

<b>Title</b>	<b>General regulations for the certification of solid biofuels</b>
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17/10/19	01	Details on responsibility for laboratory tests (CSI approved 22 10 19; Board of Directors Approved 29 04 20)
23/05/19	00	New issue following transfer of accreditation ownership from ENAMA to ENAMA Servizi S.r.l.
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## 1. INTRODUCTION

This document describes the rules and responsibilities relating to the voluntary certification process for products, processes and services (hereinafter "product") for solid biofuels, including pellets, briquettes, wood and chippings. The following procedure must be observed both by the Client (who has requested the certification) and ENAMA SERVIZI.

The Client, on the positive conclusion of the certification procedure, receives a certificate and has the right to affix the logo ENAMA Agroenergie issued by ENAMA SERVIZI for the products subject to certification under this procedure to the products and informational materials in question.

The purpose of the certification is to supply, with an adequate level of confidence, an independent assurance that the product of an organisation satisfies the requisites of the reference documentation.

## 2. REGULATORY REFERENCES

- UNI EN ISO 17225:2014 – 1 Solid biofuels - Specifications and classification of the fuel – Part 1: General requisites.
- UNI EN ISO 17225:2014 – 2 Solid biofuels - Specifications and classification of the fuel – Part 2: Wood pellets.
- UNI EN ISO 17225:2014 – 3 Solid biofuels - Specifications and classification of the fuel – Part 3: Wood briquettes.
- UNI EN ISO 17225:2014 – 4 Solid biofuels - Specifications and classification of the fuel – Part 4: Chippings.
- UNI EN ISO 17225:2014 – 5 Solid biofuels - Specifications and classification of the fuel – Part 5: Wood.
- UNI EN ISO 17225:2014 – 6 Solid biofuels - Specifications and classification of the fuel – Part 6: Not woody pellets.
- UNI EN ISO 17225:2014 – 7 Solid biofuels - Specifications and classification of the fuel – Part 7: Non woody briquettes.
- UNI EN 15234 - 1 Solid biofuels - Assurance of the fuel's quality – Part 1: General requisites.
- UNI EN 15234 - 2 Solid biofuels - Assurance of the fuel's quality – Part 2: Wood pellets for non-industrial applications.
- UNI EN 15234 - 3 Solid biofuels - Assurance of the fuel's quality – Part 3: Wood briquettes for non-industrial applications.
- UNI EN 15234 - 4 Solid biofuels - Assurance of the fuel's quality – Part 4: Wood chippings for non-industrial applications.
- UNI EN 15234 - 5 Solid biofuels - Assurance of the fuel's quality – Part 5: Wood for non-industrial applications.
- UNI EN 15234 - 6 Solid biofuels - Assurance of the fuel's quality – Part 6: Non woody pellets for non-industrial applications.
- UNI EN 14778 – Solid biofuels – Sampling.
- UNI EN 14780 – Solid biofuels – Preparation of samples.
- UNI EN ISO 9001– Quality system – Requisites.
- UNI EN 14588 – Solid biofuels – Terminology, definitions and description.
- UNI CEI EN ISO/IEC 17065 - Assessment of conformity - Requisites for bodies certifying products, processes and services

### 3. ABBREVIATIONS AND DEFINITIONS

This regulation employs or refers to the following wordings and abbreviations (codes):

PRD:	Product Certification
CAB:	Certification Body
LAB:	Test Laboratory
NC	non-conformity

Type A non-conformities concern non-complying fuel properties and insufficient self- Surveillance tests. The applying/certified company has to find out why the type A non- conformity happened and has to correct it. ENAMA SERVIZI shall decide whether a new inspection is necessary or if the correction of the non-conformity can be proved another way (e.g. by providing photo/video evidence). The certification is NOT granted unless appropriate corrective measures have been adopted. A new inspection may be required to verify their adoption.

Type B non-conformities represent the risk that the product might not meet the specifications consistently (and if not addressed could lead to type A non-conformities) or that the origin of the quality problems could not be detected. Type B non- conformities are listed in the Inspection Report. The applying/certified company has to correct the type B non-conformity. It is up to the Certification Body to set a deadline for correction, the applying/certified company shall send a proof of correction to the Certification Body. Type B non-conformities shall be corrected before the Certificate is issued.

