



## Dear pellet professionals,

Year-ends are traditionally dedicated to retrospectives and wishes. Looking back upon 2018, the retrospective is looking quite bright. Once more, ENplus® has experienced a sustained growth worldwide with nearly 100 newly certified companies, bringing the total number to 882 in 46 countries. With more than 10 million tonnes of certified wood pellets produced over the past twelve months, the scheme truly remains the world-leading wood pellet certification.

Of course, this does not come as a surprise. It results from the considerable amount of work invested again in 2018 by both our National Licensers and the Head Office. The promotion of the scheme, the streamlining of the procedure, the various workshops and training are as many examples of this investment that ultimately benefits all of our certified companies. As for 2019, besides a long and cold heating season our only wish should

be that the great vitality of the ENplus® certification continues. And in this regard, the vast overhaul of the scheme's requirements and procedures, that brings together all parties involved in the scheme, is one of the many signs that this wish will come true. I wish you all a pleasant read!

**Eric Vial** 

President of EPC

**CERTIFICATION IN NUMBERS** 



**PRODUCERS** 





**SERVICE PROVIDERS** 

3 NEW COUNTRIES TURKEY, NEW ZEALAND, MACEDONIA



## **UPDATE** Bioenergy Europe has issued its

MARKET

Pellet Report 2018, in which you

will find a comprehensive update and analysis of the European pellet market. This year, the Pellet Report is available for free! Read more...

REVISION



## **MEMBERSHIP** Bioenergy Europe, has been

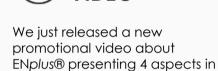
Stakeholder by the European co-operation for Accreditation. An important step forward for the ENplus® and GoodChips® schemes! More information...



procedures, opened for

comments and contributions. The revision process is expected to finish by the end of 2019. More information...

> **AUDITORS TRAININGS**



## We just released a new

**NEW ENplus®** 

which quality makes a big impact for wood pellets. Watch the video...



#### The 16th and 17th ENplus® Auditors Trainings will be held respectively on 6-7 May and 4-5

For more information, please send an email to: enplus@bioenergyeurope.org

November in Vienna, Austria.



#### Neda Farzam has recently joined the Head Office as ENplus® Assistant. Neda has experience

**NEW STAFF** 

**MEMBER** 

in environmental research and

field work, she speaks Persian,

English, French and Finnish. A warm welcome to her! **HEAD OFFICE HOLIDAYS** 

# and 2 January 2019. Your requests will be taken care of upon our return.

Please note that the Head Office will be closed between 24 December 2018

FRAUD MANAGEMENT

CASES SOLVED

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

Certificate falsifications

The third type of fraud most

commonly observed is the falsification of ENplus®

certificates.

### How to make sure that you're dealing with the real certified company? The ENplus® management is recommending to all customers to check very carefully

the identity of the company from where they are buying the pellets, on the ENplus® website. We have been reported about cases of identity theft where companies are offering very cheap pellets, asking for pre-payments and claiming to be one of the certified companies. We are therefore endorsing the customers to make sure that the official contact details displayed in the profile of the certified companies are

matching the ones from where they receive offers. LEARN MORE ABOUT FRAUD

Frequently asked questions

## certified company.

The unauthorised use of

ENplus® in communication material remains the type of fraud with the highest

percentage.

Approved bag designs Where a Certified Company allows the use of the approved bag design by another company, it shall remain solely responsible for the compliance with the ENplus® requirements and have an enforceable mechanism to ensure that compliance. All approved bag designs can be found on the ENplus® website in the profiles of each

### **Quality management** Quality management ensures pellet quality through year-round monitoring and covers all operations from production of pellets to delivery to end-user. The quality manager is

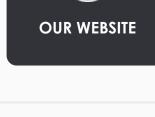
responsible for all quality management activities that are required by ENplus® requirements and must attend training regularly in order to remain informed on current practices. Delivery truck drivers have a key role in quality management for deliveries and are as well required to participate in trainings. Complaint management

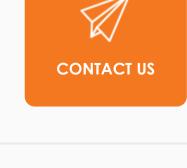
Complaints provide feedback on pellet quality and could indicate faults on the

company side. It is therefore required to address and keep track of them. Complaints are also part of public relations since dissatisfied customers are more likely to relate their



experience to others.















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