

ENplus



**Quality Certification Scheme
For Wood Pellets
ENplus Handbook**

CANADA

Part 2: Certification Procedure

Version 3.0, August 2015

Publisher:

European Pellet Council (EPC)

c/o AEBIOM - European Biomass Association

Place du Champ de Mars 2

1050 Brussels, Belgium

Email: enplus@pelletcouncil.eu

Website: www.enplus-pellets.eu

Responsible National Licenser:

Wood Pellet Association of Canada (“WPAC”)

P.O. Box 2989, 1877 Upper McKinnon Road

Revelstoke, BC V0E 2S0 Canada

WWW.PELLET.ORG PREFACE

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] and on the national websites.

This document, Part 2 (version 3.0) of the *ENplus Handbook*, contains information on the following topics:

- Provisions for producer certification
- Provisions for trader certification
- Provisions for service provider certification

National Licensers may 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 must be clearly marked.

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

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” in part 1.

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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

Note: National solid biofuel standards, storage standards or requirements for pellet production and use that do not contradict the above standards can be added to the list of normative references by the *National Licensor*.

1 COMING INTO FORCE

The regulations defined in Part 2 of the *ENplus Handbook*, version 3.0 will come into force when it is published on 1st of August 2015.

Companies that are already certified at that date may continue to produce and trade according to the rules defined in version 2.0 of the *ENplus Handbook* until 31st of December 2015, referring to the European standard EN 14961-2 in their delivery papers and on their bag design.

A longer transition period will be implemented for the use of the bag design and for the use of the previous *Certification Seal* on delivery notes, promotional material (except trucks) etc; this period will end on 31st of July 2016.WPAC

Companies certified after 31st of July 2015 shall comply with the requirements defined in Part 2 of the *ENplus Handbook*, version 3. From 1st of January 2016, the *Inspection Bodies* and *Certification Bodies* must check the compliance of companies with the requirements stated in this version of part 2 of the *ENplus Handbook*, version 3.

2 GENERAL REGULATION

2.1 Validity of Certificate and License

The license to use the *Certification Seal* is valid as long as the *Certified Company* holds a valid certificate (issued by a *Certification Body*) and until WPAC or the *Certified Company* terminates the licensing contract.

WPAC has the right to suspend the license contract for a limited period, or terminate it, if the terms of use are violated or if the *Certification Body* states that a *Certified Company* no longer conforms to the requirements and therefor suspends or revokes the certificate. If a *Certified Producer* has several production sites, the license can be suspended or revoked only for the location in which the non-conformities were identified and for the length of time it takes for them to be corrected. Wood pellets from other production plants of the *Certified Producer* can still be marketed as certified product.

The certificate is valid for one certification period lasting three years. The certification period starts with the issuing of the certificate. *Certified Companies* will receive a new certificate at the beginning of each new certification period.

If a license contract is terminated WPAC, the *ENplus ID* of the *Certified Company* will be blacklisted and it can never be assigned again to another *Certified Company*. The formerly *Certified Company* can re-apply for certification and, if successful, they will be issued a new *ENplus ID*.

Certified Companies that are blacklisted due to misuse of the *ENplus* trademark or because they committed fraud can be banned for a period of up to two years.

2.2 Affiliated Companies

The *ENplus* license can include more than one legal entity in the case of *Affiliated Companies*. *Affiliated Companies* are completely or partly owned by the legal entity that is the *Certified Company*. This legal entity shall be entitled to force the *Affiliated Company* to obey both the provisions of the *Handbook* and requests from WPAC. Typical cases of *Affiliated Companies* are:

- producers with multiple production plants organised as separate legal entities that are completely or partly owned by the legal entity of the producer that is the *Certified Company*
- producers with a sales organisation for their own produced pellets as a separate legal entity that is completely or partly owned by the legal entity that is the *Certified Company*
- traders with regional sales organisations organised as separate legal entities that are completely or partly owned by the legal entity that is the *Certified Company*
- contracted service providers that are completely or partly owned by the legal entity that is the *Certified Company*

Affiliated Companies shall be approved by WPAC. *Certified Companies* shall provide a list of *Affiliated Companies* attached to their application and report on any changes or additions regarding the organisation of their company.

2.3 Sublicensing

Sublicensing can be used to allow “paper trading” of bulk pellets without the need for the “paper trader” to be certified. A “paper trader” must not have any physical contact with the pellets or any contract with a service provider who has physical contact with the pellets. This could either be brokers in business-to-business-trade or retail traders working exclusively for one *Certified Trader*. Sublicensed traders are allowed to sell certified pellets in bulk if a *Sublicense Contract is in place*. That contract must be signed by both the sublicense trader and the *Certified Trader* and grants the right to use the *Certification Seal* of the *Certified Trader*. The WPAC needs to be informed of this within 2 weeks of the contract being made. A template for the sublicense contract can be found on the international ENplus website [www.enplus-pellets.eu] and the relevant national ENplus website.

The basic principle is that all the physical handling of the pellets shall be performed by *Certified Companies*. It is mandatory that the non-certified trader does not own technical equipment for wood pellets such as storage sites and delivery vehicles and does not employ any service provider to carry out such tasks.

2.4 Identification Marking

2.4.1 ENplus ID

WPAC provides a unique *ENplus ID* to every *Certified Company*. Each *ENplus ID* has five characters that specify whether the *Certified Company* is a trader or a producer and the country it comes from.

Producers

The first two characters indicate the country where the plant is located. Country codes are specified according to ISO 3166-1-alpha-2. The three characters after the country code (001 to 299) provide the number of the *Certified Producer* in that country.

A producer with several production sites in several countries shall have a minimum of one ID for each country.

If a producer requests a common ID for several plants in one country a specific plant number will be attached to the *ENplus ID*. The plant number will only appear on the certificate (e.g. “BE010-2”).

Traders

The first two characters indicate the country where the headquarters of the pellet division of the *Certified Company* are located. Country codes are specified according to ISO 3166-1-alpha-2. The three characters after the country code (301 to 899) provide the number of the *Certified Trader* in that country.

Affiliated Companies (without a production site) situated in the country of the *Certified Company* will be active under the *ENplus ID* of that company. *Affiliated Companies* not situated in the same country as the headquarters of the pellet division of the *Certified Company* may

choose if they want to be active under the *ENplus ID* of the mother company or if they want to get an *ENplus ID* with the country code of the country in which they are situated.

Where the producer also has trader certification, he can use the same trader ID for selling the pellets from all plants.

An imprint of the sellers' *ENplus ID* on the delivery documentation is the minimum mandatory requirement for each delivery of *ENplus* bulk pellets no matter if the *Certified Company* has physical contact to the pellets or not. For *Bagged Pellets*, the *Quality Seal* shall be stated on the bag (see *Bagged Pellets* requirements, section 2.5).

An example of the *ENplus ID* for a Belgian producer can be seen in *Figure 1* showing a *Certification Seal*.

2.4.2 Certification Seal

Every *Certified Producer* and every *Certified Trader* has a unique *Certification Seal* which consists of the *ENplus Logo* and a unique *ENplus ID*. Producers, traders or service providers (whether certified or not) are prohibited from any use of the logo without the ID.



