Requirements for certification and testing bodies operating ENplus® certification

ENplus® ST 1002:2022, first edition

Valid globally, except Germany
Name of the Document: Requirements for certification and testing bodies operating ENplus® certification

Title of the Document: ENplus® ST 1002:2022, first edition

Approved by: European Pellet Council General Assembly

Approval Date: 27.09.2022

Publication date: 01.10.2022

Entry into force date: 01.01.2023

Copyright notice

© Bioenergy Europe 2022

This document is copyright-protected by Bioenergy Europe. This document is freely available from the official ENplus® website (www.enplus-pellets.eu) or upon request.

No part of this document, covered by the copyright, may be changed or amended, reproduced or copied in any form or by any means, for commercial purposes, without the permission of Bioenergy Europe.

The only official version of this document is in English. Translations of this document can be provided by EPC/ Bioenergy Europe or a National Licenser/National Promoting Association. In case of any doubt, the English version prevails.
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 with the following transition period:

a) until 1 January 2024, the certification body shall comply with the ENplus® Handbook, version 3.0 for certificates where conformity is evaluated against the ENplus® Handbook, version 3.0;

b) until 1 January 2024, the certification body shall comply with this document for certificates where conformity is evaluated against ENplus® ST 1001 and ENplus® ST 1003;

c) after 1 January 2024, the certification body shall comply with this document for all ENplus® certifications.

A specific transition period for requirements relating to accreditation requirements is specified in Annex A.

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

Foreword ........................................................................................................................................ 3
Introduction .................................................................................................................................... 5
1. Scope ......................................................................................................................................... 6
2. Normative references ............................................................................................................... 7
3. Terms and Definitions ............................................................................................................. 8
4. General requirements .............................................................................................................. 14
5. Structural requirements ........................................................................................................... 15
6. Resource requirements ............................................................................................................ 16
   6.1 ENplus® certification body personnel .................................................................................. 16
   6.1.1 General ............................................................................................................................ 16
   6.1.2 ENplus® programme manager .......................................................................................... 16
   6.1.3 Inspectors ....................................................................................................................... 16
   6.2 Resources for evaluation ....................................................................................................... 17
7. Process requirements ................................................................................................................ 19
   7.1 General requirements ........................................................................................................... 19
   7.2 Application ........................................................................................................................... 19
   7.3 Evaluation activities .............................................................................................................. 20
   7.3.1 General requirements ....................................................................................................... 20
   7.3.2 Inspection ......................................................................................................................... 20
   7.3.3 Testing ............................................................................................................................... 21
   7.3.4 Non-conformities ............................................................................................................. 21
   7.3.5 Certification report .......................................................................................................... 22
   7.4 Review ................................................................................................................................... 24
   7.5 Certification decision ........................................................................................................... 24
   7.6 Certificate ............................................................................................................................. 24
   7.7 Surveillance ........................................................................................................................... 24
   7.8 Renewal of certification ........................................................................................................ 25
   7.9 Extension of the certification scope ....................................................................................... 25
   7.10 Termination, reduction, suspension, or withdrawal of certification ................................. 25
8. Management system requirements ......................................................................................... 27
   Annex A. Requirements for accreditation of certification, inspection and testing bodies operating the ENplus® scheme ...................................................................................... 28
   Annex B. Requirements for listing of ENplus® certification bodies and ENplus® testing bodies in the ENplus® scheme ................................................................................................. 29
   Annex C. Requirements for the testing of pellets according to the ENplus® scheme ..................... 30
   Annex D. Schedule of inspections ................................................................................................ 32
   Annex E. Certification of a multisite company ........................................................................... 34
   Annex F. Critical business activities and ENplus® certification scope .................................... 37
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 4th major revision of the ENplus® scheme resulted in a comprehensive change in the structure of the ENplus® documentation, in parameters for ENplus® certified pellets and relating processes, and management system requirements.

The requirements within this document are based on ISO 17225-2 with reference to the raw material and product properties.

This document is part of the ENplus® documentation that consists of ENplus® standards, ENplus® guidance documents, as well as ENplus® procedural documents. The following ENplus® standards are an integral part of the ENplus® scheme:

a) ENplus® ST 1001, ENplus® wood pellets – Requirements for companies;

b) ENplus® ST 1002, Requirements for certification and testing bodies operating ENplus® certification (valid globally except Germany);

c) ENplus DE ST 1002, Requirements for certification, inspection and testing bodies operating ENplus certification (valid for Germany, only available in German language);

d) ENplus® ST 1003, Usage of the ENplus® trademarks – Requirements.

The current versions of the ENplus® documentation are published on the official ENplus® website.

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” indicates permission, whereas “can” refers to the ability of, or a possibility open to, a user of this document.

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

This document provides requirements, additional to ISO/IEC 17065 for certification and testing bodies operating certification according to the ENplus® certification scheme outside Germany.

NOTE: Requirements for certification, inspection and testing bodies operating the ENplus® certification scheme in Germany are defined by a Germany specific document adopted by DEPI.
2. Normative references

The following referenced documents are essential for the application of this document as defined in its requirements. 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 1003, Usage of the ENplus® trademarks – Requirements
ENplus® ST DE 1002, Requirements for certification, inspection and testing bodies operating ENplus certification (only available in German language)
ENplus® PD 2004, ENplus® listing of certification and testing bodies
ISO 16948, Solid biofuels - Determination of total content of carbon, hydrogen and nitrogen contents
ISO 16968, Solid biofuels - Determination of minor elements
ISO 16994, Solid biofuels - Determination of total content of sulphur and chlorine
ISO/IEC 17000, Conformity assessment - Vocabulary and general principles
ISO/IEC 17020, Requirements for the operation of various types of bodies performing inspection
ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories
ISO/IEC 17065, Conformity assessment - Requirements for bodies certifying products, processes and services
ISO 17225-1, Solid biofuels - Fuel specifications and classes - Part 1: General requirements
ISO 17225-2, Solid biofuels - Fuel specifications and classes - Part 2: Graded wood pellets
ISO 17828, Solid biofuels - Determination of bulk density
ISO 17829, Solid Biofuels - Determination of length and diameter of pellets
ISO 17831-1, Solid biofuels - Determination of mechanical durability of pellets and briquettes - Part 1: Pellets
ISO 18122, Solid biofuels - Determination of ash content
ISO 18125, Solid biofuels - Determination of calorific value
ISO 18134, Solid biofuels - Determination of moisture content
ISO 18846, Solid biofuels - Determination of fines content in quantities of pellets
ISO 19011, Guidelines for auditing management systems
ISO 21404, Solid biofuels - Determination of ash melting behaviour
ISO 21945, Solid biofuels –Simplified sampling method for small scale applications
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 bag design owner

The company permitted by the ENplus® scheme management to use the bag design.