Type C non-conformities are minor deviations that don't pose a risk for the product not to meet the specifications. Type C NC shall be corrected at the latest before the next inspection.

In case the correction of a type A or type B non-conformity is not proven within the deadline, the ENAMA SERVIZI will suspend the certificate and will set a new deadline for correction. If the applying/certified company is not able to perform the correction of a type A or type B non-conformity within the new deadline, its certificate will be revoked.

### 4. CLIENTS' REQUISITES AND OBLIGATIONS

The certification of solid biofuels of agricultural and forestry origin may be requested by any organisation or subject without restriction and without the imposition of any financial or other impediments (pursuant to par. 4.4.1, 4.4.2 and 4.4.3 – EN ISO/IEC 17065). All applications are booked and analysed. Applications must be drawn up with Form A, which will be reviewed by ENAMA SERVIZI within 20 days of reception.

In order to obtain and maintain ENAMA SERVIZI certification, the Client must satisfy and document the application of all applicable requisites envisaged by the reference standards, as well any supplementary requisites specified by ENAMA SERVIZI (see below) and the accreditation agency, as well as the provisions of this document and those to which it refers. The Client must notify ENAMA SERVIZI of any judicial proceedings or sanctions imposed by the competent authorities relating to the management system to be certified.

On reception of the application, ENAMA SERVIZI will:

- run a preliminary review of the submitted documentation.
- notify the Client of its acceptance of the application or the reasons for its refusal, and request any further necessary documentation.

Following a positive review of the application, ENAMA SERVIZI will send the following documentation to the Client: contract (CO 01) including quote, this regulation (RG 01) and the specific disciplinary.

The Client must satisfy the following points (pursuant to UNI CEI EN ISO/IEC 17065 – point 4.1.2.2):

- to always satisfy the certification requisites, agreeing to enact modifications when required by the Certifying Body;
- for current production, make sure that the certified product continues to satisfy the product requisites;
- adopt all necessary measures for:
  - 1) running the assessment and Surveillance, including provision, for purposes of examination, of documentation, registrations and access to the pertinent equipment;
  - 2) review and management of claims;
  - 3) participation of observers, as applicable/required;
- make declarations regarding the certification of solid biofuels only in reference to the purpose for which the certification has been granted;
- not to use the certification of solid biofuels in such a way as to discredit the certifying body nor to make declarations regarding the product certification which ENAMA SERVIZI may consider incorrect or unauthorised;
- following the suspension or revocation of the certification of solid biofuels, to cease using any marketing materials which contain references thereto, to return any certification documents when so requested by ENAMA SERVIZI and to enact any further measures required by ENAMA SERVIZI;
- when submitting copies of certification documents to third parties, said documents must be reproduced in their entirety or as specified in the certification scheme;
- to use the certification of solid biofuels solely to indicate that the products are certified in conformity with specific reference standards;
- to ensure that no certificates or reports, or part thereof, are used incorrectly;
- in referring to certifications in communications, including documents, illustrative materials and publicity, to observe ENAMA SERVIZI's requirements and Biomass plus if applicable;
- to maintain records of all claims and make said records available to ENAMA SERVIZI, including measures taken in response to any defects in the product and their documentation;
- to inform ENAMA SERVIZI without delay of any modifications which may affect the capacity to satisfy the certification requisites.

The Client should allow the access in his offices to the ACCREDIA Inspectors (only as auditor of the behaviour of the ENAMA SERVIZI Inspectors during the verification), also with a notice made 7 working days before the visit. Otherwise the certification cannot be issued or can be suspended or revoked.

## 5. CERTIFICATION SCHEME

The present certification scheme covers the certification of the following solid biofuels: pellets, chippings, briquettes, wood. For the purposes of certification, certain aspects of the production system and management system are inspected as required by specific standards.

The scheme provides that the laboratory analyses, if required, are run by external test laboratories, accredited or qualified by ENAMA SERVIZI itself. ENAMA SERVIZI assumes responsibility for any tests assigned to the external laboratory.