Figure 1: *Certification Seal (example: pellet producer in Belgium)*

Once the certificate is issued and a contract with WPAC is signed, the company is granted the right to use the *Certification Seal* for the labelling of its products and for advertising purposes as long as the company is listed on the relevant *ENplus* websites (international website [www.enplus-pellets.eu] and national *ENplus* website). The *Certification Seal* shall be used in a way that guarantees that it is only relevant for *ENplus* certified pellets. *Certified Companies* who manufacture or trade certified and non-certified goods shall avoid giving the impression that all their production and trade quantities are certified.

Information about the permitted colours and colour combinations can be found in the Annex.




The *Certification Seal* shall have a minimum height of 20 mm. The aspect ratio of the *Certification Seal* delivered by WPAC shall be maintained by the *Certified Company*.

2.4.3 Quality Seal

Each of the quality classes has a unique quality logo that shall only be used in combination with the *Certification Seal*. The combination of the quality logo and the *Certification Seal* is named the *Quality Seal*. The *Quality Seal* shall be displayed on the label of Bagged Pellets. The *Quality Seal* may be used for marketing purposes related to the product of the respective quality class.

Examples for *Quality Seals* referring to the different quality classes are shown in *Table 1*. (ENplus ID of a Belgian Producer)

Table 1: Examples of *Quality Seals* for the quality classes ENplus A1, ENplus A2, ENplus B

Quality Seal for ENplus A1 quality class	
Quality Seal for ENplus A2 quality class	
Quality Seal for ENplus B quality class.	

Guidance on the permitted colours and colour combinations can be found in the Annex.

2.4.4 Service Sign & Service Provider Registration Number

The *Service Sign* is assigned to *Certified Service Providers* (see *section 5*). It includes a unique registration number that is allocated to every *Certified Service Provider*. The first two characters indicate the country in which the facility of the service provider is located. Country codes are

specified according to ISO 3166-1-alpha-2. The three characters (900-999) that appear after the country code indicate the number of the *Certified Company* in that country. In order to distinguish the *Service Provider Registration Number* from the ENplus ID of a *Certified Producer* or a *Certified Trader*, the letters “SP” are placed after the number.



Figure 2: ENplus Service Sign with the Service Provider Registration Number of a Belgian company (example)

Information about the permitted colours and colour combinations can be found in the Annex.

The *Service Sign*, or at least the *Service Provider Registration Number*, shall be used on all documents (e.g. contracts, invoices) related to services provided within the ENplus scheme.

The aspect ratio of the *Service Sign* delivered by WPAC shall be maintained by the *Certified Company*.

2.5 Bagged Pellets Requirements

Pellet bags are a packaging unit for the retail market. Pellet bags may contain up to 30 kg of pellets of the quality classes ENplus A1 or ENplus A2. Bagging pellets of quality class ENplus B is not allowed.

The address of the company whose ENplus ID appears on the bag must be displayed. This could be the ID (not the *Service Provider Registration Number*) of the company bagging the pellets or the ID of the company whose bag design is used. The details of the company mentioned on the bag shall correspond to the details of the holder of the *Certification Seal* as listed on the ENplus website. A non-certified company can mention on its promotional materials (website, flyers etc.) that it is selling ENplus certified *Bagged Pellets*. Displaying the ENplus Logo is only possible by showing a picture of the bags containing the *Certification Seal*.

Under no circumstances can the non-certified company imply the *Certification Seal* is its own; this is to avoid misleading customers.

All ENplus bag designs must be approved by WPAC before the bags are sold on the market.

The following mandatory information shall be labelled in the language of the country in which the pellets are to be marketed:

- “Wood pellets” (relevant quality class needs to be stated additionally in case the old *Certification Seal*, as defined in Version 2.0 of the *Handbook*, is used)
- Name and address of the company whose *ENplus ID* appears on the bag
- *Quality Seal* (see section 2.4.3) of the responsible company
- The diameter (6 mm or 8 mm). The inclusion of other fuel properties on the bag is voluntary but must conform to the following options:
 - The threshold values are shown as defined in *part 3 of the Handbook, Table 1* (including \geq or \leq sign and unit).
 - A stricter limiting value for each of the technical requirements can be stated. In this case, the sample shall be taken by a *Listed Inspector* and the analyses shall be carried out by a listed *Testing Body*. The recent laboratory reports of all producers whose pellets are bagged and labelled this way shall be sent to WPAC when providing the bag design for approval. The values stated in the report(s) shall correspond to the information on the bag.
- The note “Store in dry conditions.”
- The note “Use only in approved and appropriate combustion systems according to manufacturer instructions and national regulations.”
- Net weight (in kg)

Additional information indicated on the bag cannot be false or misleading. During the bag design approval, proof of evidence can be required by WPAC to prove the veracity of the additional information stated on the bag. The origin of pellets shall only be indicated in connection with a producer ID.

The *Certified Company* whose *ENplus ID* is printed on the bag shall provide a facsimile of each bag label to WPAC for approval whether it is its own brand or not.

2.6 Big Bag Requirements

Two categories of *Big Bags* (up to a weight of 1,5 metric tonnes) are considered within the *ENplus* scheme: sealed *Big Bags* and unsealed *Big Bags*.

Sealed Big Bags

- Where *Big Bags* are sealed with a seal (on the filling level) with the *ENplus ID* of the relevant company on it, the *Big Bags* can be traded as small pellet bags. Where a sealed *Big Bag* is sold to a non-certified trader or an end-user, the information required for *Bagged Pellets* (see section 2.5) shall be attached to the bag. Pellets from sealed *Big Bags*

are only allowed to be filled directly into vehicles for end-user delivery without sieving, if no non-certified trader has entered the supply chain.

Unsealed Big Bags

Pellets in unsealed *Big Bags* are considered as bulk pellets. The related requirements are to be implemented.

2.7 Reference Samples

The analysis of a reference sample offers a solid basis for the decision on quality-related complaints from customers (business-to-business and end-users).

Certified Companies are required to take a reference sample of at least 500 g each time a vehicle is loaded. If there are less than 3 loadings per loading point per day of delivery, the sample's total mass shall be a minimum of 1,5 kg for each loading point.

Reference samples shall be taken during the loading process, preferably from falling material. The samples shall be stored for at least nine months under appropriate conditions. Samples shall be sealed (e.g. by using bags with self-adhesive closing) and identified with the sample point, date, quality class if divergent of class ENplus A1 and licence plate of the truck.

For *Bagged Pellets*, no reference samples need to be stored.

2.8 Objection Proceedings

Applicants and *Certified Companies* can appeal by filing a written objection to the *International Management* against the following decisions:

- Refusal of certification
- Ordering of new monitoring inspections
- Ordering of extraordinary inspections
- Ordering of more frequent inspections in the scope of internal controls
- Suspension and cancellation of the certificate and/or the license
- Exclusion of an additive

The objection is only permissible when the applicant or *Certified Company* proves that the affected decision violates its own rights. A written decision on the objection will be made within two weeks by the *Board of ENplus*. Any person who is directly affected by the objection decision will not participate in the decision making process.

3 CERTIFICATION OF PELLET PRODUCERS

3.1 Scope and Limits of Producer Certification

The fact that a producer is listed on all relevant ENplus websites (international ENplus website [www.enplus-pellets] and national ENplus website [www.pellet.org]) attests that the company complies with the specifications of the certification scheme and has signed a license contract with WPAC. This includes raw material procurement and processing, pellet production, storage, transport, bagging, quality control, staff qualification, complaint management and documentation requirements. All processes are checked during an annual inspection carried out by a *Listed Inspector* assigned by a listed *Inspection Body*.

