

ENplus®

Quality Certification Scheme for Wood Pellets

Title	General Regulation Quality Certification Scheme for Wood Pellets
Acronym	GR - ENplus®
Revision	00
Date	23 MAY 2019

DRAFTING:

ROBERTO LIMONGELLI

(QUALITY ASSURANCE MANAGER)

STEFANO D'ANDREA

(SCHEME MANAGER)

APPROVED BY THE DIRECTORATE GENERAL

SANDRO LIBERATORI

(DIRECTOR)

23/05/19	00	New issue following transfer of accreditation ownership from ENAMA to ENAMA SERVIZI Servizi S.r.l.
Date	Rev.	Description (modified parts are highlighted by a side bar)

CONTENT

1. PREFACE	3
2. NORMATIVE REFERENCES	3
3. REQUIREMENTS AND DUTIES ON THE CUSTOMER	3
4. CERTIFICATION SCHEME	5
5. RENEWAL OF THE CERTIFICATE.....	8
6. SUSPENSION AND CANCELLATION OF THE CERTIFICATE.....	9

1. PREFACE

This document describes the rules and responsibilities related to the certification process on a voluntary basis of product, process and service (hereafter "product") of wood pellets. The following procedure must be followed by both the Customer (the one who requests the ENplus® certification) and ENAMA SERVIZI.

The Customer, upon successful completion of the certification process, receives an ENplus® certificate issued by ENAMA SERVIZI, from which it follows the right to use the ENplus® seal to be affixed in compliance with this Regulation of the licensing agreement for use of the ENplus® seal contracted with the Competent National Management of the ENplus® scheme (in Italy, AIEL), or with the International Management (EPC).

This Regulation supports the ENplus® Handbook "Quality Certification Scheme for Wood Pellets" Version 3.0 August 2015 (hereafter only ENplus® Handbook), which is attached to this regulation.

The ENplus® Handbook is understood as accepted by the Customer upon signing this Regulation.

For all what not expressly indicated in this Regulation, information given in the ENplus® Handbook shall prevail.

ENAMA SERVIZI S.r.l. (hereinafter also called "Enama Servizi") is a Certification Body accredited in Italy according to the ISO/IEC 17065 Standard by the ACCREDIA Accreditation Body, member of the European cooperation for Accreditation (EA). The scope of accreditation includes the Standards ISO 17225-2 and EN 15234-2. ENAMA SERVIZI has been identified as National Certification Body for the ENplus® scheme by AIEL (Associazione Italiana Energie Agroforestali - Italian Association for Agroforestry Energies).

AIEL is the National Management and National Licenser of the ENplus® license.

ENAMA SERVIZI is registered by the International Management of ENplus® (EPC, European Pellet Council) and is listed on the international ENplus® website (www.enplus-pellets.eu) both as a national certification Body for Italy, and as a certification Body competent for all countries without a specific national certification Body (see ENplus® Handbook, Part 1 - Definitions of Terms). ENAMA SERVIZI is registered by the International Management of ENplus® also as an Inspection Body.

2. NORMATIVE REFERENCES

ENplus® Handbook "Quality Certification Scheme for Wood Pellets" rev.3.0, August 2015 (Annex 1)

- Part 1: General
- Part 2: Certification Procedure
- Part 3: Pellet Quality Requirements
- Part 4: Sustainability Requirements
- Part 5: Scheme Organisation
- Part 6: Schedule of Fees

Guidelines "ENplus® G 1:2018"

Guidelines "ENplus® G 2:2018"

3. REQUIREMENTS AND DUTIES ON THE CUSTOMER

The certification of pellets according to the ENplus® scheme can be requested by companies as provided for in the ENplus® Handbook - Part 2, par. 3.2 "Application of Pellet Producers", 4.2 "Application of Pellet Traders" and 5.2 "Application of Service Providers".

In order to be able to obtain and maintain the ENplus® certificate, the customer must comply with and document the application of all applicable requirements laid down in the ENplus® Handbook.

The Customer is obliged to report to ENAMA SERVIZI any judicial proceedings and / or sanctioning measures by competent authorities, in relation to aspects related to the management system subject to certification.

