

**ENplus**

**Quality Certification Scheme  
For Wood Pellets**



**ENplus Handbook**

For countries not managed by any national licensor/supporter

**Part 1: General**

**Version 3.0, August 2015**

## **Publisher and responsible Licenser:**

### **European Pellet Council (EPC)**

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## **This Handbook is only valid for countries not managed by any National Licenser/supporter.**

The European Pellet Council (EPC) is responsible for the implementation of ENplus and can grant *Certified Companies* the right to use the ENplus certification seals for all the countries that are not covered by any national pellet association. A list of these national pellet associations, either managing ENplus (National Licenser) or supporting the development of ENplus (National supporting association) in their respective countries, are listed on [www.enplus-pellets.eu](http://www.enplus-pellets.eu).

## PREFACE

Wood pellets are a renewable fuel produced mainly from saw mill 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. Hence, quality management should cover the whole supply chain from the choice of raw material to their final delivery to the end-user.

ENplus was originally designed in 2010 by Deutsches Pelletinstitut GmbH (DEPI) as a quality certification scheme for wood pellets in the heating market. The aim was to achieve a supply of consistent product quality. The main target groups were producers of wood pellets and pellet traders with deliveries to end-users.

The pellet market has developed rapidly, experiencing a huge increase in international trade. The industrial and residential pellet markets became linked based on the quality class A1. Regional pellet supply chains have been completed with a global commodity market for wood pellets. The bagging of pellets has been partly separated from the production process with this step now being undertaken by pellet traders or independent service providers. This development brings with it quality risks arising due to wider raw material bases, new logistical processes and new market actors with little experience in wood pellet handling. In order to address these issues it was necessary to modify the scheme.

The 3<sup>rd</sup> major revision of the ENplus-Handbook further develops the quality certification scheme that combines product certification, chain of custody certification and quality management certification. Aspects of environmental sustainability are integrated by monitoring sustainability indicators such as the carbon footprint of pellet production.

With the publication of handbook version 3.0, ENplus provides for the first time the concept of service provider certification. A dedicated certification has been created for companies offering services in the pellet sector such as transport, storage, bagging, and customer deliveries of certified pellets for other parties.

Another important change in the certification scheme is related to the pellet quality classes. The standard EN 14961-2 has become obsolete and has been replaced by ISO 17225-2. The quality classes ENplus A1, ENplus A2 and ENplus B are based on this new standard, but the ENplus product requirements exceed the ISO 17225-2 standard for some pellet properties. Each quality class will have a dedicated quality seal that shall be displayed on pellet bags.

The certification scheme covers the following essential points based on the reference standards in brackets:

- Requirements on raw materials and product properties (ISO 17225-2)
- Requirements on quality management in wood pellet production and handling (ISO 9001, EN 15234-2)
- Requirements on control, tracking and declaration, from the raw material to the end product delivered to the customer

Specifications for internal quality control guarantee that the product requirements are maintained permanently. Requirements on the performance of the technical equipment,

operational procedures and documentation are defined, which should lead to a rapid tracking and solving of problems. Requirements on labelling and complaint management assure a high customer satisfaction. Scheme monitoring will lead to increasing operation standards and thereby will improve the overall performance of the *Certified Companies*.

In this document the requirements for *Certified Companies* are defined, as well as the processes related to certification (e.g. application procedure, surveillance inspections). All aspects concerning the relation between the *ENplus Board*, *International Licenser*, *National Licensers* as well as *Certification*, *Inspection* and *Testing Bodies* are defined in a separate document, part 5 of the *ENplus Handbook*, version 3 –“Scheme Organisation”. Other related documents, such as documentation templates and guidelines, will be published separately.

This document is part of the *ENplus Handbook*, *Version 3* defining the rules for the *ENplus* Quality Certification Scheme for Wood Pellets. The different parts of the *Handbook* are:

- 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

The current versions of these parts are published on the international website of *ENplus* [[www.enplus-pellets.eu](http://www.enplus-pellets.eu)].

This document, part 1 (version 3.0) of the *ENplus Handbook*, contains information about the following topics:

- General information and overview
- Scope of the *ENplus* Certification Scheme
- Definitions of terms
- Normative References

*National Licensers* will define specific national regulations in the national versions of the *Handbook* in order to implement general rules regarding trader equipment and acceptance of complaints. The national regulations will be clearly marked.