The certification of a pellet producer does not include

- trade of pellets from other pellet producers
- *Part Load Deliveries* to end-users

Producers who want to offer certified pellets related to these operations need an additional trader certification and shall have regular trader inspections by *Listed Inspectors* assigned by a listed *Certification Body*. The *Certified Producer* is required to notify WPAC of contracted service providers for bagging pellets. The bagging station of a non-certified service provider shall be inspected before being put into operation. The *Certified Producer* is responsible for the performance of contracted service providers. Rules for service providers are defined in section 5. All sales ex-works are covered by producer certification and need no trader certification. The need for certification for companies with different activities can be seen in *Figure 3*.

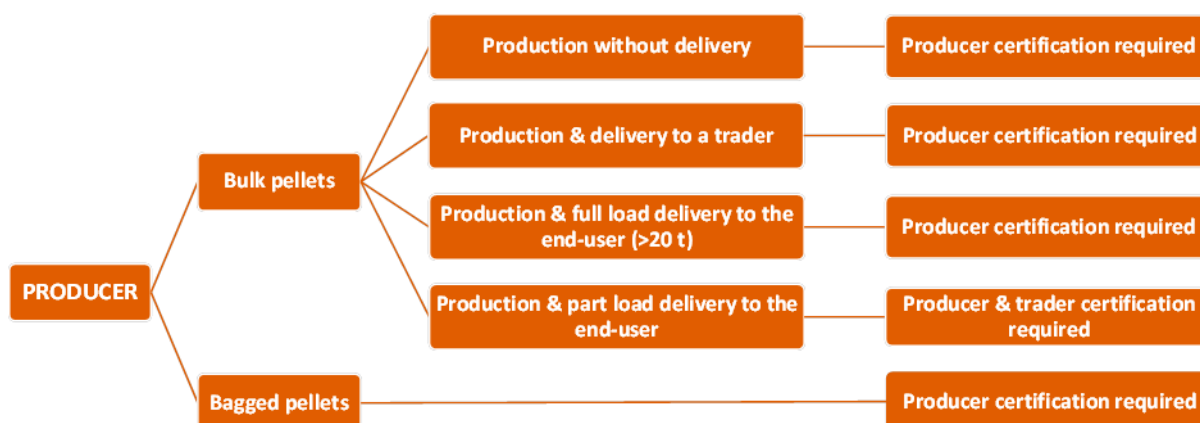


Figure 3: The different certification requirements depending on producers' business activities

3.2 Application of Pellet Producers

Pellet producers shall apply for certification with WPAC.

1. Applicants should visit the international website of ENplus (www.enplus-pellets.eu) and check whether the country in which the production site is located has a *National Management*.

If the country in which the production site is located has no *National Management*, the applicant should download and read the relevant sections of this *Handbook* and the “Application Form for Pellet Producer” from the international ENplus website.

If the country in which the production site is located has a *National Management*, the applicant should follow the link to WPAC’s ENplus website and download the national versions of the application documents and the schedule of fees.

2. The applicant shall choose and contract a listed *Inspection Body* for an annual production inspection and a listed *Certification Body* (the contract duration should correspond to the certification period).

The applicant may also choose a listed *Testing Body* for pellet analysis or may include laboratory services in the inspection contract.

3. The pellet producer sends his application including a list of *Affiliated Companies* and data sheets for stores and bagging stations via Email and 2 signed and stamped paper copies by post to WPAC.
4. A *Listed Inspector* from the contracted *Inspection Body* will perform an initial inspection (including all storage sites operated by the company and including storage sites operated by contracted service providers and utilized by the applying company) and send a copy of the *Inspection Report* within 2 months of the inspection date to the contracted *Certification Body*. Where the applying company needs more time to deliver missing information, this time limit can be extended. The *Certification Body* will evaluate the *Inspection Report*. If the applicant complies with the ENplus provisions, the *Certification Body* issues the *Conformity Report* and submits the document to the applicant as well as to WPAC. This should be done at least one month after the receipt of the *Inspection Report*.
5. WPAC sends an invoice for the license fees based on the projected production figures for the year. The fees will be calculated by applying the fraction of the year remaining to the estimated production for the full year. After the applicant has paid the fees, WPAC sends the *Certification Seal*, to the *Certified Producer*; the *certification body* provides the certificate to the company. The producer and WPAC sign a contract. The company name and address as well as the ENplus ID and the quality classes produced will be published on all relevant ENplus websites.

If the applicant is bagging pellets, the bag design shall be approved by WPAC.

The applicant may withdraw their application at any stage of the procedure. WPAC will reject the application if it does not receive a positive conformity evaluation within 3 months of the initial inspection and may reject the application if the applicant does not pay the license fees within one month of invoicing.

3.3 External Control of Pellet Producers

Certified Pellet Producers are required to instruct a listed *Inspection Body* for annual on-site inspection. Inspections shall be carried out by a *Listed Inspector*. All regular inspections shall be performed annually in a time period of \pm three months relative to the date of the initial inspection except for the last inspection of the certification period that shall be performed before the certificate expires (but not more than 6 months before the expiring date), in order to ensure that the renewal of the certificate is concluded before the expiration date.

The *Inspection Body* shall offer an appropriate inspection date. The *Certified Company* shall give the inspector access to all sites and to all the relevant documentation and personnel. The inspector will:

- take samples of certified bulk pellets at the next possible point after the production process (cooler), seal them and arrange their delivery to the *Testing Body*. The sample will be analysed for all fuel properties mentioned in *table 1 of part 3 of the Handbook*.
- examine the operating equipment and installation including a random choice of remote storage sites that may also be operated by service providers (*number of controlled stores: \sqrt{n} ; n = total number of stores*). During the initial inspection, the inspector will check and document them in total.
- check the quality management system including operating procedures, documentation, quality policy and the qualification of personnel.
- check the origin of raw materials and additives.
- check the GHG calculation
- check of complaint management
- check of fulfillment of the reporting obligations to WPAC
- validate the self-inspections (e.g. by comparing the lab results of a shared pellet sample with those from the internal tests of the *Certified Company*).
- check production and sale figures
- check if only approved bag design has been used where the company is bagging pellets
- take a pellet bag as a sample where the company operates a bagging line. The sample will be analysed for the share of fines.

Production and bagging lines that are put into operation after the initial inspection shall be inspected by a *Listed Inspector* before the product is put on sale.

Additionally, extraordinary inspections can be carried out upon demand by WPAC, e.g. if significant complaint(s) are received. In case a type A non-conformity is stated, the *Certified Company* shall pay for the extraordinary inspection and related pellet analyses. The *Certified Company* can file an objection against the decision of the inspector (see *section 2.8*). Where the extraordinary inspection proves unjustified, WPAC shall pay for the services of the inspector.

The inspector will evaluate and classify all findings that don't conform to the provisions from the *Handbook* and the amendments to the *Handbook*. The classification of non-conformities is according to the quality risks:

Type A non-conformities concern non-complying fuel properties and insufficient self-monitoring tests. The applying/certified company has to find out why the type A non-conformity happened and has to correct it. The inspector 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 *Inspection Report* is sent to the certification body after the company would have provided a satisfying proof of correction or after the company would have missed the deadline for providing a satisfying proof.