Upon receipt of the application, ENAMA SERVIZI:

- performs the preliminary examination of the submitted documentation;
- informs the Customer of the acceptance of the application or of the reasons for the non-acceptance, requiring if necessary further documentation.

ENAMA SERVIZI, in compliance with ENplus® certification procedures, as a Certification Body, carries out its activity exclusively in those countries where another National Certification Body is not already present. This territorial limitation is not provided for the sole activity of Inspection, as far as to pellet producers only.

The Customer must comply with the following points:

- always comply with ENplus® certification requirements, committing to implement the appropriate modifications when these are communicated and requested by the Certification Body and/or the Competent Management for what is within its competence;
- for ongoing production, make sure that the certified product continues to meet the product requirements;
- adopt all necessary provisions for:
 - conducting assessment and surveillance, including the provision of documentation and records for examination, and access to relevant equipment and personnel;
 - the investigation and management of complaints;
 - the participation of observers, if applicable and/or requested;
- make statements with regard to the ENplus® certification only with reference to the purposes for which the certificate was issued;
- do not use the ENplus® certificate in such a way as to bring discredit to the Certification Body nor do not make statements about the product certification that may be considered incorrect or unauthorized;
- on suspension or revocation of the ENplus® certificate, cease to use all advertising material containing the relative references and return any certification document upon ENAMA SERVIZI request and undertake any other measure requested by ENAMA SERVIZI;
- in providing copies of certification documents to others, these must be reproduced in their entirety or as specified in the certification scheme;
- use the ENplus® certificate only to indicate that the products are certified in compliance with the reference ENplus® Handbook;
- behave in such a way as to ensure that no certificate and/or report, or part of them, is used incorrectly;
- in referring to the certification in the media, such as documents, information material or advertising, behave in accordance with the ENplus® requirements;
- keep a record of all submitted complaints and make such records available to ENAMA SERVIZI, including appropriate actions taken with regard to any defect found in the product and relevant documents;

- inform ENAMA SERVIZI, without delay, of any changes that may affect the ability to meet certification requirements.

4. CERTIFICATION SCHEME

For certification purposes, the suitability of facilities, equipment and production processes, the internal quality monitoring system and quality assurance systems will be checked as specified in the **ENplus® Handbook**.

The certification scheme requires that laboratory tests, if provided for, are carried out at accredited Test Laboratories listed by EPC.

Following inspection, the inspector in charge sends the inspection report to the ENAMA SERVIZI Certification Technical Manager who evaluates its content and, after receiving any clarifications and after making any amendments to it, sends it to the Customer together with the P form for the management of Non-Conformities (NC).

For the management of Non-Conformities, the provisions of the ENplus® Handbook, Part 2, par. 3.3, 4.3, 5.3 shall apply.

Where Non-Conformities have been found, the Customer is asked to indicate on the Form P the methods for resolving them, the corrective actions he intends to undertake and the timing to implement them. Form P must be sent to ENAMA SERVIZI within 30 days from the date of submission of the report.

The evaluation of the corrective actions and of the documentation received from the Customer is the responsibility of the Inspector who has carried out the inspection and who may request any additions to the Customer. Following the positive evaluation by the Inspector of the corrective actions undertaken, the documentation is sent to the Technical Office of ENAMA SERVIZI which will proceed with the evaluation and subsequent Resolution.

Following the successful outcome, ENAMA SERVIZI will transmit the Conformity Report and the related documentation to the Competent Management. The ENplus® Certificate will be issued after receiving from the Competent Management the ID ENplus® number assigned to the Customer.

In case the Customer instructs an Inspection Body accredited according to the ISO/IEC 17020 requirements and listed by EPC for inspection, the inspection report drawn up by this Inspection Body and the corrective actions possibly defined by the Customer and evaluated by the accredited Inspection Body will be examined by the Deliberative Committee whose task is to assess compliance with the ENplus® certification scheme and that the principle of impartiality and uniformity of treatment is respected.