NOTE: The ENplus® ID of the bag design owner is displayed in the bag design.

3.3 bagged pellets

Pellets in a packaging unit that protects 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.

3.4 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.

3.5 bulk pellets

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

NOTE: Bulk pellets also includes pellets in big bags.

3.6 certification scope

The range or characteristics of the object of the conformity assessment covered by the ENplus® certificate, including quality class of ENplus® certified pellets, a company’s activities (producer, trader, or service provider) and critical business activities, sites, and service providers covered by the ENplus® certification.

[source: modified from ISO/IAC 17000]

3.7 company

An entity that implements the requirements of ENplus® ST 1001.
3.8 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.

3.9 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].

3.10 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.

3.11 ENplus® certification body

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

3.12 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.

3.13 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.

3.14 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.

3.15 ENplus® inspection body

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

NOTE: An inspection body can be an organisation, or part of an organisation.

[source: modified from ISO 17025]

3.16 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.
3.17 **ENplus® logo**

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

\textbf{NOTE:} The use of the \textit{ENplus® logo} is described in ENplus® ST 1003.

3.18 **ENplus® National Licenser**

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

\textbf{NOTE:} Contact details for \textit{ENplus® National Licensers} are available by country on the official ENplus® website.

3.19 **ENplus® quality class logo**

A distinctive graphic referring to the ENplus® quality classes.

\textbf{NOTE:} The use of the \textit{ENplus® quality class logo} is described in ENplus® ST 1003.

3.20 **ENplus® quality seal**

A distinctive graphic referring to the ENplus® quality classes consisting of the \textit{ENplus® logo}, \textit{ENplus® quality class logo} and unique \textit{ENplus® ID}.

\textbf{NOTE:} The use of the \textit{ENplus® quality seal} is described in ENplus® ST 1003.

3.21 **ENplus® scheme management**

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

\textbf{NOTE:} Contact details for the \textit{ENplus® scheme management} are available by country on the official ENplus® website.

3.22 **ENplus® service sign**

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

\textbf{NOTE:} The use of the \textit{ENplus® service sign} is described in ENplus® ST 1003.

3.23 **ENplus® testing body**

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

[source: modified from ISO 17020]

3.24 **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.

3.25 **large-scale delivery**

A delivery of \textit{bulk pellets} to a customer other than the \textit{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.

3.26 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:

a) tested pellets that are not meeting one or more of the required values;

b) 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.

3.27 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.

3.28 multisite company

An organisation which is identified in having a central function relating to pellet production or trade (normally and hereafter referred to as a ‘central office’). Here certain activities relating to quality management are planned, controlled, and managed within a network of local offices or branches (sites) at which such activities are fully or partially carried out.

NOTE 1: Typical cases of a multisite company are:

a) a producer with a network of production sites, storage sites, delivery trucks, and/or sales offices that are a part of a single legal entity or are separate legal entities but with the managerial control by the legal entity of the producer;

b) a trader with a network of other traders with or without delivery trucks, storage sites, or/and sales organisations that are a part of a single legal entity or are separate legal entities but with the managerial control by the legal entity of the certified trader;

c) a company outsourcing activities to a service provider without a valid ENplus® certification.

NOTE 2: Eligibility criteria applicable to a multisite company are defined in ENplus® ST 1001, chapter 4.

3.29 non-conformity

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

3.30 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.
3.31 **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.

3.32 **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*.

3.33 **revision**

Introduction of all necessary changes to the substance and presentation of a normative document.

**NOTE:** The results of the *revision* are presented by issuing a new edition of the normative document ([ISO/IEC Guide 2](#)).

3.34 **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.

3.35 **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).

3.36 **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](#)).

3.37 **suspension of the certificate**

Temporary invalidation of the statement of conformity for all, or part of the specified *certification scope*.

[source: modified from ISO 17000]

3.38 **trade of bulk pellets without physical contact**
Trading in **bulk pellets** that takes ownership of the pellets but does not have physical possession of the pellets.

**NOTE 1:** “Physical possession” is defined as having physical control of the pellets either directly or through a contracted **service provider** or another subcontractor.

**NOTE 2:** An entity conducting the trade without physical contact can use **ENplus® trademarks** either based on its own ENplus® certification or based on written permission from the ENplus® certified **company** as defined in ENplus® ST 1003.

**NOTE 3:** Trading without physical contact as an ENplus® certified **company** is defined as a critical business activity (see **Annex F**).

### 3.39 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**.

### 3.40 transport vehicle

A machine that transports wood pellets. Vehicles include motor vehicles, railed vehicles (trains), or watercraft (water vessels).

### 3.41 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**.

### 3.42 withdrawal of the certificate

Revocation / cancellation of the certificate.

[source: modified from ISO 17000]
4. General requirements

4.1 All the requirements given in chapter 4 of ISO/IEC 17065 apply.

4.2 The ENplus® certification body shall carry out the ENplus® certification within the scope of valid accreditation described in Annex A of this standard.

4.3 The ENplus® certification body shall be listed by ENplus® International Management in accordance with Annex B.

4.4 The ENplus® testing body shall carry out the testing of pellets as part of the ENplus® certification within the scope of valid accreditation described in Annex A of this standard.

4.5 The ENplus® testing body that carries out the testing of pellets as part of the certification process shall be listed by ENplus® International Management in accordance with Annex B.

4.6 The ENplus® certification body shall inform the company that it is obliged to provide information to the relevant ENplus® scheme management or another organisation appointed by the ENplus® scheme management that is necessary for the governance of the ENplus® scheme. In compliance with the ISO/IEC 17065 requirements relating to confidentiality, the ENplus® certification body shall have written consent of the company for the information disclosed to the ENplus® scheme management or another organisation. Where the ENplus® certification body collects and transfers to the ENplus® scheme management personal data, the ENplus® certification body shall provide the company with a data protection notice, which sets forth the details about the personal data physical persons linked to the relevant company that the ENplus® certification body and the ENplus® scheme management process.