ENAMA SERVIZI will charge its own and external qualified persons with running the inspections (RG 02). Following the inspection, the inspector will send his report to ENAMA SERVIZI for review and, after having received any necessary clarifications and modified it as necessary, ENAMA SERVIZI will send it to the Client, inviting him to report on any corrective measures in response to non-conformities (see Chapter 3).

The Certification Committee will assess the documentation submitted by the Client. Before the Certification Committee's assessment, the documentation will be checked for completeness by an officer who, should it pass this check, will submit it for review.

If any NC's are present, the said officer will inform the Client, who will identify the appropriate corrective measures; these measures will be assessed by ENAMA SERVIZI and if approved, submitted to the Committee. If any serious NC's are encountered (Type A) ENAMA SERVIZI may demand a new inspection.

If the Certification Committee approves, ENAMA SERVIZI will inform the Client and, once the fee has been paid, will issue the certificate. In case of Biomass plus certification it must be also approved the bag design.

If the Client appoints an Inspection Body Accredited in compliance with Standard ISO/IEC 17020, the inspection report produced by this Inspection Body and the corrective actions eventually defined by the client and assessed by the Accredited Inspection Body shall be verified by the Deliberative Committee, which has the task to evaluate the compliance to the certification scheme and impartiality and uniformity of treatment.

### 5.1 Application for certification

The Client applies to ENAMA SERVIZI for certification using Form A, completed and signed by the legal representative.

Form A allows the Client to request that ENAMA SERVIZI handle relations with the test laboratory for analysing the samples of product picked during the inspection by the inspectors.

The test structure must satisfy the requisites of ISO/IEC 17025.

ENAMA SERVIZI reviews the adequacy of the application submitted in Form A, reviews it and in turn submits a bid complete with all information regarding the activities and their cost as indicated in the current price list (TA 00).

To proceed with the certification, the Client must return the contract (CO01), the quotation and this regulation (RG01) completed, stamped and signed, and make the required payment. The certification procedure and schedule starts when the payment is made. Should the Client, before the start of the activity, decide not to proceed, he must observe the terms of the contract (CO01) he has signed.

### 5.2 Assessment of the documentation

This activity consists in assessing the documentation submitted by the inspector to determine whether the documentation conforms with the certification scheme.

This documentation consists of the inspection report and its associated documentation and, if so required, the laboratory analysis of samples of product issued by the Test Laboratory.

ENAMA SERVIZI checks that the documentation is complete, that any NC's identified in the inspector's report are congruent, and that any corrective measures submitted directly to ENAMA SERVIZI are congruent. In case of doubt, ENAMA SERVIZI may request clarification or further information from the inspector. ENAMA SERVIZI also assesses whether the NC's indicated in the report correspond to the evidence given in the report itself and whether they are properly classified, also in relation to analogous NC's encountered in other inspections.

In relation to the NC's, note that Type A NC's may lead to two types of response:

1. Type A NC relating to structural aspects which affect product quality; in this case ENAMA SERVIZI will demand a supplementary inspection;
2. Type A NC relating to documentation; the certification may not be granted until the missing documentation has been reviewed.

In the presence of NC's, ENAMA SERVIZI, before the meeting of the Certification Committee, will inform the Client of the need to identify appropriate corrective measures in Form P.

If the Committee's decision is negative, ENAMA SERVIZI will inform the Client of the need for a further inspection.

If the Committee's decision is positive, ENAMA SERVIZI will issue the certificate.

### 5.3 Issuing the certificate

The certificate is issued on condition that:

- the amount indicated in the signed quote has been paid;
- ENAMA SERVIZI accept, as Certifying Body, the corrective measures and schedule defined by the Client and indicated in Form 05 (NC Form).