4.1 Application for certification

The Customer who intends to obtain the certification shall make an appropriate certification request, in compliance with the provisions of the ENplus® Handbook Part 2, par. 3.2, 4.2, 5.2, by filling in and sending to ENAMA SERVIZI the Certification Application Form (Form A).

ENAMA SERVIZI examines the appropriateness of the request received on Form A and processes and transmits an offer complete of all information relating to activities and prices based on the fee schedule in force.

In order to proceed with the certification activity, the Customer will also return the contract (CO01), the offer, and the present GR ENplus® Regulation (which includes the ENplus® Handbook as attachment), duly filled in, stamped and signed. When the payment is received, the certification process and compliance with deadlines are started.

4.2 Evaluation activity

For the evaluation activity, please refer to what expressly provided in the ENplus® Handbook, Part 2, par. 3.3, 4.3 and 5.3.

The Customer authorizes the exchange of information and of any documentation that may be necessary to clarify certain requirements regarding the inspection between ENAMA SERVIZI and the Inspection Body possibly responsible for the inspection.

The Customer authorizes ENAMA SERVIZI to send to the competent Management (AIEL as National Management for Italy, EPC as International Management, or other National Management) all information indicated in the ENplus® Handbook, Part 1, Chapter 4 "Flow of information and confidentiality". This information includes the findings of the laboratory report, the inspection report, the conformity report and the certificate, the business-related product graphics, as well as any other element for handling complaints.

In detail, the Conformity Report includes the following information:

- production figures of bulk pellets and bagged pellets;
- storage dimensions;
- information on raw materials and additives;
- information on customer complaints;
- information on type C non-conformities (type A and type B non-conformities must be corrected before the Conformity Report is issued);
- laboratory report and greenhouse gas emission estimation.

Otherwise, it will not be possible to obtain the ENplus® Certificate.

The confidentiality obligations towards the Customer indicated in the ENplus® Handbook, Part 1, Chapter 4 "Flow of information and confidentiality" remain valid.

4.3 Use of the logo ENplus®, certificate, and packaging graphics

As regards the use of the ENplus® seal, of the certificate and of the packaging graphics, refer to what expressly provided in the ENplus® Handbook, Part 2, chapters 2.1, 2.4, 2.5, 3.2 / 5, 4.2 / 5, 5.2 / 5, 3.3, 3.4, 3.5. and in the Guidelines "ENplus® G 1: 2018" and "ENplus® G 2: 2018".

4.4 Validity of certificate

The certificate is valid for 3 years from the date of issue except those cases where any changes occur in the reference standards or in the ENplus® Handbook related to the examined product or in case of changes that make the standard product/process no longer compliant with the certified one or of other significant events of a technical and/or legal nature. In case of change of any ENplus® documentation it will be followed the transition arrangements and period dedicated for any revision of them.

The issued certification only applies to the product subjected to the initial testing activities and compliant with the technical documentation of the evaluated product.

Once the certification has been obtained, the Customer is required to promptly inform in writing ENAMA SERVIZI and the competent Management (AIEL as National Management for Italy, EPC as International Management, or other National Management) of any change he intends to make to the product, to the production and distribution process or to the quality system which could affect product compliance with the standards (ENplus® Handbook Part 2, par. 3.4.9, 4.4.8, 5.4.8 "Reporting Obligations"); on the basis of the information received, ENAMA SERVIZI determines whether:

- a) the changes made do not alter the certification conditions and can be verified during the first Surveillance Audit without further inspection and/or testing;
- b) the changes made alter the certification conditions and therefore verification activities and / or additional tests are required; in this case the verification activity will be subject to a review of the contractual terms or to specific price quotation/offer by ENAMA SERVIZI;

- c) the changes made are such that a new certification is required (see Renewal chapter 5)
- d) it is the case of suspending the use of the ENplus® certificate until ENAMA SERVIZI has notified its consent.

4.5 Surveillance Audits

Surveillance audit is strictly necessary for the control of the certification activity carried out by ENAMA SERVIZI in order to verify whether the certification requirements are maintained by the Customer.