4.7 The ENplus® certification body shall conduct the certification activities in a language agreed between the ENplus® certification body and the company. The following documentation shall be available in English or in a relevant language of the relevant ENplus® national licensor:

a) the ENplus® certification body’s procedures and documentation relating to the ENplus® scheme (see Management system requirements);

b) information transmitted to the ENplus® scheme management (see 7.2.2);

c) testing and conformity reports;

d) certification document.
5. **Structural requirements**

All the requirements given in chapter 5 of ISO/IEC 17065 apply.
6. Resource requirements

All the requirements given in chapter 6 of ISO/IEC 17065 apply.

6.1 ENplus® certification body personnel

6.1.1 General

6.1.1.1 The ENplus® certification body shall ensure that all personnel carrying out key activities relating to the ENplus® conformity assessment (e.g. application review, inspection, testing, review, certification decision, and monitoring of personnel competences and performance) have the relevant and appropriate knowledge and competencies corresponding to these activities and to the ENplus® scheme.

6.1.2 ENplus® programme manager

The ENplus® certification body shall appoint a programme manager with overall responsibilities for the ENplus® scheme. The programme manager shall:

a) be fluent in English;
b) be an employee of the ENplus® certification body;
c) retain the qualification of ENplus® inspector;
d) be responsible for communication with the relevant ENplus® scheme management and for dissemination of information from the ENplus® scheme management amongst the relevant personnel of the ENplus® certification body.

6.1.3 Inspectors

6.1.3.1 General requirements

6.1.3.1.1 Inspectors shall have the personal attributes, knowledge, and skills stipulated in 7.1, 7.2.1, 7.2.2, 7.2.3.2 and 7.2.3.4 of ISO 19011.

6.1.3.1.2 The ENplus® certification body shall ensure compliance with 6.1.3 for its own inspectors as well as for inspectors working under a subcontracted inspection body.

6.1.3.2 Education

6.1.3.2.1 The ENplus® certification body shall ensure that inspectors have the knowledge corresponding to at least a tertiary level education that includes (or is supplemented with) courses relating to the forest-based sector or related industries such as the chemical and engineering sector. The requirement does not apply to inspectors that had been conducting ENplus® inspections prior to the publication date of this document.

NOTE: The term “forest-based sector or related industries” includes activities relating to manufacturing, transport, distribution, or transport and storage of forest-based products, including wood chips.

6.1.3.2.2 The education relating to forest-based or related industries including that of both the chemical and engineering sector can be substituted with evidence of work experience within these sectors. In such circumstances, the ENplus® certification body shall demonstrate the equivalent required education.
6.1.3.3 ENplus® training and workshops

6.1.3.3.1 Inspectors shall participate in the initial ENplus® training programme that is recognised by ENplus® International Management before conducting the ENplus® inspection activities.

6.1.3.3.2 Following the initial ENplus® training (6.1.3.3.1), inspectors shall participate at least once every two years in the ENplus® workshop that is recognised by the ENplus® International Management.

6.1.3.4 Work experience

6.1.3.4.1 For a first qualification of an inspector, the ENplus® certification body shall ensure that the inspector has a minimum of three (3) years full time experience in forest-based or related industries such as the chemical or engineering sector. Where the candidate inspector does not have the minimum three years’ experience, the certification body shall provide training on topics described in 6.1.3.5.2.

6.1.3.5 Inspection experience

6.1.3.5.1 For a first qualification of an inspector, the ENplus® certification body shall ensure that the inspector has performed three (3) ENplus® inspections under the leadership of a qualified inspector (“inspections in-training”). The inspection in-training shall cover inspection of a producer and inspection of a trader if relevant to the scope of the ENplus® certification body’s or inspector’s activity.

NOTE: Only on-site inspections will be accepted based on ENplus® specific knowledge and skills.

6.1.3.5.2 The ENplus® certification body shall ensure that inspectors demonstrate the ability to apply knowledge and skills in the following areas:

a) terminology relating to the pellets industry, specifications of the pellets quality, quality management system, its auditing and measurement processes;
b) methodology in taking samples for determination of pellets specifications;
c) processes, equipment, raw materials, additives, process cycles, maintenance, logistics, organisation workflow, working practices, shift-scheduling, organisational culture, leadership, behaviour, and other issues specific to the pellet sector;
d) requirements of the ENplus® scheme, including its structure and governance.

6.1.3.5.3 When the inspector is only responsible for the collection of samples for testing based on D.4, the ENplus® certification body shall ensure that the inspector:

a) participates in the ENplus® certification body’s training on the ENplus® scheme;
b) has sufficient knowledge and skills related to the methodology in taking samples for determination of pellets specifications.

6.2 Resources for evaluation

6.2.1 The ENplus® certification body performing evaluation activities, either with its internal resources, or with other resources under its direct control, shall:

a) carry out inspection activities in compliance with ISO/IEC 17020 and this document;
b) carry out testing activities by an ENplus® testing body according to ISO/IEC 17025.
6.2.2 The **ENplus® certification body** shall only outsource evaluation activities to an **ENplus® inspection body** that is accredited in accordance with **Annex A** of this **standard**.

6.2.3 The **ENplus® certification body** shall only outsource testing activities to an external **ENplus® testing body** for specific testing activities in accordance with **Annex B**.
7. Process requirements

All the requirements given in chapter 7 of ISO/IEC 17065 apply.

7.1 General requirements

7.1.1 The ENplus® certification body shall use ENplus® ST 1001 to define the relevant scope for the company applying for the ENplus® certification (see d)). The ENplus® certification body shall not exclude activities and processes from the scope of certification when those activities and processes can have an impact on compliance with the requirements of ENplus® ST 1001 and the quality of the pellets covered by the scope of the certification.

7.1.2 The certification scope may include the ENplus® certification of a multisite company. The ENplus® certification body shall follow Annex E specifying ENplus® requirements for a multisite certification.

7.1.3 The ENplus® certification body shall make use of forms designed and provided by the ENplus® scheme management, e.g. the conformity report.

7.2 Application

7.2.1 The ENplus® certification body shall require the applicant company to provide the following information and forms that are necessary to evaluate and decide upon the scope of certification:

a) the company’s contact details, legal status;

b) the name and contact information of the company’s quality manager and his/her substitute (if any);

c) a summary of the company’s business model with identification of the critical business activities (ENplus® ST 1001, Annex B);

d) a list of transport vehicles for small-scale delivery, production lines, storage sites, and bagging stations;

e) a list of service providers and their engagement in critical business activities, including a list of their bagging sites, storage sites, and transport vehicles for the small-scale delivery;

f) an application for the usage of the ENplus® trademark license;

g) an application for the approval of the ENplus® bag design.

NOTE 1: The application form is defined by ENplus® International Management.

NOTE 2: The application for the usage of the ENplus® trademark license (bullet point f) and approval of the ENplus® bag design (bullet point g)) is submitted through the ENplus® certification platform.

7.2.2 The ENplus® certification body shall provide the relevant ENplus® scheme management with information received as a part of the application (see 7.2.1) before the start of the inspection and no later than two weeks from the receipt of the complete application.
7.2.3 As part of the application review, the ENplus® certification body shall verify with the relevant ENplus® scheme management whether the applicant company has been previously ENplus® certified with outstanding non-conformities or been involved in ENplus® trademarks fraud. Where this is the case, the ENplus® certification body shall take that information into consideration during the application review and evaluation activities. The ENplus® certification body shall respect any eligibility conditions for the company’s certification that were decided by the relevant ENplus® scheme management.

7.3 Evaluation activities

7.3.1 General requirements

The ENplus® certification body shall perform the following evaluation activities (as applicable):

a) inspection of the client’s equipment, facilities, processes, and management system and collection of samples for testing, including any site of a multisite company;
b) testing activities in case of pellets production and bagging (both producers and traders).

7.3.2 Inspection

7.3.2.1 The ENplus® certification body shall perform inspection activities in compliance with ISO/IEC 17020 and Annex D. The inspection shall include:

a) the collection of a sample of pellets for each ENplus® quality class and diameter for testing purposes and for determining conformity with the product requirements of ENplus® ST 1001 (applies to production and bagging of pellets), and for the purposes of evaluation regarding the efficiency of the company’s own internal control methods and results.
b) evaluation of the company’s conformity with requirements of ENplus® ST 1001; including evaluation of the company’s complaint management;
c) evaluation of the company’s conformity with the requirements on the use of ENplus® trademarks (see ENplus® ST 1003);
d) validation of the production and trading data submitted to the ENplus® certification body and to the relevant ENplus® scheme management.

7.3.2.2 During the on-site inspection, the certification body shall inspect a randomly-selected sample of transport vehicles for small-scale delivery to end-users to evaluate compliance with ENplus® ST 1001. The size of the sample shall be the square root of the total number of the transport vehicles.

7.3.2.3 A sample of bulk pellets shall be collected for each quality class and diameter. The sample shall be collected at the next possible point after the production process (either bulk loading station or after the last sieve before store) in compliance with ISO 21945. The sample shall be sealed and delivered to the ENplus® testing body for testing activities.

7.3.2.4 For the purposes of testing the bagged pellets, the certification body shall collect a pellet bag for each quality class and diameter. Where possible, pellet bag(s) shall be collected directly from the bagging machine. The unopened pellet bag(s) shall be delivered to the ENplus® testing body for testing activities.
7.3.2.5 Where pellets of all ENplus® quality classes are not available on-site during the surveillance inspection or an additional annual collection of samples (D.4), the ENplus® certification body shall at least collect and test a sample of pellets of the highest ENplus® quality class in the company’s certification scope. All quality classes and diameters of sold pellets shall be tested at least annually. The certification body shall consider collection of additional sample(s) during the certification cycle where different input material has significant impact on pellets quality.

7.3.2.6 When conducting an inspection of a company operating a loading station where separation of fines is required (see ENplus® ST 1001), a sample of bulk pellets shall be collected after the separation of fines and the content of fines shall be tested on-site during the inspection.

7.3.2.7 As part of a closing meeting, the inspector shall communicate the preliminary results of the inspection, including identified non-conformities. The final results of the inspection, including findings, evidence, and conclusion on compliance with all applicable ENplus® requirements, shall be documented in the inspection report. The inspection report can be integrated in the conformity report (see 7.3.5).

7.3.3 Testing

7.3.3.1 The ENplus® certification body shall carry out laboratory tests on samples of final products by an ENplus® testing body that has a valid accreditation for the performed tests. The laboratory tests shall be carried out separately for each ENplus® quality class included in the certification scope and cover all parameters defined in ENplus® ST 1001, A.1. In case of different diameters, separate laboratory tests shall be made for the following parameters:

a) length and diameter;
b) mechanical durability;
c) fines;
d) moisture;
e) bulk density;
f) net calorific value.

Where the company is producing both bulk and bagged pellets and is bagging its own produced pellets, a single laboratory test may be carried out based on a sample of bulk pellets taken from the production (see 7.3.2.3) for all parameters, except for the content of fines.

NOTE: Relevant testing standards are shown in Annex C.

7.3.3.2 The results of testing shall be documented in a laboratory report and shall become available as part of the conformity report. The laboratory report shall be provided to the company without delay.

7.3.4 Non-conformities

7.3.4.1 The ENplus® certification body shall identify major non-conformities, minor non-conformities, and observations. The ENplus® certification body shall require the company to analyse the cause and describe specific corrective and preventive actions planned or taken, to eliminate detected non-conformities, within a defined time.
7.3.4.2 Where the non-conformity pertains to the compliance with the pellet parameters included in ENplus® ST 1001, A.1, the ENplus® certification body shall not resolve the non-conformity by collecting and testing a new sample without proper analysis of the cause of the non-conformity, and implementation and verification of specific corrective and preventive actions (see 7.3.3.1 and 7.3.4.4).

7.3.4.3 The ENplus® certification body shall confirm the planned corrective actions and their timetable defined by the company to determine if these are acceptable.

7.3.4.4 The ENplus® certification body shall verify implementation of any corrective action taken and its effectiveness through an on-site verification, new testing activities, and / or based on a review of documentation provided by the company. The ENplus® certification body shall justify the applied means of the verification. The new testing activities may only cover the non-conforming parameters.

7.3.4.5 The ENplus® certification body shall apply the following principles in the resolution of the major non-conformities whereby:

a) the major non-conformity identified in the initial and recertification inspections / testing shall be corrected and the correction verified by the ENplus® certification body prior to the (re)certification decision;

b) the major non-conformity identified during the surveillance or additional inspection / testing shall be corrected with the correction verified by the ENplus® certification body no later than three months from the date of surveillance and / or additional inspection / testing;

c) the major non-conformity that has not been corrected, or where the implementation of said corrective action has been ineffective within the defined period (see 7.3.4.4, b)) shall result in suspension or withdrawal of the certification.