*Certified companies* have to follow the rules of the *Handbook* issued by the *Competent Management*.

In case of any dispute about the regulation defined in the *Handbook*, the regulation of the Master-Handbook applies (exception: national regulation).

Terms written in italic characters are defined in the section “Definitions of terms”.

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## DEFINITIONS OF TERMS

### ***Affiliated Companies***

*Affiliated Companies* are companies that are fully or partly owned by the legal entity that is the *Certified Company*. This legal entity shall be entitled to enforce the *Affiliated Company* to obey both the provisions of the *Handbook* and the requests from the *Competent Management*.

### ***Bagged Pellets***

Pellet bags are a packaging unit for the retail market. *Bagged Pellets* may contain up to 30 kg of pellets of the quality classes ENplus A1 or ENplus A2.

### ***Big Bags***

*Big Bags* (aka. big bulk bags) are bags made from plastic mesh containing a batch of pellets with a weight from 30 to 1.500 kg.

### ***Board of ENplus***

The *Board of ENplus* consists of one representative from each *National Licenser*. It decides on the provisions of the certification scheme and on the acceptance or exclusion of a National License. Furthermore, the board serves as the objection committee, authorises amendments to the *Handbook*, and decides on exceptions from the provisions of the *Handbook*.

### ***Certification Seal***

Every *Certified Producer* and every *Certified Trader* has a unique *Certification Seal* consisting of the *ENplus Logo* and a unique *ENplus ID*.

### ***Certification Body***

A *Certification Body* evaluates the conformity of a company with the ENplus requirements based on an *Inspection Report* and issues the results of the evaluation in a *Conformity Report*. Additionally the *Certification Body* organises the inspections of traders and service providers (equivalent to the *Inspection Body's* role for producers). *Certification Bodies* being active within the ENplus scheme shall be listed by the *International Management* of ENplus.

### ***Certified Company***

A company that holds a valid certificate (issued by a *Certification Body*), has signed and meets the terms of the respective ENplus license contract with the *International Licenser*. All *Certified Companies* (producers, traders and service providers) are listed on the international ENplus website [[www.enplus-pellets.eu](http://www.enplus-pellets.eu)] as well as on the respective national website.

### ***Certified Producer***

A company producing wood pellets and being a *Certified Company* within the ENplus scheme.

### ***Certified Service Provider***

A company offering services related to the handling of wood pellets (transport, delivery, storage or bagging) and being a *Certified Company* within the ENplus scheme. A service provider is not the owner of the pellets that are handled.

### ***Certified Trader***

A company trading wood pellets and being a *Certified Company* within the ENplus scheme.

### ***Competent Certification Body***

The *Competent Certification Body* is the *Certification Body* responsible for the certification of a company in a specific area. This will be a *Certification Body* which is listed for being active in countries without a *National Certification Body*.

### ***Conformity Report***

The *Conformity Report* is a document to inform the *International Management* about the findings of inspection and certification. The *Conformity Report* is issued by a *Certification Body* and provides the *Certified Company*, the *Inspection Body* and the *International Management* with the results of the conformity evaluation.

### ***ENplus ID***

Every *Certified Producer* and every *Certified Trader* is assigned a unique *ENplus ID*. The *ENplus ID* has five characters. The first two characters indicate the country where the company is located. The three characters after the country code provide the number of the *Certified Company* in their country.

### ***ENplus Logo***

The *ENplus Logo* is a registered trademark and is part of the *Certification Seal* along with the *ENplus ID*.

### ***Full Load Delivery***

*Full Load Delivery* is the delivery of a complete truck load to one end-user. The load shall be a minimum of 20 metric tonnes.

### ***Handbook***

The ENplus handbook, referred to as *Handbook*, consists of several parts and defines the rights, responsibilities and obligations of *Certified Companies*, listed *Certification Bodies*, listed *Inspection Bodies*, listed *Testing Bodies*, *National Licensers* and the *International Licenser*.