During the validity of the ENplus® certificate, ENAMA SERVIZI carries out a periodic surveillance which can be performed on-site or remotely according to the type of Customer.

ENAMA SERVIZI has the right to carry out all necessary checks in relation to the ENplus® certification procedures to verify compliance by the Customer with all undertaken commitments.

A cost for the surveillance activity is foreseen for the Customer, as reported in the fee schedule and in the offer to the Customer.

4.5.1 Surveillance audits of Producers

For maintaining the certificate, the surveillance audit shall be performed annually within \pm three months relative to the date of initial inspection. The renewal inspection shall be completed before the certificate expires in order to ensure that renewal is concluded before the expiration date; however, it cannot take place before 6 months from the expiring date of the certificate itself.

For details on conducting surveillance visits to Producers, see details set out in the ENplus® Handbook, Part 2, par. 3.2, 3.3.

If the Customer does not allow the surveillance audit to take place within these deadlines, ENAMA SERVIZI may suspend the certificate. At its discretion, ENAMA SERVIZI may request extraordinary inspections.

In case of type A (i.e. of greater entity) or type B non-conformities, ENAMA SERVIZI shall suspend the certificate and, only in case of type A non-conformity, request a second check to be carried out after the adoption of the corrective actions deemed suitable by the Customer. Following correction of Non-Conformities, the suspension will be lifted.

A monitoring activity on a more frequent basis may be requested by ENAMA SERVIZI under certain circumstances due to specific needs (non-conformities identified during successive audits, written complaints verified by ENAMA SERVIZI, etc.); in this case, the Customer is promptly informed of the need for further checks due to possible non-conformities. In some cases, these checks may be unscheduled and unsolicited by the Competent Management as provided for by the ENplus® Handbook (Part 2, par.3.3).

4.5.2 Surveillance audits of Traders

As far as traders are concerned, also in this case the surveillance checks shall take place annually, but they differ depending on the type of Customer, as set out in Part 2, Table 4 of the ENplus® Handbook.

In particular, for traders of bulk pellets with physical contact of the pellets or that have a contact with a service provider (road tankers), an initial on-site inspection is provided for during the certification process and afterwards in the renewal phase every 3 years. Remote inspections will be carried out in the 2nd and 3rd year of each certification period. In the case of traders of bulk pellets without physical contact of the pellets, only remote inspections are provided for, except for the initial inspection.

For traders of pellets in sealed bags with packaging station or that have a contract with a service provider, annual on-site inspections are provided for.

For traders of pellets in bags and/or sealed big bags without physical contact of the product, ENAMA SERVIZI provides for an initial on-site check during the certification process and afterwards remote checks also for renewal.

For details on conducting surveillance visits to Traders, see details set out in the ENplus® Handbook, Part 2, par. 4.3.

4.5.3 Surveillance audits of Service Providers

The surveillance checks of Service Providers are annual and will be carried out with the frequency laid down in Part 2, Table 7 of the ENplus® Handbook.

In particular, for Service Providers carrying out product packaging activities, on-site surveillance audits are provided for. For other types of Service Providers, the initial check and the renewal are provided for on-site, while at the 2nd and 3rd year of certification remote inspection is provided for. For details on conducting surveillance visits to Service Providers, see details set out in the ENplus® Handbook, Part 2, par. 5.3.

4.5.4 Remote Surveillance audits

Remote surveillance audit is carried out without going to the Customer but requiring the latter to provide documentary evidence for the maintaining of the certified requirements.

It is performed in the year in which the on-site surveillance check is not provided for.

ENAMA SERVIZI will ask directly the Customer to send the necessary documentation for the evaluation of:

- a) compliance with certification scheme requirements;
- b) conformity of the distribution process (Statement of absence of modifications to equipment, Form O – Non-Variation Statement);
- c) possible presence of complaints.

ENAMA SERVIZI reserves the right to:

- request documentation supplementing or photos of details, if it considers that there are particularly critical points;
- instruct an Inspector to carry out an on-site surveillance check and activate the specific procedure, in case of any doubts on conformity.