#### **The Biomass plus Mark**

As regards the certification of other solid biofuels, ENAMA SERVIZI is the Certifying Body authorised by Aiel to issue the Biomass plus voluntary mark; the ID number accompanying the mark is issued by Aiel (if requested by an Italian company), pursuant to the cited agreements. The Biomass plus mark (and ID number) are included in the ENAMA *Agroenergie* certificate, and its use is regulated by AIEL according to the specific guidelines with which the Client declares he is familiar and accepts when stipulating the contract governing his relations with ENAMA SERVIZI (CO 01).

### 5.4 Validity of the certification

The certification is valid for 3 years from its date of issue unless the reference standards governing the product/process in question are modified, there are modifications which



render the standard product/process no longer conforming with the certificate, or other technical or legal issues arise.

The certificate applies solely to the product/process subjected to the initial testing and conforming to the technical documentation for the assessed product.

Once the certification has been obtained, the Client agrees to promptly inform ENAMA SERVIZI in writing of any modifications to the product, process (production and distribution) or quality system he intends to implement which may affect the conformity of the product with the standards; ENAMA SERVIZI will review the information and determine whether:

- a) the changes in question do not alter the certification conditions and can be verified at the next surveillance Inspection without further verification or testing;
- b) the changes in question alter the certification conditions and supplementary verifications/tests are required; in this case the verification will be subject to review of the contract or quoted/bid for separately by ENAMA SERVIZI;
- c) the changes in question are such as to require a new certification (see Renewal, Chapter 6);
- d) the use of the ENAMA Agroenergie mark and the certificate is to be suspended until ENAMA SERVIZI notifies the Client otherwise.

## 5.5 Surveillance Inspections

surveillance is essential for controlling the certification work of ENAMA SERVIZI.

ENAMA SERVIZI, during the period of validity of the ENAMA Agroenergie certificate, runs regular surveillance to ascertain ongoing observance of the terms of the certification procedures and regulations.

ENAMA SERVIZI may run any verifications it deems necessary in relation to the solid biofuel certification procedures to check the Client's observance of his agreed obligations.

The surveillance activity is charged to the Client at the price given in the solid biofuels certification price list and in the offer to the Client.

### 5.5.1 Surveillance inspection for producers

In order to maintain the certification the surveillance inspection is run annually from the date of issue of the certificate and in any case in a period of  $\pm 3$  months from the date of the first inspection at the client's operational headquarters. If the surveillance check does not respect these times, ENAMA SERVIZI may proceed with the suspension of the certificate. ENAMA SERVIZI and the International Management in case of ENplus® certification, may demand extraordinary inspections at its own discretion.

In case of Type A NC (the most serious), ENAMA SERVIZI will demand a new inspection to be run after adoption of the corrective measures deemed appropriate by the Certifying Committee. In this case, the certificate is suspended.

More frequent controls may be demanded by ENAMA SERVIZI in special circumstances due to particular requirements (NC's identified during subsequent inspections, claims written and verified by ENAMA SERVIZI, etc.); in this case the Client is promptly informed of the need for further verifications due to potential NC's. These may be unscheduled in certain circumstances (5.5.3).



### 5.5.2 Surveillance inspections for Traders

For traders (with bagging station, without bagging station, with delivery vehicles), the surveillance inspection, carried out annually from the date of issue of the certificate, may follow the methods set out in Table 1, 2 and 3.

**Table 1 - Trader with delivery vehicle**

<b>YEAR</b>	<b>Type of inspection</b>	<b>Modality</b>
0	<i>1<sup>st</sup> certification</i>	<i>In field</i>
1 <sup>st</sup>	<i>surveillance insp.</i>	<b>Documental</b>
2 <sup>nd</sup>	<i>surveillance insp.</i>	<b>Documental</b>
3 <sup>rd</sup>	<i>Renewal</i>	<i>In field</i>
4 <sup>th</sup>	<i>surveillance insp.</i>	<b>Documental</b>
5 <sup>th</sup>	<i>surveillance insp.</i>	<b>Documental</b>
6 <sup>th</sup>	<i>Renewal</i>	<i>In field</i>