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* to be sent to the certification body. 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 *Conformity Report* 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 non-conformities shall be listed in the *Conformity Report* and shall be corrected at the latest before the next inspection. WPAC is responsible for the follow up and for the setting of deadlines related to the use of the *Certification Seal*, delivery documents, bag design, GHG calculation or reporting obligations.

In case the correction of a type A or type B non-conformity is not proven within the deadline, the *Certification Body* 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.

The *Inspection Report*, the laboratory report and the GHG calculation shall be submitted, within one month from the inspection, to the client and to the certification body. Whether the applying/certified company needs more time to deliver missing information, the deadline could be extended after consultation with the certification body.

The certification body shall submit the *Conformity Report* within two months after the inspection date to WPAC. Where the applying company needs more time to deliver missing information, this time limit can be extended.

The *Conformity Report* contains information necessary for the monitoring of the certification scheme:

- production figures of bulk pellets and *Bagged Pellets*
- information on raw materials and additives
- information on customer complaints

- information on type C non-conformities (type A and type B non-conformities have to be corrected before the *Conformity Report* is issued)
- laboratory report and GHG calculation as attachments

3.4 Requirements on Pellet Producers

The following requirements apply for *Certified Companies* as well as for companies applying for certification. Requirements related to *Bagged Pellets* and *Big Bags* are defined in the respective sections (2.5 and 2.6).

3.4.1 Quality Management

The quality management shall include an in-house manual including operational instructions, training records (external and internal) and procedures for the handling of claims and complaints.

Quality manager: the management of the *Certified Company* shall appoint a quality manager with knowledge of the effect of different operating processes on the quality of the produced pellets. The quality manager shall be mandated to implement measures to meet the requirements for quality control and the internal quality management documentation. They serve as contact person for the involved *Inspection Body*, the *Certification Body* and WPAC. The latter will inform the quality manager about improvements and changes in the certification scheme. Furthermore they are required to participate in an external training course on pellet quality within the first year of certification and then at least once every certification period thereon. The training shall be approved by WPAC of ENplus.

The quality manager shall ensure the orderly documentation and evaluation of operating processes that affect the quality of the wood pellets. The documentation shall be kept up-to-date and should be regularly presented to the management. For this purpose, it is recommended to maintain a shift book. Discovered defects are to be immediately disclosed to the responsible employees and are to be remedied.

The quality manager serves as the contact person for their colleagues in case of malfunctions in the production process. The quality manager may delegate individual monitoring and documentation tasks to other employees. In this case, they shall advise the responsible employees of their duties and monitor the carrying out of these duties to ensure that they are being done correctly. Large companies with subsidiaries in different countries need at least one quality manager per country.

The quality manager of a *Certified Company* is required to conduct annual quality training with all employees. This training shall be documented (date, participants, contents).

3.4.2 Raw Materials

The requirements on the origin of the wood raw materials are based on ISO 17225-2 and described in part 3 of the *Handbook*, Table 2.

The requirements on amount and type of additives are described in *part 3 of the Handbook*, section 4.

3.4.3 Installations and Operating Equipment

The *Certified Company* shall have suitable technical equipment and installations for the production, storage, handling and packaging of high quality wood pellets. Installations shall fulfil the following specifications.

- Unloading, manipulation and storage areas for raw materials shall be protected against contamination by substances such as soil, stones and grains.
- Pellet storages shall protect the pellets from moisture and contamination.
- Stores for different quality classes shall be spatially divided.
- Pellet loading areas shall have a protection against rain and snow, even under heavy wind conditions.

National managements may enact additional rules in order to specify the requirements related to the following issues. National rules shall be marked in order to be clearly recognisable.

- If wood pellets from the store are delivered to end-users, the storage facility shall be equipped with a device to separate the fine fraction before loading the transport vehicle to below 1 w-% in day-to-day-operations. If there is a hopper it shall be completely discharged periodically.

Canadian National Regulation: This device shall have the capacity to reduce the share of fines from 10 w-% to below 1 w-% in day-to-day-operations. Pellets must not be stored after separation of fines. If there is a hopper it must be completely discharged periodically once after the decuple of the hopper's volume has been operated. In case the hopper's capacity is bigger than 20 metric tonnes it shall be completely discharged every 200 tonnes.

3.4.4 Main Processes

The following processes shall be implemented; the realisation shall be documented.

Table 2: Main processes in pellet production and related documentation requirements.

Area	Processes	Documentation requirements
Incoming goods	Acceptance of goods <ul style="list-style-type: none"> • Visual inspection, e.g. bark, rotting, contamination. • Check of delivery documents. 	<ul style="list-style-type: none"> • Delivery documents for raw materials • origin of raw material (<i>part 3 of the Handbook, Table 2</i>) • wood species (broadleaved or coniferous wood) • Delivery documents for additives including data sheets.
Production process	<ul style="list-style-type: none"> • Periodic maintenance • Periodic cleaning 	<ul style="list-style-type: none"> • Standard operating procedures. • Maintenance and cleaning plans incl. affirmation of implementation.

(incl. storage & bagging)	<ul style="list-style-type: none"> • Calibration, verification or validation of the weighing system of the bagging line 	<ul style="list-style-type: none"> • Production parameters including additive dosing. • Deviations and disorders including corrective actions and management of non-conforming products. • Work carried out, e.g. change of press. • Documentation of validation of the weighing system of the bagging line
Outgoing goods	<ul style="list-style-type: none"> • Periodical check of the separation of fines • Reference sampling. • <i>Full Load Delivery</i> to end-users: check of vehicles that are used for goods other than certified pellets for contamination • Check of temperature (max. 40 °C). Freedom of choice of methodology. 	<ul style="list-style-type: none"> • Delivery notes including prior freight in case of vehicles that are used for goods other than certified pellets. • Reports of visual inspections. • Cleaning procedures.
Quality control	<ul style="list-style-type: none"> • Self-monitoring including evaluation of results. • Maintenance, cleaning, calibration, verification or validation of testing devices. 	<ul style="list-style-type: none"> • Testing and inspection procedures. • Testing results. Evaluation of testing results. • Corrective measures.

3.4.5 Self-Monitoring

Certified Producers shall implement regular self-monitoring of pellet quality for the parameters in *Table 3*. The testing methods may deviate from the ISO 17225-2 specifications. All testing methods shall be validated during the annual inspection by comparative measurement.

The frequency of the test for each production site shall be a minimum of once per shift. The minimum frequency shall be at least N in 24 h where N is:

$$N = \frac{10}{\text{days}} * \sqrt{\frac{\text{ton}}{10}}$$

N = number of sample in 24h

days: annual working days

ton: annual output of pellets per production site in metric tonnes

Example $N = 10 / 220 * \sqrt{50\,000 / 10} = 3$ times per 24h

Table 3: Minimum requirements for self-monitoring test

Parameter	Sample point	Frequency
Bulk Density	After production, before storage	N, at least once per shift

Moisture Content	After production, before storage	N, at least once per shift
Mechanical Durability	After production, before storage	N, at least once per shift
Length	After production, before storage	N, at least once per shift
Amount of Fines	Last possible point before delivery (only on days with delivery)	N, at least once per shift

The tests shall be conducted according to the methods approved by the inspector. When reasonable doubts concerning the pellet quality exist, the *Inspection Body* or the certification body may order more frequent tests or additional tests, e.g. ash content where raw materials with high ash content are blended with low-ash raw materials.