The different parts of the *Handbook* are:

- 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

Every *National Licenser* will publish a national version of the *Handbook* which is based on the ENplus master-handbook. The national versions may differ in the regulation related to complaint management and end-user delivery.

### ***Inspection Body***

The *Inspection Body* is the organisation charged with inspecting the facilities of a certified pellet producer or a producer applying to become certified. The *Inspection Body* checks if the requirements defined in the *ENplus Handbook* are met and reports the results of the inspection to the *Certification Body*. *Inspection Bodies* active within the *ENplus* scheme shall be listed by the *International Management of ENplus*.

### ***Inspection Report***

The *Listed Inspector* performing the inspection of an applicant or an already *Certified Company* documents the results of the inspection in an *Inspection Report*. Based on the information stated in the *Inspection Report* the *Competent Certification Body* decides on the conformity of the company with the requirements of *ENplus*.

### ***International Licenser***

The *International Licenser* is the organisation representing the interests of the pellet sector at the international level. This organisation is allowed to grant *Certified Companies* the right to use the *Certification Seal* in countries without a *National Licenser*. Currently, the European Pellet Council is the *International Licenser*.

### ***International Management***

The *International Management of ENplus* is the organisation responsible for the certification of companies in countries in which there is no *National Licenser* in place. It is also responsible for the listing of *Testing, Inspection and Certification Bodies* as well as for the listing of all *Certified Companies* on the website [www.enplus-pellets.eu](http://www.enplus-pellets.eu). Furthermore the *International Management* publishes amendments to the *Handbook*, organises training and workshops at an international level and provides support materials.

### ***Licensee***

The European Biomass Association AEBIOM has received the licensing rights for the *ENplus* registered mark from the developer (German Pellet Institute, DEPI) of the certification scheme.

### ***Listed Inspector***

Person performing on-site inspections for listed *Certification Bodies* or *Inspection Bodies*. This person shall be listed by name by the *International Management* on the international *ENplus* website [[www.enplus-pellets.eu](http://www.enplus-pellets.eu)]. Only *Listed Inspectors* may perform inspections related to *ENplus*.

### ***National Licenser***

*National Licensers* are the associations representing the interests of the pellet sector in their respective countries and have signed a contract with the *Licensee*. This contract enables them to grant *Certified Companies* the right to use the *Certification Seal* in their respective country/area.



### **Part Load Delivery**

*Part Load Delivery* is a delivery of bulk pellets to more than one end-user along a single route (aka. multi-drop).

### **Quality Seal**

Combination of *Certification Seal* and the quality logo of one of the quality classes.

### **Service Provider Registration Number**

Every *Certified Service Provider* is assigned a unique registration number. The *Service Provider Registration Number* has seven characters. The first two characters indicate the country where the company is located. The three characters after the country code provide the number of the *Certified Company* in that country. Furthermore the letters “SP” are attached.

### **Service Sign**

Every *Certified Service Provider* has a unique *Service Sign* including a unique *registration number*. The *Certified Company* is granted the right to use the *Service Sign* for advertising purposes.

### **Storage Guidelines**

The *Storage Guidelines* define the requirements for end-users’ stores. The construction of the store has a significant influence on the quality of the pellets. The construction of stores according to the guidance of the *Storage Guidelines* is a precondition for the acceptance of end-user complaints.

Every *National Licensor* publishes its own version of the *Storage Guidelines*.

### **Sublicense Contract**

Sublicensed traders may sell certified pellets in bulk if a *Certified Trader* grants them the right to use their *ENplus Seal*. The precondition for sublicensing is that the physical handling of the pellets is performed only by the *Certified Company*. The *Sublicense Contract* shall be signed by the sublicensed trader and the *Certified Company*. The *International Licensor* shall be informed about such arrangements within 2 weeks of the contract being made.

### **Testing Body**

A *Testing Body* is a company operating a laboratory carrying out fuel analyses according to the relevant testing standards. *Testing Bodies* being active within the ENplus scheme shall be listed by the *International Management*.