**Table 2 - Trader with bagging station**

<b>YEAR</b>	<b>Type of inspection</b>	<b>Modality</b>
0	<i>1<sup>st</sup> certification</i>	<i>In field</i>
1 <sup>st</sup>	<i>surveillance insp.</i>	<i>In field</i>
2 <sup>nd</sup>	<i>surveillance insp.</i>	<i>In field</i>
3 <sup>rd</sup>	<i>Renewal</i>	<i>In field</i>
4 <sup>th</sup>	<i>surveillance insp.</i>	<i>In field</i>
5 <sup>th</sup>	<i>surveillance insp.</i>	<i>In field</i>
6 <sup>th</sup>	<i>Renewal</i>	<i>In field</i>

**Table 3 - Trader without bagging station**

<b>YEAR</b>	<b>Type of inspection</b>	<b>Modality</b>
0	<i>1<sup>st</sup> certification</i>	<i>In field</i>
1 <sup>st</sup>	<i>surveillance insp.</i>	<b>Documental</b>
2 <sup>nd</sup>	<i>surveillance insp.</i>	<b>Documental</b>
3 <sup>rd</sup>	<i>Renewal</i>	<b>Documental</b>
4 <sup>th</sup>	<i>surveillance insp.</i>	<b>Documental</b>
5 <sup>th</sup>	<i>surveillance insp.</i>	<b>Documental</b>
6 <sup>th</sup>	<i>Renewal</i>	<b>Documental</b>

To verify the maintenance of the certification requirements, the first surveillance inspection is carried out in field in the case of trader with bagging station or on documental bases in case of trader without bagging station (at the client's operational headquarters) on an annual basis from the date of issue certificate and in any case within a period of  $\pm 3$  months from the date of the first inspection. In the case of trader with delivery vehicle, the first surveillance inspection will be in field if the trader has a bulk pellet storage warehouse and/or a tanker loading system, it will be documental in the case of direct loading at the supplier.

If the surveillance inspection does not meet these deadlines, ENAMA SERVIZI can proceed with the suspension of the certificate.

### 5.5.3 Unscheduled Surveillance inspections

ENAMA SERVIZI reserves the right to do supplementary inspections/tests regarding the certified product/process, with advance warning of at least 2 days, to determine whether the conformity conditions are being maintained. Such inspections are generally run when ENAMA SERVIZI has valid reasons for demanding them, such as claims and reports regarding failures to observe the certification conditions, improper use of the certification or mark, etc. The costs of such supplementary inspections/tests may be charged to the Client if NC's are encountered. On the other hand, if the inspection attests the Client's conformity, ENAMA SERVIZI will bear the expense.

#### **5.5.4 Surveillance inspections on a documentary basis**

This check is carried out without the inspector coming to the customer, but requesting documentary evidence to maintain the certified requirements.

It is carried out in the year in which the field surveillance inspection is not expected.

ENAMA SERVIZI will require the client to send the necessary documentation to evaluate:

- (A) compliance with the requirements of the certification scheme;
- B) conformity of production (Declaration on the lack of plant or process modifications, Module O - Nothing Mutated);
- C) use of the mark and Enama Agroenergie certificate;
- D) eventual complaints.

ENAMA SERVIZI reserves the right to:

- request pictures of particulars if evaluates that there are any particularly critical points;
- if there is any doubts about compliance, assign an Inspector to do a surveillance inspection in field and activate the specific procedure.

## **6 RENEWING THE CERTIFICATE**

The certificate must be renewed if it is to maintain its validity, in the following circumstances:

1. three-years expiration;
2. variation of the reference standards (deemed by ENAMA SERVIZI to be significant) or other legal/technical issues;
3. should the Client makes changes (deemed by ENAMA SERVIZI to be significant) to the product/process relative to that verified during last inspection when the solid biofuels certification was originally issued.
4. modifications to the certification requisites.

In the case 1. three-years expiration; 2 variation of the reference standards (deemed by ENAMA SERVIZI to be significant) or other legal/technical issues e 4. modifications to the certification requisites, the renewal procedure will be started by the Certification Body with a written communication that will be sent, in the three-years expiration case only, within six (6) months before the expiration. In this case, the verification must be carried out before the expiry date of the certificate (but not before 6 months from the expiry date), in order to ensure that the certificate renewal process is completed by the expiry date.