For requirements on reference samples, see *section 2.7*.

3.4.6 Complaint Management

Every *Certified Company* shall implement a system for complaint management. *Certified Producers* shall appoint an employee as complaint manager – preferably the same person that serves as the quality manager. The complaint manager is responsible for the registration, processing, documentation and monitoring of customer complaints including corrective and preventative actions, if necessary.

Complaints shall be handled by the *Certified Company*. External experts, such as inspectors, should only be involved where the dispute cannot be resolved. Where a *Certified Producer* employs a service provider, the producer is responsible for the handling of complaints related to the activities of the contracted service provider.

The following conditions apply for complaints regarding the amount of fine material in customer stores following deliveries of **bulk pellets**:

- the amount of fines (< 3.15 mm) in the store exceeds 4 w-%,
- the amount of pellet residues before the last delivery was < 10% of the storage capacity,
- less than 20 % of the actual delivery has been consumed,
- the pellet store meets the criteria for proper pellet storage according to the *National ENplus Storage Guidelines*. (NOTE: Storage Guidelines are not to be considered a health and safety guidelines in Canada. Operators must consult the Material Safety Datasheet and seek advice of an expert.)
- Where pellets are blown from a silo truck into the end-users storage this shall have been done in a way that assures that the pellets have not been unduly damaged.

Canadian National Regulation: Additional conditions for acceptance of Complaints

The blowing distance has not exceeded 30 m including the internal ducts

- The end-user's store has been cleaned periodically.

Canadian National Regulation:

The frequency of the cleaning of stores shall be based on the annual consumption. Stores with an annual consumption of ≤ 15 metric tonnes shall be cleaned once in two years. Stores with an annual consumption > 15 tonnes shall be cleaned once per year at least."

Product analysis for accepting a complaint shall be performed by a *Testing Body* listed by ENplus. Samples shall be taken by the involved parties, or if no other agreement has been made, by a person qualified for sampling (e.g. from the agricultural sector). The sample shall be representative of the relevant pellet load (under the conditions mentioned above). Where possible, the sampling methodology shall be based on the sampling standard EN 14778.

Where the complaint is about the quality of **Bagged Pellets**, an unopened bag needs to be set aside for examination.

3.4.7 Delivery Documentation of Bulk Pellets

Each delivery of bulk pellets shall be documented with a delivery record containing the following elements:

- *Certification Seal* or *ENplus ID*
- ENplus quality class
- Mass of the delivered pellets in kg or metric tonnes
- Diameter of the pellets
- Date of loading
- License plate number of the delivery vehicle
- The prior freight if it was different to certified wood pellets

Delivery to other *Certified Companies*: It is recommended to include information about the amount of fines if the amount exceeds 1%.

3.4.8 Sustainability

See part 4 of the ENplus Handbook, version 3 about sustainability requirements.

3.4.9 Reporting Obligations

Certified Pellet Producers shall report substantial changes to the competent *Inspection Body* and WPAC.

- Updated data sheets for remote stores if relevant for the company
- Substantial changes in production lines and bagging lines. These shall be inspected by a *Listed Inspector* before being put into operation.
- Service providers offering bagging that are exclusively working for the *Certified Company*. These companies shall be assessed before starting to work for the *Certified Company*.
- Appointment of a new quality manager

The following changes and incidents are to be reported to WPAC:

- Changes in production capacity
- Changes and introduction of new bag designs

- The annual production figures
- Changes of the ownership or the legal status of a company
- Additional or terminated *Affiliated Companies*

WPAC may ask for additional information (e.g. regarding the share of certified raw material or species of wood used for production) in case of

- publications about the scheme
- quality problems, either affecting the *Certified Company* or other parts of the pellet sector
- complaints

4 CERTIFICATION OF PELLET TRADERS

4.1 Scope and Limits of Trader Certification

The fact that a trader is listed on all relevant ENplus websites (international ENplus website [www.enplus-pellets] and national ENplus website) attests that the operating processes, services and the quality management system of the *company* conform to the specifications of the certification scheme and the company has signed a license contract with WPAC.

A *Certified Trader* may offer certified bulk pellets of all ENplus quality classes and is also certified for the transport, storage, delivery and bagging of bulk pellets. Installations, technical equipment, operational processes, quality control, staff qualification, complaint management and documentation are being checked by on-site and remote inspections by a *Listed Inspector* assigned by a listed *Certification Body*.

Each trader in the supply chain of ENplus certified bulk pellets that comes into physical contact with the pellets, or contracts a service provider to do so, shall be certified. Traders without any physical contact and not contracting any service provider can apply to become certified on a voluntary basis. A trader does not need to be certified if he is only trading already *Bagged Pellets* marked with the ID of a *Certified Company*. A trader who wants to have his own ENplus ID on the bags needs to be certified whether he is bagging the pellets or not.

A *Certified Trader* shall name all non-certified service providers to WPAC (except transport companies delivering full loads) and is required to register their stores and bagging lines.

The need for certification for companies with different activities can be seen in *Figure 4*

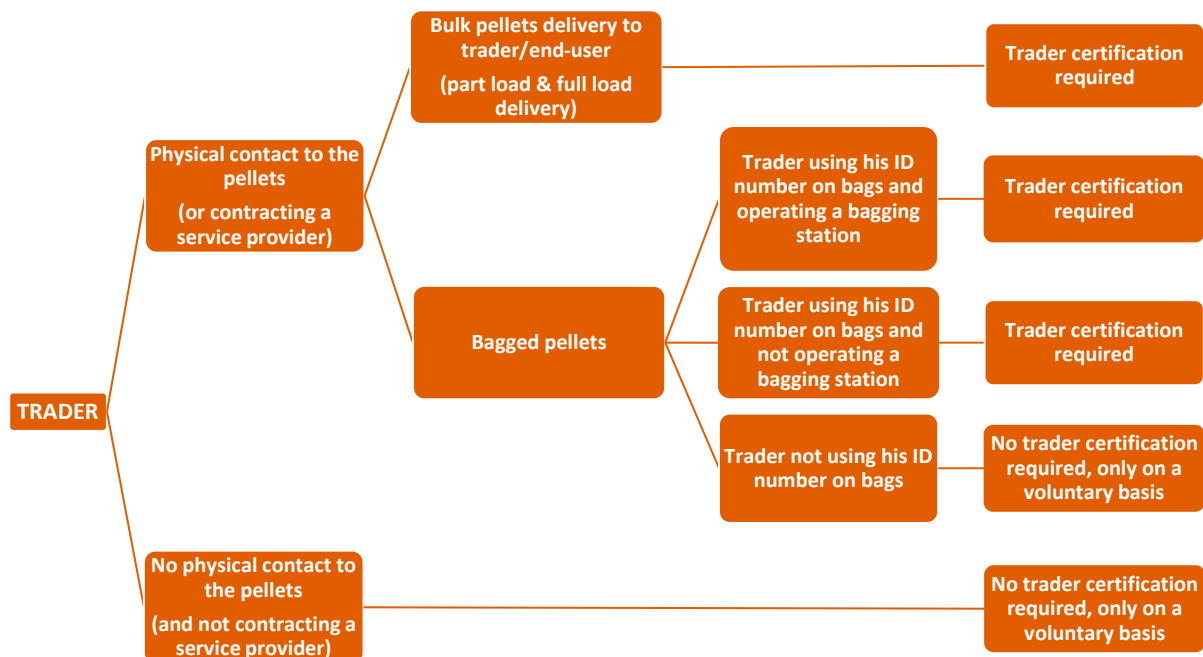


Figure 4: The different certification requirements depending on traders' business activities

Service providers being active for a *Certified Trader* shall fulfil the requirements for *Certified Service Providers* (see section 5.4), no matter if they are certified themselves or not.