7.3.4.6 The ENplus® certification body shall apply the following principles in the resolution of the minor non-conformities whereby:

a) the minor non-conformity identified in the initial inspections / testing shall be corrected and the correction verified by the ENplus® certification body prior to the certification decision;

b) the minor non-conformity identified in surveillance, recertification, or additional inspections / testing, shall be corrected by the date set by the ENplus® certification body (see 7.3.4.3). The date shall be set prior to the date of the next surveillance, or recertification inspection;

c) the correction shall be verified by the ENplus® certification body no later than during the next surveillance, or recertification inspection. The minor non-conformity that has not been corrected, or for which the corrective action has been ineffective, shall be classified as a major non-conformity.

7.3.5 Certification report

7.3.6 The ENplus® certification body shall prepare a conformity report consisting of both the inspection and laboratory reports that shall provide an accurate, concise, and clear record of the evaluation activities to enable an informed certification decision to be made. The conformity report shall be prepared in English or the language of the relevant ENplus® national licenser. The conformity report shall follow the form developed by ENplus® International Management and shall include the following:

a) identification of the ENplus® certification body, the ENplus® testing body, and other bodies sub-contracted for the evaluation activities;
b) the name, legal address and office address of the company, address of the company’s production site, the company’s management representative, the company’s contact person and the company’s quality manager;

c) products covered by the ENplus® certification, including the quality classes and diameter for bagged or bulk pellets;

d) summary of the company’s business model with identification of critical business activities (see Annex F);

e) list of transport vehicles for small-scale delivery and their technologies and the countries in which their use is allowed;

f) list of countries with small-scale delivery;

g) list of production lines, storage sites, bagging stations, service providers, and other sites of a multisite company and their engagement in the critical business activities;

h) production and / or trading figures of the company for the previous calendar year (total production/trading and ENplus® certified pellets by the ENplus® quality class, bulk, and bagged pellets);

i) information on raw materials and additives used by the company;

j) the type of evaluation (i.e. initial inspection, surveillance inspection, recertification inspection, or additional inspections/testing);

k) the inspection and testing criteria as defined in ENplus® ST 1001;

l) the inspection / testing scope. Particularly identification of organisational, functional units, or processes inspected at the time of the inspection / testing;

m) identification of the inspector, inspection team members and its leader, the person or team responsible for testing, and any accompanying persons;

n) identifications of the company’s employees that participated in the inspection;

o) the dates and places where the inspection activities (on-site or off-site, permanent, or temporary sites) were conducted;

p) inspection / testing findings, evidence, and conclusions, consistent with the requirements of ENplus® requirements;

q) used ENplus® bag designs whether approved or not;

r) a summary of complaints received by the company since the last inspection;

s) identified non-conformities and observations, including:

1. the cause of the non-conformities;

2. corrective actions taken or planned to be taken that have been accepted by the ENplus® certification body, including timetable for their implementation;

3. means and time of verification of the corrective actions and their justification;

4. identification of whether the non-conformity has been resolved or not.

t) evaluation of previously identified non-conformities and implementation of corrective actions;

u) significant changes, if any, that affect the processes and management system of the company since the last inspection took place;

v) results of the review process, including date and person responsible (see 7.4);

w) a recommendation as to grant, extend, or reduce the scope of, suspend, or terminate the certification together with any conditions or observations (as a part of the review, 7.4);

x) the certification decision, including date and person responsible (see 7.5);
7.4 Review

7.4.1.1 The ENplus® certification body shall review the conformity report (see 7.3.6, a-v) and document recommendation for the certification decision (see 7.3.6, w-x) no later than three months from the date of the inspection or additional collection of samples for testing. The reviewed conformity report shall be provided to the company without delay.

7.5 Certification decision

7.5.1 The ENplus® certification body shall provide the relevant ENplus® scheme management with the reviewed conformity report (see 7.3.6, a-x). In the case of initial certification, it shall be provided before issuing the certification document.

7.6 Certificate

7.6.1 The ENplus® certification body shall issue the certification document after it receives the company’s ENplus® ID issued by the relevant ENplus® scheme management.

7.6.2 The certification document shall include the following information:

a) the name and address of the ENplus® certification body;
b) the date of when certification was granted;
c) the name, legal and office address of the company;
d) the company’s ENplus® certification seal or ENplus® service sign which holds the ENplus® ID issued by the relevant ENplus® scheme management;
e) the certification scope, including:
   1. a statement on whether the company is a producer, trader, or service provider;
   2. ‘critical business activities’ as defined in Annex F;
   3. pellet conformity with the quality class as defined in ENplus® ST 1001, including the diameter of the pellets;
   4. ENplus® ST 1001 and ENplus® ST 1003 as the applicable certification requirements;
   5. in case of a multisite company: sites, any service providers, any addresses that differ from that of the company’s address (see b));
f) the term of validity, or expiry date of certification;
g) accreditation number and symbol of the relevant accreditation body.

NOTE 1: Where appropriate, the certification document may consist of the main document and an annex.

NOTE 2: A separate certificate shall be issued for the producer, trader, and service provider.

7.6.3 The certification shall be granted for three years.

7.6.4 The ENplus® certification body shall immediately provide the certification document to the said company as well as providing a copy of the issued certification document to the relevant ENplus® scheme management.

7.7 Surveillance
7.7.1 The ENplus® certification body, in compliance with 7.3, 7.4 and 7.5, shall carry out:

a) an annual surveillance evaluation in years without recertification. The regular surveillance inspections should be conducted annually in a period of 6 months prior to the date relative to the issuance of the certificate;

b) one additional unannounced annual collection of samples and testing of pellets.

NOTE: Justifiable reason for deviation from the six (6) month period for inspection is for example seasonal production or availability of specific pellets quality on-site.

7.7.2 Inspections and testing shall be carried out as per schedule in Annex D.

7.8 Renewal of certification

7.8.1 The ENplus® certification body shall conduct an evaluation and review in compliance with 7.3 and 7.4 prior to renewal of certification. The recertification inspection shall be conducted before the certificate expires but not more than six (6) months before the expiry date.

7.8.2 If the ENplus® certification body has not completed the recertification inspection, or if the certification body is unable to verify corrections and corrective actions for any major non-conformity prior to the expiry date of the certification, then recertification shall not be granted and the validity of the certification shall not be extended.

7.8.3 Following the expiration of certification, the ENplus® certification body can issue a new certificate within 6 months, provided that any outstanding recertification activities are complete. Otherwise, a new evaluation shall be conducted.

7.8.4 Inspections and testing shall be carried out in accordance with the schedule in Annex D.

7.9 Extension of the certification scope

7.9.1 The ENplus® certification body shall only extend the ENplus® certification scope after evaluation and review is conducted in compliance with 7.3 and 7.4, and Annex D of this document.

NOTE: The certification scope is defined in chapter 7.6.2 d) of this document.

7.9.2 The extension of the certification scope may be conducted in conjunction with the surveillance evaluation or thereafter an additional inspection. Inspections and testing shall be carried out in accordance with the schedule in Annex D.

7.10 Termination, reduction, suspension, or withdrawal of certification

7.10.1 The ENplus® certification body shall immediately inform the relevant ENplus® scheme management regarding any changes and / or amendments in the validity of the ENplus® certification and its certification scope (termination, reduction, suspension, or permanent withdrawal of certification).

7.10.2 Following the termination, suspension, or withdrawal of certification, the ENplus® certification body shall ensure that the company stops the use of the ENplus® trademarks.
7.10.3 Where the use of ENplus® trademarks (ENplus® ST 1003) is suspended or terminated in conjunction with the company’s ENplus® trademark license, the ENplus® certification body shall immediately suspend or withdraw the certification.
8. Management system requirements

All the requirements given in chapter 8 of ISO/IEC 17065 apply.

8.1 The ENplus® certification body shall investigate and resolve complaints relating to its certification activities in accordance with ISO/IEC 17065. Where the complaint relates to an ENplus® certified company and its conformity with the certification requirements, the ENplus® certification body shall:

a) refer the complainant to the ENplus® certified company as the first instance responsible for addressing the complaint, and forward the complaint to the ENplus® certified company based on the complainant’s permission to disclose its content;
b) advise the complainant that it will investigate the complaint where the complainant is not satisfied with the results of the complaint process of the ENplus® certified company;
c) consider the received complaints about the ENplus® certified company and results of the complaint process of the ENplus® certified company as a part of its surveillance or recertification activities;
d) directly investigate the complaint that includes information about possible fraudulent, misrepresentative, or other activities of the ENplus® certified company that is inappropriate to their certification and usage of the ENplus® trademarks. The ENplus® certification body shall consider the need to treat the complaint confidentially and not to disclose the identity of the complainant to the ENplus® certified company.

8.2 The ENplus® certification body shall investigate and resolve complaints that relate to the ENplus® certification body’s certification activities, including conformity of an ENplus® certified company with the ENplus® requirements. The ENplus® certification body shall communicate the results of the complaints’ resolution to the relevant ENplus® scheme management.
Annex A. Requirements for accreditation of certification, inspection and testing bodies operating the ENplus® scheme

Normative

A.1  ENplus® certification bodies

A.1.1  The ENplus® certification body performing the ENplus® certification shall have a valid accreditation issued by a national accreditation body that is a signatory to the multilateral agreement for product certification of the European co-operation for Accreditation (EA) or the International Accreditation Forum (IAF).

A.1.2  The scope of the ENplus® certification body’s accreditation shall explicitly cover the standards of the ENplus® certification scheme.

A.1.3  The scope of the ENplus® certification body’s accreditation shall also include ISO/IEC 17065 and other requirements against which the ENplus® certification body has been assessed.

A.2  ENplus® inspection bodies

A.2.1  Where the ENplus® certification body outsources inspection activities to an external ENplus® inspection body, the ENplus® inspection body shall have valid accreditation issued by a national accreditation body that is a signatory to the multilateral agreement for inspection of the European co-operation for Accreditation (EA), or International Laboratory Accreditation Cooperation (ILAC).

A.2.2  The scope of the ENplus® inspection body’s accreditation shall explicitly cover the ENplus® standards of the ENplus® certification scheme.

A.2.3  The scope of the ENplus® inspection body’s accreditation shall include ISO / IEC 17020 and other requirements against which the ENplus® inspection body has been assessed.

A.3  ENplus® testing bodies

A.3.1  The ENplus® testing body performing testing activities relating to the ENplus® certification scheme shall have valid accreditation issued by a National Accreditation Body that is a signatory to a multilateral agreement of the European co-operation for Accreditation (EA) or International Laboratory Accreditation Cooperation (ILAC).

A.3.2  The scope of the ENplus® testing body’s accreditation shall include ISO / IEC 17025 and other requirements against which the ENplus® testing body has been assessed.

A.3.3  The scope of the ENplus® testing body’s accreditation shall explicitly cover the relevant ISO standards for the performed tests of pellets.

A.4  Transition period

A.4.1  For ENplus® certification bodies and ENplus® inspection bodies, the transition period for the accreditation requirements as defined in this annex is set up until 1 January 2025.

A.4.2  Until 1 January 2025, the ENplus® certification bodies and ENplus® inspection bodies can comply either with the accreditation requirements specified in the ENplus® Handbook, version 3.0, or in this annex.

A.4.3  After 1 January 2025, all ENplus® certification bodies and ENplus® inspection bodies shall comply with the accreditation requirements specified in this annex.

---

1 The relevant properties to be tested and the related testing standards are shown in Annex C.
Annex B. Requirements for listing of ENplus® certification bodies and ENplus® testing bodies in the ENplus® scheme

Normative

B.1 The ENplus® certification body operating the ENplus® certification shall be listed by ENplus® International Management.

NOTE: The procedures for listing of ENplus® certification bodies are defined in ENplus® PD 2004.

B.2 The ENplus® testing body performing testing activities relating to the ENplus® certification scheme shall be listed by ENplus® International Management.

NOTE: The procedures for listing of ENplus® testing bodies are defined in ENplus® PD 2004.
Annex C. Requirements for the testing of pellets according to the ENplus® scheme

Normative

C.1 The following ISO standards in Table 1 shall be used when testing the compliance of pellets with the product requirements of the ENplus® scheme stated in ENplus® ST 1001. For undated references the latest edition of the referenced document (including any amendments) applies.