## NORMATIVE REFERENCES

CEN/TC 15370-1: Solid biofuels - Method for the determination of ash melting behaviour - Part 1: Characteristic temperatures method

EN 14778: Solid biofuels - Sampling

EN 14961-2: Solid biofuels – Fuel specification and classes – Part 2: Wood pellets for non-industrial use

EN 15234-2: Solid biofuels - Fuel quality assurance - Part 2: Wood pellets for non-industrial use

ISO 3166: Codes for the representation of names of countries and their subdivisions

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 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 9001: Quality Management Systems – Requirements

ISO/IEC 17020: Conformity assessment - 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

**Note:** Until the referenced ISO analysis standards are published, analyses shall be performed according to the related CEN standard.

## **1 COMING INTO FORCE**

This document, Part 1 of the *ENplus Handbook*, version 3.0, will come into force with its publication on 1<sup>st</sup> of August 2015.

Information about the coming into force of the regulation of the certification scheme can be found in the specific parts.

## 2 SCOPE OF THE CERTIFICATION SCHEME

The aim of the ENplus certification scheme for wood pellets is to secure the supply of wood pellets for heating and CHP in residential, commercial and public buildings with a clearly defined and constant quality.

ENplus is a quality certification scheme that covers the entire supply chain of wood pellets: from the production and delivery chain of wood pellets all the way to the end user's store. The essential components of the certification scheme are:

- Definition of quality classes and specification of pellet properties
- Provisions on the quality management of pellet producers, traders and service providers
- Requirements on product declaration and use of the *Certification Seal*
- Listing of bodies, licensing and revoking, training, (these aspects will be handled in a separate document, part 5 of the *ENplus Handbook*, version 3).
- Inspection and conformity evaluation of products, processes and documents within the relevant standards and the provisions of this handbook.

The rights, responsibilities and obligations for *Certified Companies* and applicants are defined in this *Handbook*. The *Handbook* will be revised regularly by an editorial group authorised by the *Board of ENplus*. The *International Management* of ENplus may publish amendments to the *Handbook* as well as clarifications and may publish specific rules regarding end-user delivery.

### 3 SETUP OF THE CERTIFICATION SCHEME

The *Licensee* has received the licensing rights for the registered trademark ENplus (*ENplus Logo*), from the developer and license owner of the ENplus certification scheme, Deutsches Pelletinstitut GmbH (DEPI). The *Licensee* is allowed to grant the licensing rights to an association member of the European Pellet Council (EPC) that represents the wood pellet industry in its respective country or region. The license to use the ENplus trademark is always issued by the *International Licensor* or a *National Licensor*.

Pellet associations that have received the licensing rights for their country serve as *National Licensor* and organise the *management* of ENplus in their country. The *National Licensor* contracts one or more *National Certification Bodies* for the conformity evaluation of companies in its country<sup>1</sup>.

In countries without a *National Licensor*, ENplus certification will be coordinated by the *International Management*.

The independence of the certification scheme is guaranteed through the involvement of independent accredited bodies for certification<sup>2</sup>, inspection and testing. All *Testing, Inspection and Certification Bodies* who verify that companies comply with the provisions of the ENplus Handbook shall be accepted and listed with the *International Management* and who publishes them on the international ENplus website ([www.enplus-pellets.eu](http://www.enplus-pellets.eu)).

An up-to-date list of all *National Licensors* is published on the international ENplus website.

The *International Licensor* will grant the license to use the *Certification Seal* consisting of the *ENplus Logo* and the respective *ENplus ID* to companies who fulfil the obligations under the provisions of the *Handbook* and enter into a contract with the *International Licensor*.

If a *National Licensor* is terminated or loses their ENplus licensing rights, license users from this country will receive their established license directly from the *Licensee* without further delay.

*National Licensors* will define specific national regulation in order to implement general rules regarding trader equipment and acceptance of complaints. This national regulation will be clearly marked.

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<sup>1</sup> Due to historical reasons Austria has two *National Certification Bodies*. Applicants may choose the one responsible for the certification of their company.

<sup>2</sup> Due to historical reasons the German implementation of ENplus is organised as an ISO 9001 group certification with DEPI as system support organisation that serves as *National Licensor* and *National Certification Body* without being accredited. The independency is guaranteed by an ISO 9001 certificate of the accredited *Certification Body*.