The *Certified Trader* is responsible for the performance of contracted service providers. Rules for service providers are defined in *section 5*.

4.2 Application of Pellet Traders

Pellet traders shall apply for certification in the country where the company is situated. If the applicant has *Affiliated Companies* in different countries he shall apply in the country where the headquarters of the company's pellet division is situated. If he is in doubt which ENplus Management is responsible for his application, he should contact the *International Management* of ENplus.

The application procedure is as follows:

1. The first step of an application is proper information. Applicants should visit the international website of ENplus (www.enplus-pellets.eu) and check whether the country in which the trader's headquarters are located has a *National Management*.

If the country in which the headquarters are located has no *National Management*, the applicant should download and read the relevant sections of this *Handbook* and the "Application Form for Pellet Traders" from the international ENplus website.

If the country of origin of the trader has a *National Management*, the applicant should follow the link to the national website of ENplus for their country and download the national versions of the application documents and the schedule of fees from there.

2. The pellet trader shall choose and contract a listed *Certification Body* for inspection and certification (the contract duration should correspond to the certification period). In case of an application with a *National Management*, the *Certification Body* shall be the *National Certification Body*.

If the trader operates a bagging station, he may also choose a listed *Testing Body* for pellet analysis or may include laboratory services in the inspection contract.

3. The pellet trader sends his application including a list of *Affiliated Companies*, contracted service providers for stores, bagging and *Part Load Delivery* (including data sheets for trucks for *Part Load Delivery* and stores if relevant) via Email and 2 signed and stamped paper copies by post to WPAC
4. A *Listed Inspector* assigned by the *Certification Body* will perform an initial inspection (including all storage sites operated by the company and including storage sites operated by contracted service providers and used by the applying company). Traders without any physical contact to bulk pellets (and not contracting a service provider to do so) who are certified on a voluntary basis only need to undergo a remote inspection, no on-site inspection. Should this trader start activities with physical contact to bulk pellets later on, an on-site inspection is needed before starting operation.

The *Certification Body* may contract a listed *Inspection Body* to perform the inspection. A copy of the *Inspection Report* will be delivered to the *Certification Body's* employee responsible for conformity assessment. This person will evaluate the *Inspection Report*. If the applicant complies with the ENplus provisions the *Conformity Report* is submitted to the applying company as well as to WPAC. This should be done within two months of

the inspection date. Where the applying company needs more time to deliver missing information, this time limit can be extended.

5. WPAC invoices the companies for the license fee based on the projected trade figures for the calendar year. Once the applicant has paid the fees, WPAC sends the *Certification Seal* to the *Certified Trader*; the certification body sends him the certificate. The trader and WPAC sign a contract; in some countries the contract may be part of the application form. The company name is then published on all relevant ENplus websites.

If the applying company bags or orders pellet bags with its *ENplus ID*, the bag design shall be approved by WPAC.

The applicant may withdraw their application at any stage of the procedure. WPAC shall reject the application if it does not receive a positive conformity evaluation within 2 months of the initial inspection and may reject the application if the applicant does not pay the license fees within one month of invoicing.

4.3 External Control of Pellet Traders

At the beginning of each certification period (3 years) an inspection shall be conducted on-site and shall include the inspection of all storage sites for end-user delivery in addition to the device for the separation of fines for the loading of trucks for end-user delivery. Inspections for renewal certifications shall be carried out before the certificate expires but not earlier than 6 months before the expiration date. In the years between the two on-site inspections, remote inspections will be carried out. Since bagging is regarded as a high physical risk for product quality, traders operating a bagging station will need an annual on-site inspection. All inspections shall be carried out by a *Listed Inspector* mandated by the certification body. Traders without any physical contact with bulk pellets (and not contracting a service provider to do so) who are certified on a voluntary basis only need to undergo annual remote inspections.

Table 4 offers an overview about the frequency and type of inspections of traders. Where a trader fits more than one category the most severe conditions apply. Traders without any physical contact to bulk pellets will only have to undergo an inspection when they are certified on a voluntary basis.

Table 4: The different inspection requirements depending on traders' business activities

Company activity		Type(s) and frequency of inspection
Trade with bulk pellets	physical contact with the pellets	<ul style="list-style-type: none"> On-site inspection during certification process and re-certification (every 3 years). Remote inspection in year 2 and 3 of every certification period.

	no physical contact with the pellets	Annual remote inspection
Trade with pellet bags with own ENplus ID on the bag	operating a bagging station	Annual on-site inspection
	not operating a bagging station	Annual remote inspection

The *Certification Body* may contract an Inspector from a listed *Inspection Body*. The *Certification Body* shall offer an appropriate inspection date and this shall be announced to the company at least two weeks in advance. The *Certified Company* shall give the inspector access to all locations and areas related to pellet business activities as well as to all relevant documentation and personnel.

The *Listed Inspector* will:

- inspect the installations and operating equipment, e.g. stores, vehicles, devices for the separation of fines, bagging lines, testing equipment including a random choice of remote storage sites that may also be operated by service providers (*number of controlled stores: \sqrt{n} ; n = total number of storage sites*).
- check the quality management including operating procedures, documentation, quality policy and the qualification of personnel.
- check list of pellet suppliers.
- check complaint management and delivery documentation
- check of quality control and self-monitoring.
- check trade figures
- check training records of quality managers and drivers of trucks for *Part Load Deliveries* (if relevant)
- check the documentation of updated data sheets of transport vehicles for *Part Load Delivery* and of end-customer stores if relevant for the company
- check the fulfilment of the reporting obligations to WPAC
- check if only approved bag design has been used in case the company is bagging pellets
- take a pellet bag as a sample where the trader operates a bagging line. The sample will be analysed for the moisture content, the mechanical durability and the share of fines.

Bagging lines that are put into operation after the initial inspection shall be inspected by a *Listed Inspector* before any sales and afterwards once per year.

Certified Traders without a bagging line shall undergo a remote inspection in the years without physical inspection. These remote inspections shall be carried out by a *Listed Inspector*. The *Certified Company* will have to provide the documentation related to facilities and technical equipment (in form of updated data sheets), internal training events, internal quality control and complaints. The inspector will ask the certified company to provide information about business transactions (receipt of goods as well as goods outwards) for certain days of the previous year in advance of the remote inspection. The inspector will check the documents and may ask the *Certified Company* to send him more detailed information. Extraordinary

inspections may be carried out upon demand by WPAC, e.g. if significant complaint(s) are received.

Where a type A non-conformity is stated, the *Certified Company* shall pay for the extraordinary inspection and related pellet analyses. The *Certified Company* can file an objection against the decision of the inspector (see *section 2.8*). Where the extraordinary inspection proves unjustified, WPAC shall pay for the services of the inspector.