In the case 3. should the Client makes changes (deemed by ENAMA SERVIZI to be significant) to the product/process relative to that verified during last inspection when the solid biofuels certification was originally issued, the Client has to send to ENAMA SERVIZI a specific written renewal application.

If the renewal procedure is not initiated, ENAMA SERVIZI will consider the certification in question expired and will exclude the Client from the list of certified companies.

ENAMA SERVIZI is in no way liable for the Client's decision not to update his product/process.

If the renewal process is initiated, ENAMA SERVIZI will proceed as follows:

1. ENAMA SERVIZI will send an estimate and contract to the Client.
2. The Client's failure to respond to ENAMA SERVIZI within 30 days of sending the above estimate/contract invalidates the certification.
3. If the Client stipulates the estimate and contract, the certification renewal procedure will be initiated, as follows:
  - 3.1 Initiation of the certification procedures.
  - 3.2 Normal certification procedure up to issue of the new certificate, in case of positive review.
  - 3.3 Update of the lists on the website (issue of the renewal certificate).

## 7 EXTENSIONS

The certificate for a given product may be extended to multiple tradenames, types of product or quality classes, or for distributors, multiple suppliers. On application, even following issue of the certification, ENAMA SERVIZI will submit a specific estimate and, when this is accepted, will review the documentation; if the review is positive, it will add the new product name to the annex to the certificate for the product in question.

## 8 USE OF LICENSE, CERTIFICATE AND CONFORMITY MARK

ENAMA SERVIZI monitors the property rights, use and exhibition of **ENAMA Agroenergie** certificates and marks. Any improper reference to the certification system and any improper use of the mark or certificate in publicity, catalogues, etc. will result in suspension of the certification.



Fig.1. The ENAMA *Agroenergie* Mark

Authorisation to use the ENAMA *Agroenergie* Mark according to the criteria of this procedure is issued by ENAMA SERVIZI to companies which have obtained certification of their product/process.

The certified manufacturer / distributor possesses a specific certification mark for each quality class of solid biofuel he manufactures/distributes.

In stipulating the certification contract, the Client agrees to observe ENAMA SERVIZI's certification rules at all times.

The ENAMA *Agroenergie* mark may be affixed to each product (package, tanker, etc.) conforming to the certificate.

Certified companies which produce or sell both certified and uncertified solid biofuels must adopt measures to prevent their entire product line appearing to be certified. Consequently the ENAMA *Agroenergie* mark may be included only in documentation relating to the certified product/process, in conformity with the criteria illustrated graphically in Figure 1, in particular including the number corresponding to the certificate. The mark may be affixed only to documentation relating to the certified product/process and may not appear on documents which include other products than solid biofuels.

The ENAMA *Agroenergie* mark may be used on the Client's publicity materials only if said material refers, entirely or in part, to certified solid biofuel products, adopting the same criteria as in the previous point.

The ENAMA *Agroenergie* Mark may be used on the price lists of companies selling certified products. However, should said price lists also list products which are not ENAMA *Agroenergie* certified, the latter must be identified as such.

Companies must explain the significance and importance of the ENAMA *Agroenergie* certification to their Clients as a recognition, on domestic and foreign markets, of the quality of ENAMA *Agroenergie* certified products.

For all aspects, reference is made to the contract stipulated between ENAMA SERVIZI and the Client (CO 01).

As regards the certification of other biofuels sourced from agriculture or forestry, ENAMA SERVIZI, in agreement with Aiel, may issue the **Biomass plus** voluntary mark.

**Using the Biomass plus Mark.** As regards the certification of other solid biofuels, ENAMA SERVIZI is the Certification Body authorised by Aiel to issue the Biomass plus voluntary mark; the ID number accompanying the mark is issued by Aiel (if requested by an Italian company), pursuant to the cited agreements. The Biomass plus mark (and ID number) are included in the ENAMA *Agroenergie* certificate, and its use is regulated by AIEL according to the specific guidelines with which the Client declares he is familiar and accepts when stipulating the contract governing his relations with ENAMA SERVIZI (CO 01).