4.5.5 Unscheduled Surveillance audits

ENAMA SERVIZI reserves the right to perform additional checks and/or tests concerning the certified product/process, with a notice of up to a minimum of 2 days, to verify that the conformity conditions are maintained. These checks are generally carried out when ENAMA SERVIZI or the competent Management has valid reasons for requesting them, such as complaints and information about failing in complying with the certification conditions, improper use of the certificate or of the seal, etc. If non-conformities are found, the costs of aforesaid additional verification and/or test activities shall be borne by the Customer. On the contrary, if no non-conformity is found, the costs shall be borne by the applicant (ENAMA SERVIZI or Competent Management).

5 RENEWAL OF THE CERTIFICATE

In the following cases, the certification shall be submitted to a renewal procedure in order to maintain its validity:

1. every three years, at its expiry;

2. because of changes in the reference standards or in the ENplus® Handbook (deemed significant in the opinion of ENAMA SERVIZI) or of other events of a technical and/or legal nature;

Renewal procedure modalities and timing have already been outlined in this Regulation (par. 4.5.1, 4.5.2, 4.5.3).

In the case of renewal procedure activation, ENAMA SERVIZI will send a quote and the new three-year contract.

6 SUSPENSION AND CANCELLATION OF THE CERTIFICATE

6.1 Suspension of the certificate

ENAMA SERVIZI has the right to temporarily suspend the Certificate if:

- the Customer is not in compliance with the payments provided for in the contract;
- the Customer is not in compliance with the payments due for the license to use the ENplus® seal and all relating ENplus® licensing requirements;
- the Customer does not comply with the conditions detailed in this Regulation;
- the Customer is not able to ensure regular performance of surveillance activities nor regular performance of planned verification activities;
- type A and B non-conformities are detected during the surveillance visit;
- the Customer makes improper use of the Seals and/or of the ENplus® Certificate;
- the Customer does not handle complaints correctly;
- the Customer does not correct Non-Conformities within set deadlines;
- the Customer does not inform ENAMA SERVIZI about fundamental facts that may affect the conformity of the product with reference standards;
- the Customer communicates the cessation of production and/or distribution, or because of other reasons.

In case of suspension, ENAMA SERVIZI sends a notification to the Customer containing the motivation and the conditions to which the provision can be withdrawn, as well as the limitations on the use of the certificate and of the certification seal.

If the certificate is suspended, the Customer shall not use the certificate nor shall supply any products bearing the ENplus® seal.

As soon as ENAMA SERVIZI verifies that the Customer has eliminated the causes of suspension, this is lifted, and the Customer is informed; if the suspension persists beyond the deadline indicated in the notification, ENAMA SERVIZI will revoke the Certificate.

The communications of certificate suspension and revocation will be notified also to the Competent Management in order to take appropriate measures to limit the use of the ENplus® seal.

6.2 Cancellation of the certification

ENAMA SERVIZI revokes the Certificate if the causes that led to suspension are not resolved within the deadline indicated in the suspension notification.

Certificate cancellation will be officially notified to the Customer by registered letter or other equivalent means. Starting from the date of revocation, the Customer has the obligation to no longer use the certificate nor any documentation attesting his certification.

In case of cancellation of the certificate, the Customer shall return the old certificates.

If the certificate is revoked, this will no longer appear on the www.enama.it website

The certification withdrawal or cancellation can be made public by ENAMA SERVIZI also through the same website.

ENAMA SERVIZI will inform the Competent Management (AIEL as National Management for Italy, EPC as International Management, or other National Management) of the revocation, and this will be made public on the national and/or international ENplus® website.

For acceptance of the *General Regulation ENplus® Quality Certification Scheme for Wood Pellets (GR ENplus® rev. 00 - /.../ ..)*

(N.B.: any successive amendments to this Regulation will be sent by email and will be published on the ENAMA website)

Attachments:

- By accepting this Regulation, acceptance of the attachment "ENplus® Handbook on Quality Certification Scheme for Wood Pellets - Version 3.0, August 2015 (Italian version: February 2018) is also meant.

Stamp and signature

Date _____