The inspector will evaluate and classify all findings that don't conform to the provisions from the *Handbook* and the amendments to the *Handbook*. The classification of non-conformities is according to the quality risks:

Type A non-conformities concern non-complying fuel properties and insufficient self-monitoring tests. The applying/certified company has to find out why the type A non-conformity happened and has to correct it. The inspector 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 *Inspection Report* is sent to the certification body department of the *Certification Body* responsible for conformity evaluation after the company would have provided a satisfying proof of correction or after the company would have missed the deadline for providing a satisfying proof.

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* to be sent to the certification body department of the *Certification Body* responsible for conformity evaluation. 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 *Conformity Report* 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 non-conformities shall be listed in the *Conformity Report* and shall be corrected at the latest before the next inspection. WPAC is responsible for the follow up and for the setting of deadlines related to the use of the *Certification Seal*, delivery documents, bag design, or reporting obligations.

In case the correction of a type A or type B non-conformity is not proven within the deadline, the certification body 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.

The *Inspection Report* and the laboratory report (if relevant) shall be submitted, within one month from the inspection, to the client and to the certification body. Whether the applying/certified company needs more time to deliver missing information, the deadline could be extended after consultation with the certification body.

The certification body shall submit the *Conformity Report* within two months after the inspection date to WPAC. Where the applying company needs more time to deliver missing information, this time limit can be extended.

The *Conformity Report* contains information necessary for the monitoring of the certification scheme:

- trade figures of bulk pellets/*Bagged Pellets*
- information on customer complaints
- information on type C non-conformities (type A and type B non-conformities have to be corrected before the *Conformity Report* is issued)

4.4 Requirements on Pellet Traders

The following requirements apply for *Certified Companies* as well as for companies applying for certification. Requirements related to *Bagged Pellets* and *Big Bags* are defined in the respective sections (2.5 and 2.6).

4.4.1 Quality Management

The quality management shall include operating instructions, training records (external and internal) and procedures for the handling of claims and complaints.

Quality manager: the management of the *Certified Company* shall appoint a quality manager with knowledge of the effect of different operating processes on the quality of the traded pellets. The quality manager shall be mandated to implement measures to meet the requirements for quality control and the internal quality management documentation. They serve as the contact person for the *Certification Body* and WPAC. The latter will inform the quality manager about improvements and changes in the certification scheme. The quality manager shall participate in an external training course for pellet quality at least in the first year and then at least once every certification period afterwards. The training shall be approved by WPAC.

The quality manager shall ensure the orderly documentation and evaluation of operating processes that affect the quality of the wood pellets. The documentation shall be kept up-to-date and should be regularly presented to the management. The quality manager serves as the contact for his/her colleagues in the case of malfunctions. Discovered defects are to be immediately disclosed to the responsible employees and are to be remedied.

The quality manager may delegate individual monitoring and documentation tasks to other employees. In this case, they shall advise the responsible employees of their duties and monitor that these duties are being carried out correctly. Large companies with subsidiaries in different countries need at least one quality manager per country.

The quality manager of a *Certified Company* is required to conduct annual quality training with all employees. The training shall be documented (date, participants, contents).

Drivers of trucks for *Part Load Delivery* with contact to end users shall participate in a training course on the knowhow of smooth pellet delivery and storage. The training shall be carried out

within the first year of certification and once in each certification period. *Certified Companies* may organise internal training workshops. The content of the training shall be approved by the *Listed Inspector*.

4.4.2 Installations and Operating Equipment

The *Certified Company* shall have suitable technical equipment and installations for the storage, handling and packaging of high quality wood pellets. Installations shall fulfil the following specifications:

- Unloading, loading, manipulation and storage areas shall be protected against moisture and contamination by substances such as soil, stones and grains.
- Stores for different quality classes or other biomasses shall be spatially divided. Procedures shall be implemented that avoid any mixture or contamination.
- Pellet loading areas shall have a protection against rain and snow, even under heavy wind conditions.
- If silo vehicles are equipped with a coating device, it shall be assured that the maximum dosing of coating agents is limited to 0,2 w-% of the pellets.
- When delivering bulk pellets to end-users, transferring pellets from one truck or trailer to another without separating the fines is not allowed.

National managements may enact additional rules in order to specify the requirements related to the following issues. National rules shall be marked in order to be clearly recognisable.

- If wood pellets from the store are delivered to end-users, the storage facility shall be equipped with a device to separate the fine fraction before loading the transport vehicle to below 1 w-% in day-to-day-operations. If there is a hopper it shall be completely discharged periodically.

Canadian national regulation:

If wood pellets from the store are delivered to end customers, the storage facility shall be equipped with a device to separate the fine fraction before loading the transport vehicle. The device shall be constructed to reduce the share of fines from 10 w-% to below 1 w-% in day-to-day-operations. Pellets shall not be stored after separation of fines. If there is a hopper it shall be completely discharged periodically once after the decuple of the hopper's volume has been operated. In case the hopper's capacity is bigger than metric 20 tonnes it shall be completely discharged every 200 tonnes."

- Only equipment can be used for end-user deliveries that guarantee a careful delivery with a minimized generation of fines.

Canadian national regulation:

Silo vehicles for *Part Load Deliveries* to end-users shall be equipped with a low-abrasion feeding system – the delivery pipe shall deflect static electricity and electric current and shall be coated to reduce friction. The connection between pipes shall not contain edges facing the pellet flow. When vehicles other than pneumatic silo trucks are used for end-user deliveries, only equipment can be used that guarantee a careful delivery with a minimized generation of fines.

Vehicles equipped with a rotary feeder shall not be used for end-user delivery due to the risk of generating an increased amount of fines. WPAC may agree with the company on an individual transition period.

- Where *Part Load Deliveries* of bulk pellets are made to end-users, appropriate measures shall be implemented and/or appropriate equipment shall be used in order to guarantee that the weight of the delivered pellets is accurately determined.

Canadian national regulation:

Vehicles for *Part Load Deliveries* to end-users must be equipped with a gauged on-board weighing system. Individual exceptions from this rule may be allowed by the certification body for a transition period.

- It shall be assured that the supply air can leave the storage.

Canadian national regulation:

Silo vehicles for deliveries to end-users shall have a device to extract the supply air from the storage facility during the delivery if needed. The certification body may accept other solutions that prevent dust from being blown into the building of the customer. WPAC shall be informed about which other solutions are accepted.

- Certified traders delivering bulk pellets and/or sealed big bags to a customer storage shall conduct customer awareness training and make certain the customers are aware of associated health and safety cautions. Certified traders shall make certain that their customers are familiar with the most up-to-date Material Safety Data Sheet for wood pellets and that their customers accept the responsibility of managing health and safety of pellet storage. Certified traders shall make certain the customers are aware that the gas composition of pellet storage are significantly altered, including oxygen depletion, carbon monoxide toxicity, and wood dust.
- Certified traders shall mandate refresher training to the operators of storages at an adequate interval to ensure the customers remain fully aware of health and safety cautions.
- Certified traders shall retain records of customer awareness training for 5 years.

4.4.3 Main Operation Processes

The following processes shall be implemented; the realisation shall be documented.