#### 4 FLOW OF INFORMATION AND CONFIDENTIALITY

The *International Management* and the *Listed Bodies* are committed to the non-disclosure of all business-related information received through contact with the *Certified Company* in the course of or before certification, if this information is not publicly available. The *International Management* of ENplus will not disclose business-related information of *Certified Companies* to the members of EPC or those of national pellet associations. Disclosure is only possible if the *Certified Company* releases the *International Management* and the listed bodies from their non-disclosure obligation or if the *International Management* and the listed bodies are obliged by law to disclose specific information.

The *Listed Bodies*, and the *International Management* form a confidentiality chain. Listed bodies are obliged to provide the *International Management* with all necessary information about a *Certified Company* according to the provisions of this *Handbook*. This includes the information provided in the laboratory report, *Inspection Report*, *Conformity Report* and the *certificate* as well as any information needed for complaint management.

The International management may use information taken from conformity and testing report for fast tracking quality issues or for preparing publication about the scheme. Information will only be published in a way that guarantees that no conclusions can be drawn on a particular *Certified Company*.

Where a *Certified Company* has *Affiliated Companies* in other countries, an exchange of information between the concerned *National Managements* may be necessary.

## 5 OVERVIEW ABOUT THE TYPES OF CERTIFICATION

For a load of bulk pellets to be sold as ENplus certified, all companies which are involved in the supply chain and which have physical contact with the pellets should be certified.

The following figures show the activities that need to be certified and which activities can request a voluntary certification.

All processes, except pellet production, may be performed by an external service provider.

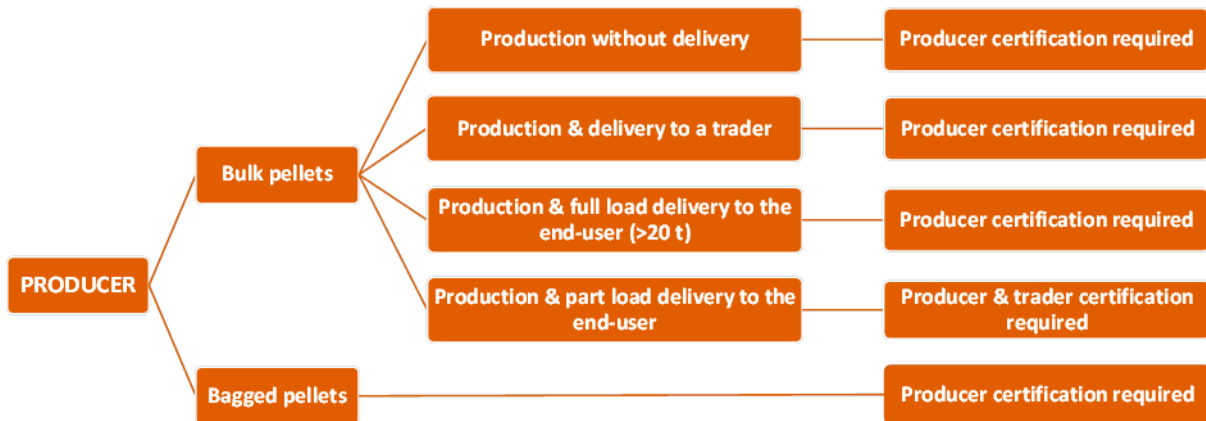


Figure 1: The certification required by Producers depending on different business activities

