

The few months that have passed since our last

Dear pellet professionals,

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

and instinctive experience for all users. The publication of our bag design guidelines earlier this year is yet another example of the vitality of ENplus®, just as the training and workshops we organise regularly, the new bodies constantly joining the scheme, etc. Lastly, this newsletter provides an update on our efforts in tackling fraud, that keep on yielding results truly essential in maintaining the reputation and value of the

instance, our website received a tremendous facelift, and it now offers a modern

ENplus® seal. I wish you all a pleasant read!

Eric Vial President of EPC

CERTIFICATION IN NUMBERS







9,7 Mt 2017 certified production

NEW TESTING

10 Mt

2018 certified production (estimation)



The approval of bag designs has now become a pivotal element

BAG DESIGN GUIDELINES

guidelines laying down the requirements for this process in a clear and simple way. Read more... **NEW ENplus®**

have released detailed

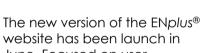


BODY

Technologii Drewna (Wood Technology Institute). More information... **NEW ENplus®**

VIDEO

We just released our latest



website has been launch in June. Focused on user experience, it has been

designed and organised to

WEBSITE

information. Discover it... 15th AUDITORS **TRAINING**

provide an intuitive access to all



For more information and registration, please send an email to: enplus@pelletcouncil.eu

The 15th ENplus® Auditors

Training will be held on 5-6



promotional video about ENplus® presenting 5 figures that make it the world-leading

AUDITORS

WORKSHOP





The workshop is organised

primarily for the auditors of

ENplus® audits of pellet

inspection bodies that perform

FRAUD MANAGEMENT

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

Frequently asked questions

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

LEARN MORE ABOUT FRAUD

Product misuse

Certificate falsifications

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

certificates.

Approval of a bag design

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

certification. They can nonetheless apply for a voluntary one if they want to be listed as well as certified service providers. Non-certified service providers shall be declared to the competent management as

Certified service providers

well as to the concerned certification body and shall be controlled as a part of the certified company's inspection. **Self-monitoring** Certified companies are required to implement a regular self-monitoring of pellet

quality. All testing methods shall be checked and validated during the on-site

Certified service providers may offer services related to transport, storage, delivery and bagging of bulk pellets. Certified producers and certified traders can offer the services

mentioned above to other companies without an additional service provider

inspection by the ENplus® inspector. More frequent tests or additional tests may be

order by the inspection or certification body in case of doubts concerning the pellet quality. Complaint management Every certified company has to implement a system for complaint management and to

have a complaint manager in place (preferably the Quality Manager). This person will

be responsible for the registration, process, documentation and monitoring of customer complaints including corrective and preventive actions.

the certificate.

Suspended companies Certified companies that are being suspended for different reasons (e.g. problems with the quality of the pellets, non-payment, temporarily not producing, not having the annual inspection on time) are not allowed to advertise their products as certified until the suspension is lifted. Depending on the gravity of the issue that led to the suspension,

the certification body may request for an inspection to be performed before reinstating





Copyright © 2018 ENplus®, All rights reserved.

ENplus® c/o Bioenergy Europe Place du Champ de Mars 2 1050 Brussels, Belgium

Our mailing address is: