ENplus® testing body** may submit a **complaint** or **appeal** to **ENplus® International Management** or the **ENplus® National Licensor** regarding any decision(s) that relates to ENplus® listing and/or the CIP.

8.2 The resolution of the received **complaints** and **appeals** shall follow ENplus® PD 2002.

Annex A. Responsibilities within the ENplus® listing and CIP processes

Activity	Chapter (ENplus PD 2004)	Responsibility		
		ENplus® IM (central function)	ENplus® IM (in countries without NLs)	ENplus® NL
Listing of ENplus® certification bodies and ENplus® testing bodies	1.1, 4	x		
Certification Integrity Programme				
Communication with ENplus® certification bodies and ENplus® testing bodies	7.3.1	x	x	x
Training of inspectors	7.3.2	x		
Collecting of information from certification	7.3.3		x	x
Review of conformity reports	7.3.4		x	x
Witness assessments	7.3.5	x		
Assistance within the witness assessment	7.3.5.4			x
Testing of pellets	7.3.6	x		
Assistance within the pellets collection	7.3.6.3			x
CIP Sanctions	7.6	x		
Complaints	8	x	x	x

ENplus® IM - ENplus® International Management

ENplus® NL - ENplus® National Licenser



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