



Newsletter

July 2018



Dear pellet professionals,

The few months that have passed since our last newsletter have seen remarkable developments for ENplus®. First and perhaps most importantly, the steady growth of the scheme was confirmed, with projections for 2018 showing a record 10 million tonnes of certified pellets to be produced by the end of the year. Breaking this highly symbolic milestone confirms more than ever ENplus® as the world-leading certification for wood pellets.

In the face of such success, our certification keeps developing. Last June for instance, our website received a tremendous facelift, and it now offers a modern and instinctive experience for all users. The publication of our bag design guidelines earlier this year is yet another example of the vitality of ENplus®, just as the training and workshops we organise regularly, the new bodies constantly joining the scheme, etc.

Lastly, this newsletter provides an update on our efforts in tackling fraud, that keep on yielding results truly essential in maintaining the reputation and value of the ENplus® seal.

I wish you all a pleasant read!

Eric Vial
President of EPC

CERTIFICATION IN NUMBERS



456
PRODUCERS



385
TRADERS



3
SERVICE PROVIDERS

9,7 Mt
2017 certified production

10 Mt
2018 certified production (estimation)



BAG DESIGN GUIDELINES

The approval of bag designs has now become a pivotal element of the ENplus® scheme. We have released detailed guidelines laying down the requirements for this process in a clear and simple way.

[Read more...](#)



NEW TESTING BODY

One new laboratory based in Poznan, Poland has been approved to work on ENplus® in 2018. Welcome to Instytut Technologii Drewna (Wood Technology Institute).

[More information...](#)



NEW ENplus® WEBSITE

The new version of the ENplus® website has been launched in June. Focused on user experience, it has been designed and organised to provide an intuitive access to all information.

[Discover it...](#)



NEW ENplus® VIDEO

We just released our latest promotional video about ENplus® presenting 5 figures that make it the world-leading certification for wood pellets.

[Watch the video...](#)



15th AUDITORS TRAINING

The 15th ENplus® Auditors Training will be held on 5-6 November in Vienna, Austria.

For more information and registration, please send an email to :

enplus@pelletcouncil.eu



AUDITORS WORKSHOP

The workshop is organised primarily for the auditors of inspection bodies that perform ENplus® audits of pellet production plants and trader and service providers facilities.

[Read more...](#)

FRAUD MANAGEMENT



524
CASES SOLVED

58%

Marketing fraud

The unauthorised use of ENplus® in communication material remains the type of fraud with the highest percentage.

26%

Product misuse

The fraudulent use of the ENplus® seal on pellet bags is the second most common type of fraud handled.

11%

Certificate falsifications

The third type of fraud most commonly observed is the falsification of ENplus® certificates.

[LEARN MORE ABOUT FRAUD](#)

Frequently asked questions

Approval of a bag design

Certified companies displaying their ENplus® ID number on the bags have to make sure that they have an official approval of each bag label from the competent management. This approval and the use of only approved bags is checked and confirmed by ENplus® auditors.

Certified service providers

Certified service providers may offer services related to **transport, storage, delivery** and **bagging** of bulk pellets. Certified producers and certified traders can offer the services mentioned above to other companies without an additional service provider certification. They can nonetheless apply for a voluntary one if they want to be listed as well as certified service providers.

Non-certified service providers shall be declared to the competent management as well as the concerned certification body and shall be controlled as a part of the certified company's inspection.

Self-monitoring

Certified companies are required to implement a **regular self-monitoring** of pellet quality. All testing methods shall be checked and **validated during the on-site inspection** by the ENplus® inspector. More frequent tests or additional tests may be ordered by the inspection or certification body in case of doubts concerning the pellet quality.

Complaint management

Every certified company has to implement a **system for complaint management** and to have a complaint manager in place (preferably the Quality Manager). This person will be responsible for the registration, process, documentation and monitoring of customer complaints including corrective and preventive actions.

Suspended companies

Certified companies that are being **suspended** for different reasons (e.g. problems with the quality of the pellets, non-payment, temporarily not producing, not having the annual inspection on time) are not allowed to advertise their products as certified until the suspension is lifted. Depending on the gravity of the issue that led to the suspension, the certification body may request for an inspection to be performed before reinstating the certificate.

