



NEWSLETTER

December 2018



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 Licensors 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



479
PRODUCERS



400
TRADERS



3
SERVICE PROVIDERS

3 NEW COUNTRIES

TURKEY, NEW ZEALAND, MACEDONIA



MARKET UPDATE

Bioenergy Europe has issued its 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...](#)



EA MEMBERSHIP

Bioenergy Europe, has been approved as a Recognized Stakeholder by the European co-operation for Accreditation. An important step forward for the ENplus® and GoodChips® schemes!
[More information...](#)



REVISION PROCESS

ENplus® has launched a major overhaul of its requirements and procedures, opened for comments and contributions. The revision process is expected to finish by the end of 2019.
[More information...](#)



NEW ENplus® VIDEO

We just released a new promotional video about ENplus® presenting 4 aspects in which quality makes a big impact for wood pellets.
[Watch the video...](#)



AUDITORS TRAININGS

The 16th and 17th ENplus® Auditors Trainings will be held respectively on 6-7 May and 4-5 November in Vienna, Austria. For more information, please send an email to : enplus@bioenergyeurope.org



NEW STAFF MEMBER

Neda Farzam has recently joined the Head Office as ENplus® Assistant. Neda has experience in environmental research and field work, she speaks Persian, English, French and Finnish. A warm welcome to her!

HEAD OFFICE HOLIDAYS

Please note that the Head Office will be closed between **24 December 2018** and **2 January 2019**. Your requests will be taken care of upon our return.

FRAUD MANAGEMENT



560
CASES SOLVED

51%

Marketing fraud

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

26%

Product misuse

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

10%

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

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 certified company.

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.



[OUR WEBSITE](#)



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