C.2 Any deviation from the testing standards listed in Table 1, being either an alternative ISO / CEN standard, or testing body’s internal method, shall be approved by ENplus® International Management.
Table 1
Testing standards for individual parameters of pellets’ quality

<table>
<thead>
<tr>
<th>Property</th>
<th>Testing standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diameter</td>
<td>ISO 17829</td>
</tr>
<tr>
<td>Length</td>
<td>ISO 17829</td>
</tr>
<tr>
<td>Length distribution and mass ≤ 10 mm</td>
<td>ENplus® GD 3003</td>
</tr>
<tr>
<td>Moisture</td>
<td>ISO 18134</td>
</tr>
<tr>
<td>Ash</td>
<td>ISO 18122</td>
</tr>
<tr>
<td>Mechanical Durability</td>
<td>ISO 17831-1</td>
</tr>
<tr>
<td>Coarse fines (3,15 mm ≤ FP &lt; 5,6 mm)</td>
<td>Analysis based on ISO 18846 using sieves with 3,15 mm and 5,6 mm round-holes</td>
</tr>
<tr>
<td>Fines (&lt; 3,15 mm)</td>
<td>ISO 18846</td>
</tr>
<tr>
<td>Net Calorific Value</td>
<td>ISO 18125</td>
</tr>
<tr>
<td>Particle density</td>
<td>ISO18847</td>
</tr>
<tr>
<td>Bulk Density</td>
<td>ISO 17828</td>
</tr>
<tr>
<td>Nitrogen</td>
<td>ISO 16948</td>
</tr>
<tr>
<td>Sulphur</td>
<td>ISO 16994</td>
</tr>
<tr>
<td>Chlorine</td>
<td>ISO 16994</td>
</tr>
<tr>
<td>Ash Deformation Temperature</td>
<td>ISO 21404</td>
</tr>
<tr>
<td>Arsenic</td>
<td>ISO 16968</td>
</tr>
<tr>
<td>Cadmium</td>
<td>ISO 16968</td>
</tr>
<tr>
<td>Chromium</td>
<td>ISO 16968</td>
</tr>
<tr>
<td>Copper</td>
<td>ISO 16968</td>
</tr>
<tr>
<td>Lead</td>
<td>ISO 16968</td>
</tr>
<tr>
<td>Mercury</td>
<td>ISO 16968</td>
</tr>
<tr>
<td>Nickel</td>
<td>ISO 16968</td>
</tr>
<tr>
<td>Zinc</td>
<td>ISO 16968</td>
</tr>
</tbody>
</table>

NOTE 1: The results are considered conforming if the value reported by the laboratory is within the specified limit.

NOTE 2: ISO 18846 will be replaced by ISO 5370.

NOTE 3: Ash Deformation Temperature: ash is produced at 815 °C.
**Annex D. Schedule of inspections**

**Normative**

**D.1** The **ENplus® certification body** shall conduct the initial, annual surveillance and recertification inspections onsite, except cases defined in **D.2**.

**D.2** The **ENplus® certification body** may conduct remote inspections in the following cases:

a) surveillance inspections of a **trader** of **bulk pellets**;

b) inspections (initial, surveillance and recertification) of a **trader** of **bulk pellets** without physical contact with the pellets that is not contracting a **service provider**;

c) inspections (initial, surveillance and recertifications) of a **trader** with **bagged pellets** that is not operating a bagging station (including bagging by a **service provider**);

d) surveillance inspections of the **service provider** performing:
   1. **small-scale delivery** of **bulk pellets**;
   2. storage of **bulk pellets** from which pellets are delivered to end-users.

e) inclusion of additional storage sites to the scope of a **multisite company** according to **E.3.6.2**.

**NOTE:** The critical business activities are defined in **Annex F**.

**D.3** The **ENplus® certification body** shall define effective techniques for the remote inspection and request the **company** to provide all necessary documentation to allow remote inspection to be conducted, providing confidence in the conformity with the **ENplus® certification requirements**, including (where applicable):

a) documentation relating to the facilities and technical equipment (updated data sheets);

b) documentation on training of personnel;

c) documentation on quality control and measurements (where applicable);

d) documentation on **complaints** management;

e) documentation on mass balance account, received and outgoing goods;

f) documentation related to the correction of **non-conformities**;

g) documentation related to the investigation and resolution of **complaints**.

**D.4** The **ENplus® certification body** shall conduct one additional unannounced annual collection of samples and testing of pellets in the case of:

a) **producers**;

b) **traders** with bagging activities;

c) **ENplus® certified service providers** with bagging activities.

The sampling of pellets shall follow **7.3.1** and **7.3.2**.

**NOTE 1:** The term “unannounced” means that the activity is not announced to the **company** earlier than 48 hours before it takes place.

**NOTE 2:** The certification body may apply different organizational arrangements for collection of samples (e.g. sampling during video calls) provided that time, method, and collection itself remain under the certification body’s control.
D.5 The ENplus® certification body shall conduct one additional inspection when extending the scope of the certification following the requirements for initial inspection. The certification body may conduct remote inspections in cases defined in D.2.

D.6 The ENplus® certification body may conduct additional inspections in conjunction with verification regarding the corrections of non-conformities or investigation of complaints or appeals.
Annex E. Certification of a multisite company

E.1 Introduction

This annex is for the ENplus® certification of a company with a network of sites to ensure that the certification provides adequate confidence in the conformity of the company and all sites covered by the ENplus® certification.

E.2 Eligibility criteria for a multisite company

E.2.1 The certification body shall evaluate eligibility of the multisite company based on requirements in ENplus® ST 1001.

E.2.2 The multisite company shall be identified and certified separately for activities covered by the term “producer”, “trader” and “service provider”.

E.3 Requirements for the certification body

E.3.1 General

The ENplus® certification body shall provide information to the multisite company about the eligibility criteria laid down in this document before starting the evaluation process and shall not proceed with the evaluation if any of the eligibility criteria for the multisite company are not met. Prior to the evaluation process, the ENplus® certification body shall inform the multisite company that the certificate will not be issued if during the evaluation, non-conformities in relation to these eligibility criteria are found.

E.3.2 Contract review

E.3.2.1 The ENplus® certification body’s procedures shall ensure that the initial contract review identifies the complexity and scale of the activities that are subject to the ENplus® certification.

E.3.2.2 The ENplus® certification body shall identify the central function of the multisite company that is its contractual partner for the performance of the certification. The agreement shall allow the ENplus® certification body to carry out the certification activities at all sites of the multisite company.