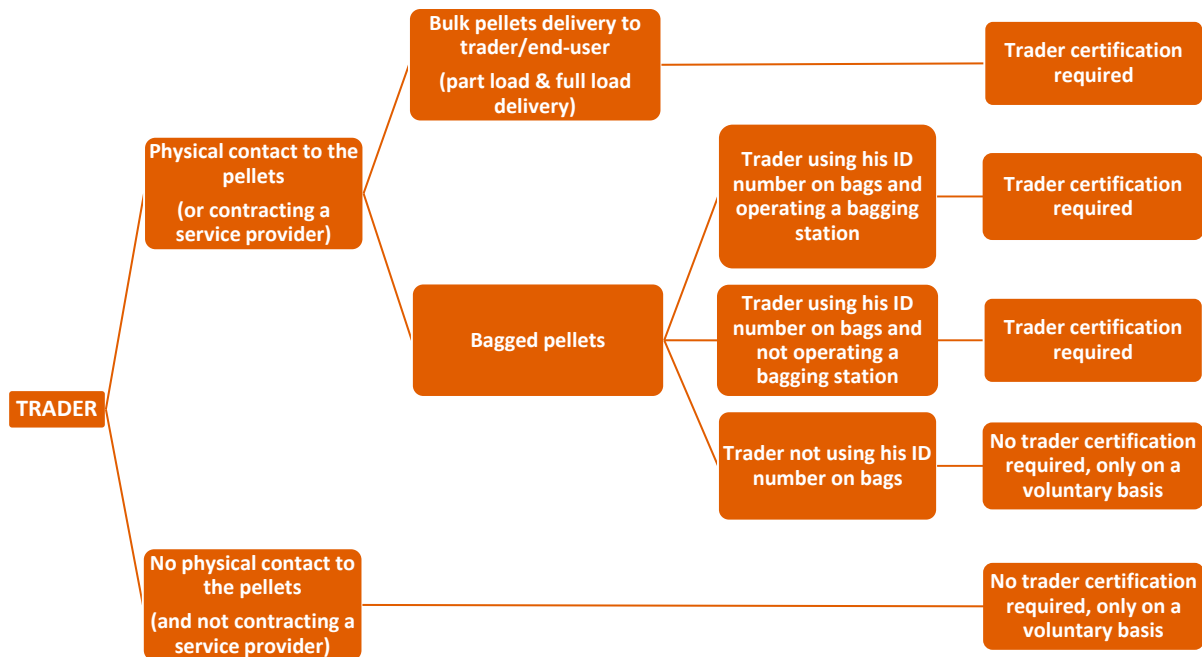
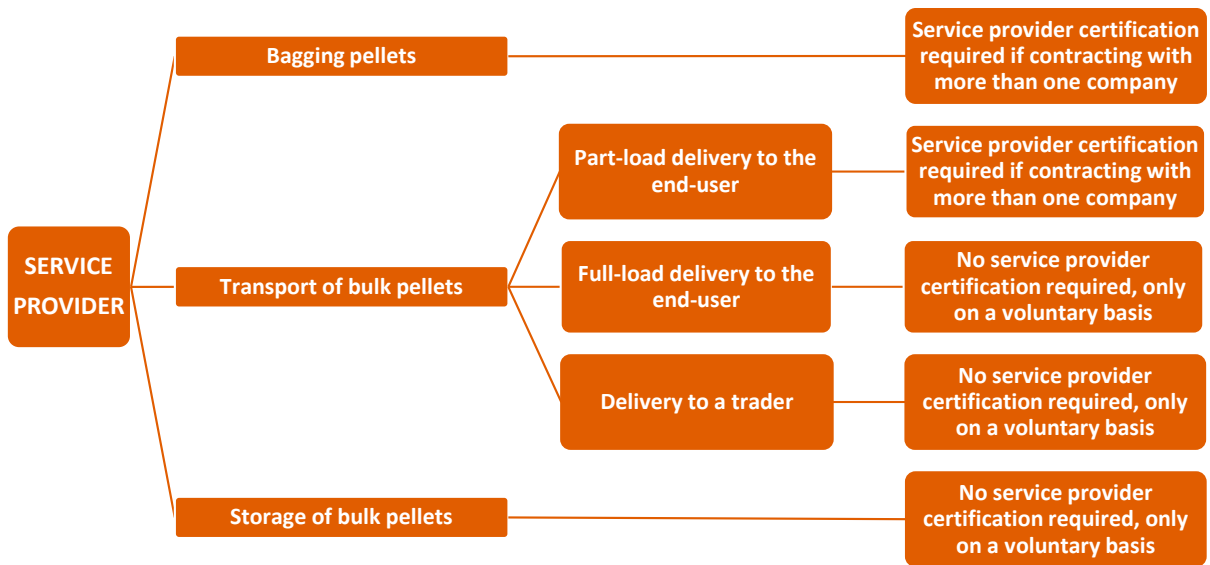


Figure 2: The certification required by Traders depending on different business activities



**Figure 3:** The certification required by Service Providers depending on different business activities