

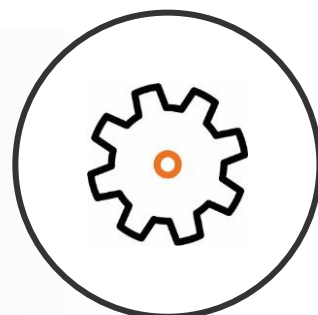


The world-leading
Wood pellet certification

ENplus® Standard

*Requirements for certification and
testing bodies operating ENplus®
certification*

ENplus®ST 1002:2022, 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 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.

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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 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 **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.

3.18 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**.

3.19 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.

3.20 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.

3.21 ENplus® scheme management

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

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

3.22 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.

3.23 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 **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**.

3.26 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 licensor**. 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 pellets¹.

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

Property	Testing standard
Diameter	ISO 17829
Length	ISO 17829
Length distribution and mass ≤ 10 mm	ENplus® GD 3003
Moisture	ISO 18134
Ash	ISO 18122
Mechanical Durability	ISO 17831-1
Coarse fines (3,15 mm ≤ FP < 5,6 mm)	Analysis based on ISO 18846 using sieves with 3,15 mm and 5,6 mm round-holes
Fines (< 3,15 mm)	ISO 18846
Net Calorific Value	ISO 18125
Particle density	ISO 18847
Bulk Density	ISO 17828
Nitrogen	ISO 16948
Sulphur	ISO 16994
Chlorine	ISO 16994
Ash Deformation Temperature	ISO 21404
Arsenic	ISO 16968
Cadmium	ISO 16968
Chromium	ISO 16968
Copper	ISO 16968
Lead	ISO 16968
Mercury	ISO 16968
Nickel	ISO 16968
Zinc	ISO 16968

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

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

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.



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