E.3.2.3 The ENplus® certification body shall apply to the relevant ENplus® scheme management for approval of the eligibility of the multisite company.

E.3.3 Evaluation

E.3.3.1 The ENplus® certification body shall have documented procedures to deal with evaluations of the multisite company ensuring compliance with this document. Such procedures, including documentation and records review, on-site inspections, etc., shall establish the way the ENplus® certification body satisfies itself, inter alia, ensuring the ENplus® certification requirements are applicable to all sites and met.

E.3.3.2 If more than one inspection team is involved in the evaluation of the multisite company, the ENplus® certification body shall designate a unique inspection leader whose responsibility is to consolidate the findings from all the inspection teams and to produce a synthesis report.

E.3.4 Non-conformities
E.3.4.1 When non-conformities are found at any individual site, either through the multisite company's internal control, investigation of complaints, or from the evaluation by the ENplus® certification body, an investigation shall take place to determine whether the other sites may be affected. Therefore, the ENplus® certification body shall require the multisite company to review the non-conformities to determine whether they indicate an overall deficiency applicable to all sites or not. If they are found to do so, corrective action should be performed both at the central office and at the individual sites. If they are found not to do so, the multisite company shall be able to demonstrate to the ENplus® certification body the justification for limiting its follow-up action.

E.3.4.2 The ENplus® certification body shall require evidence of these actions. Where the sampling of sites is applied (see E.3.6), the ENplus® certification body shall increase its sampling frequency until control has been re-established.

E.3.4.3 At the time of the decision-making process, the requirements for resolving non-conformities in this document shall be applied to the multisite company.

E.3.4.4 Unless in justified circumstances, it shall not be admissible that, in order to overcome the obstacle raised by the existence of a non-conformity at a single site, the client organisation seeks to exclude the ‘problematic’ site from the scope during the certification process.

E.3.5 Certificates

E.3.5.1 One single certificate shall be issued with the name and address of the central office of the multisite company, separately for producer, trader, and service provider activities. A list of all the sites that the certificate relates to shall be issued, either on the certificate itself or in an appendix, or as otherwise referred to in the certificate. The certification scope or other reference on the certificate shall make clear that the certified activities are performed by the network of sites in the list. If the individual sites are conducting different tasks, and processes as defined by ENplus® ST 1001 (including differentiation between the producer, trader, and service provider's tasks), this shall be clearly stated in the certificate and any appendix for the individual sites.

E.3.5.2 The certificate will be withdrawn in its entirety, if the central office or any of its sites do not fulfil the necessary ENplus® requirements in maintaining the certificate and do not successfully resolve identified non-conformities.

E.3.5.3 The list of sites shall be kept updated by the ENplus® certification body following the requirements for reduction or extension of the certification scope of this document. To this effect, the ENplus® certification body shall request the organisation to inform it about the closure, establishment, or change in activities of sites. Failure to provide such information shall be considered by the ENplus® certification body as a misuse of the certificate and it will act consequently as per the procedures.

E.3.5.4 Additional sites can be added to an existing certificate as the result of surveillance / recertification activities or additional evaluations. The ENplus® certification body shall have a procedure for the addition of new sites.

E.3.6 Sampling during evaluations

E.3.6.1 The ENplus® certification body shall conduct the evaluation of all sites of the multisite company in accordance with Annex D. In the case of production lines and bagging lines, the ENplus® certification body shall collect samples from all the sites and conduct testing of pellet quality separately for each site and in compliance with 7.3.1 and 7.3.2.

E.3.6.2 The ENplus® certification body may apply sampling of storage sites for end-user delivery only for recertification and surveillance inspections provided that:
a) all storage sites are inspected on-site at least once during the certification cycle; and

b) no additional storage site is added to the existing certificate without an on-site or remote inspection. Where the storage site was added based on a remote inspection, the site shall be inspected on-site as a part of the next surveillance inspection.

E.3.7 **ENplus® scheme management**

In the case of an international multisite company, the relevant ENplus® scheme management is the ENplus® scheme management of the country where the central office of the multisite company is situated.
### Annex F. Critical business activities and ENplus® certification scope

Table 2 provides information on critical business activities that are covered by the ENplus® certification scope.

#### Table 2
Critical business activities included in the certification scope

<table>
<thead>
<tr>
<th>Certification scope</th>
<th>Critical Business Activities</th>
<th>Critical business activities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Always included in the certification scope</td>
<td>Only included in the scope after inspection</td>
</tr>
<tr>
<td>Producer</td>
<td>Production</td>
<td>Bagging and trade of <strong>bagged pellets</strong> (from its own production)</td>
</tr>
<tr>
<td></td>
<td><strong>Large-scale delivery</strong> of pellets (from its own production)</td>
<td>Storage of pellets (B2C, from its own production)</td>
</tr>
<tr>
<td>Trader of bulk pellets</td>
<td>Procurement of pellets</td>
<td>Storage of pellets (B2C)</td>
</tr>
<tr>
<td></td>
<td><strong>Trade of bulk pellets without physical contact</strong></td>
<td><strong>Small-scale delivery</strong> of pellets</td>
</tr>
<tr>
<td></td>
<td><strong>Large-scale delivery</strong> of pellets</td>
<td></td>
</tr>
<tr>
<td>Trader of bagged pellets</td>
<td>Procurement of pellets</td>
<td>Bagging of pellets</td>
</tr>
<tr>
<td></td>
<td><strong>Trade of bagged pellets</strong> (where the trader is the <em>bag design owner</em>)</td>
<td></td>
</tr>
<tr>
<td>Trader of bulk pellets</td>
<td>Procurement of pellets</td>
<td>Storage of pellets (B2C)</td>
</tr>
<tr>
<td>without physical contact</td>
<td><strong>Trade of bulk pellets without physical contact</strong></td>
<td></td>
</tr>
<tr>
<td>Service provider</td>
<td></td>
<td><strong>Storage of pellets (B2C)</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bagging of pellets</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Small-scale delivery</strong> of pellets</td>
</tr>
</tbody>
</table>

**NOTE 1:** Storage of pellets (B2C) means storage of **bulk pellets** in a facility from which the pellets are delivered to the end-user.

**NOTE 2:** Only traders of **bagged pellets** that are the *bag design owners* are eligible for the ENplus® certification.
We are a world-leading, transparent, and independent certification scheme for wood pellets. From production to delivery, we guarantee quality and combat fraud along the entire supply chain.