## 9 SUSPENSION AND REVOCATION OF THE CERTIFICATION

### 9.1 Suspension

ENAMA SERVIZI has the right to temporarily suspend the certificate should the Client:

- fail to make the contracted payments;
- fail to observe the detailed conditions of this regulation;
- fail to assure implementation of the specified regular surveillance and inspections;
- if NC's are encountered during an inspection;
- makes improper use of the Marks/Certificates;
- fails to handle claims properly;
- fails to resolve NC's effectively and on time;

- fails to inform ENAMA SERVIZI about substantial issues affecting the product's conformity with the reference standards;
- Don't allow the access in his offices to the ACCREDIA Inspectors;
- reports cessation of production, distribution or other issues.

In case of suspension, ENAMA SERVIZI will send a notification to the Client including the reasons for the suspension and the conditions under which it can be revoked, as well as the resulting restrictions on the use of the certificate and certification mark ENAMA Agroenergie.

If the certificate ENAMA Agroenergie is suspended, the Client may not use the certificate nor supply products bearing the certification mark.

When ENAMA SERVIZI determines that the Client has resolved the cause of the suspension, it informs the Client of the revocation of the suspension itself; should the suspension persist beyond the time indicated in the notification, ENAMA SERVIZI will revoke the certificate.

If the client has obtained also the ENplus® voluntary mark and the related ID number, than ENAMA SERVIZI informs Aiel / EPC about the revocation of the suspension.

## 9.2 Revocation

ENAMA SERVIZI revokes the certificate ENAMA Agroenergie if the causes resulting in suspension have not been resolved within the deadline indicated in the letter of suspension.

Furthermore the revoke of the certificate may be requested by ACCREDIA.

The revocation of the certificate is notified to the Client officially by registered letter or other equivalent means. Starting from the date of revocation, the Client may no longer use the certificate or the documentation attesting the certification.

The Client must return the old certificates.

If the certificate is revoked, it is no longer cited on the [www.ENAMA.it](http://www.ENAMA.it) website.

## 10 CLAIMS, APPEALS AND DISPUTES

The Client may submit claims and appeals in writing.

A claim is manifestation of the Client's dissatisfaction with the administrative and technical aspects of ENAMA SERVIZI's operations.

An appeal is the explicit, documented manifestation of the Client's non-acceptance of the decisions adopted by ENAMA SERVIZI as part of its inspection and certification operations. Disputes derive from the Client's non-acceptance of decisions relating to appeals.

Claims, appeals and disputes relating to the certification of solid biofuels submitted to ENAMA SERVIZI by the Client are registered and filed with the aim of resolving them with appropriate actions which must be adopted and verified.

At any point of the solid biofuels certification procedure, the Client may highlight problems, claims and doubts in the provided forms (Form N) available on the ENAMA website.

All disputes will be settled by the Court of Rome.

### 10.1 Management of claims, appeals and disputes

Claims may be addressed to ENAMA SERVIZI, which will register it, review the dissatisfaction in question and give a written response within 20 days of reception.

Appeals must be addressed to management within 15 days of ENAMA SERVIZI's decision, making explicit reference to the fact that the appeal is being made in accordance with the terms of this paragraph of the regulations. ENAMA SERVIZI, having contacted the President of the Committee for Impartiality as a third party, will review the case and submit its written response regarding the review and the decisions in question to the Client within 30 days of reception.

Should the dispute fail to result in an amicable resolution, it must be submitted to a Sole Arbitrator to be nominated in conformity with the regulations of the Rome Chamber of Arbitrators. The parties expressly state that they are familiar with and accept the cited Arbitration Regulations.

The Sole Arbitrator will decide formally on the case in accordance with the non-derogable rules of the Civil Code.

The losing party will bear 75% of the resulting expenses.

**In acceptance of the Regulation, for the Client – ENAMA Agroenergie Scheme  
(RG 01 rev. ... – .....**

**(N.B.: subsequent amendments to this Regulation will be submitted to the Client by email  
and published on the Enama website)**

**Stamp and signature**

Date \_\_\_\_\_

\_\_\_\_\_