Table 5: Main operation processes in pellet trade and related documentation requirements

Area	Processes	Documentation requirements
Incoming goods	<ul style="list-style-type: none"> • Acceptance of goods • Check of delivery documents. 	<ul style="list-style-type: none"> • Delivery notes. • Weighing receipts.
Facilities and equipment	<ul style="list-style-type: none"> • Periodic maintenance • Check cleanliness 	<ul style="list-style-type: none"> • Maintenance and cleaning plans incl. affirmation of implementation
Bagging (if relevant)	<ul style="list-style-type: none"> • calibration, verification or validation the weighing system of the bagging line 	<ul style="list-style-type: none"> • Documentation of validation
Outgoing goods (incl. loading at the production site)	<ul style="list-style-type: none"> • Check of outgoing goods: pellet temperature (shall be $\leq 40^{\circ}\text{C}$, fines $\leq 1\%$), Freedom of choice of methodology. • Reference sampling. 	<ul style="list-style-type: none"> • Delivery notes including prior freight where vehicles that are used for goods other than certified pellets.
Quality control	<ul style="list-style-type: none"> • Self-monitoring including evaluation of results. • Maintenance, cleaning, calibration, verification or validation of testing devices. 	<ul style="list-style-type: none"> • Testing procedures • Testing results. Evaluation of testing results. • Reports of visual inspections. Cleaning procedures. • Defects and corrective measures. • Management of non-conforming wood pellets

4.4.4 Self-Monitoring

Certified Traders shall implement a regular self-monitoring system for pellet quality in stores and bagging stations. The testing methods may deviate from the methods indicated in ISO 17225-2. All testing methods shall be checked and approved during the onsite inspection. The tests shall be carried out in line with a regular inspection plan. The execution and the results shall be documented.

The minimum requirements for stores are a weekly inspection including:

- visual inspection of the stored wood pellets,
- inspection of the device for the separation of fines
- sampling of pellets from loading and determination of the amount of fines to monitor the device for the separation of fines

The minimum self-monitoring frequency for bagging lines is once per operating day. Beside the measures mentioned above, the controls shall include the tests listed in *Table 6*.

Table 6: Minimum requirements for self-monitoring tests of bagging stations

Parameter	Sample point	Frequency
Mechanical Durability Amount of Fines	last possible point after separation of fines and before bagging	at least once per day

The tests shall be conducted according to the methods approved by the inspector. When reasonable doubts concerning the pellet quality exist, the *Certification Body* may order more frequent or additional tests.

For requirements on reference samples, see *section 2.7*.

4.4.5 Complaint Management

Every *Certified Company* shall implement a system for complaint management. *Certified Traders* shall appoint an employee as complaint manager – preferably the same person that serves as the quality manager. The complaint manager is responsible for the registration, processing, documentation and monitoring of customer complaints including corrective and preventative actions. Complaints shall be handled by the *Certified Company*. External experts, such as inspectors, should only be involved where the dispute cannot be resolved.

Where a *Certified Trader* employs a service provider, the trader is responsible for the handling of complaints related to the activities of the contracted service provider.

The following conditions apply for complaints regarding the amount of fine material in customer stores following deliveries of **bulk pellets**:

- the amount of fines (< 3.15 mm) in the store exceeds 4 w-%,
- the amount of pellet residues before the last delivery was < 10% of the storage capacity,
- less than 20 % of the actual delivery has been consumed,
- the pellet store meets the criteria for proper pellet storage according to the National *ENplus Storage Guidelines*. (NOTE: Storage Guidelines are not to be considered a health and safety guidelines in Canada. Operators must consult the Material Safety Datasheet and seek advice of an expert.)

National managements may enact additional rules for the acceptance of complaints. National rules shall be marked in order to be clearly recognisable.

- Where pellets are blown from a silo truck into the end-users storage this shall be done in a way that assures that the pellets are not unduly harmed.

Canadian national regulation:

The blowing distance has not exceeded 30 m including the internal ducts,

- The end-user's store has been cleaned periodically.

Canadian national regulation:

The frequency of the cleaning of storages shall be based on the annual consumption.

Storages with an annual consumption of ≤ 15 tonnes shall be cleaned once in two years.

Stores with an annual consumption > 15 tons shall be cleaned once per year at least.

Product analyses to prove the admissibility of a complaint shall be performed by a *Testing Body* listed by ENplus. Samples shall be taken by the involved parties, or if no other agreement has been made, by a person qualified for sampling (e.g. from the agricultural sector). The sample shall be representative of the relevant pellet load (under the conditions mentioned above). Where possible, the sampling methodology shall be based on the sampling standard EN 14778.

Where the complaint is about the quality of **Bagged Pellets** an unopened bag needs to be set aside for examination.

4.4.6 Delivery Documentation of Bulk Pellets – Full Load Delivery

Each *Full Load Delivery* of bulk pellets to traders or end-users shall be documented with a delivery record that contains

- *Certification Seal* or *ENplus ID*
- ENplus quality class
- Mass of the delivered pellets in kg or metric tonnes
- Diameter of the pellets
- Date of loading
- License plate number of the delivery vehicle
- The prior freight if it was different to certified wood pellets

Delivery to other *Certified Companies*: It is recommended to include information about the amount of fines if the amount exceeds 1%.

4.4.7 Delivery Documentation of Bulk Pellets – Part Load Delivery to end-users

Each *Part Load Delivery* of bulk pellets to end-users shall be documented with a delivery record that contains

- *Certification Seal* or *ENplus ID*
- ENplus quality class
- Mass of the delivered pellets in kg or metric tonnes
- Diameter of the pellets
- Date of delivery
- License plate number of the delivery vehicle
- Status of the storage room with obvious defects, e.g. missing impact mats, unfavourable pipe angles, and missing ventilation. Where the driver is not able to check the status of the storage room, this has to be stated in the delivery record.
- Amount of residual pellets Where the driver is not able to check the amount of residual pellets, this has to be stated in the delivery record.
- Conditions of delivery, e.g. length of pipe, blowing pressure, blowing time
- Boiler status (on/off)
- Irregularities during delivery
- Note “storage rooms shall be ventilated”

- Note “Store in dry conditions.”
- Note “Use only in approved and appropriate combustion systems according to manufacturer instructions and national regulations.”
- The prior freight if it was different to certified wood pellets

The customer (or his representative) is required to sign the delivery documentation for confirmation. The delivery record may be integrated within the delivery note. The *Certified Trader* shall provide the customer with a copy of the delivery record.

4.4.8 Reporting Obligations

Certified Traders are required to report substantial changes and incidents to the certification body and WPAC.

The following changes shall be reported to the certification body and WPAC:

- Annually updated data sheets for stores and vehicles for *Part Load Deliveries* to end-users.
- Where vehicles for *Part Load Deliveries* are brought into operation, a dedicated data sheet has to be provided in advance. This applies to service providers only working for one *Certified Company* as well.
- New bagging lines. These shall be inspected by a *Listed Inspector* before being put into operation.
- Update on Service Providers offering bagging and end-user *Part Load Deliveries* that are exclusively working for the *Certified Trader*. The bagging companies will be inspected on-site before starting to work for the *Certified Company*.
- Annually updated information about the *Certified Service Providers* offering end-user *Part Load Deliveries* and/or bagging that are not exclusively working for the *Certified Company*
- Substantial changes in quality control, e.g. new testing methods.
- Appointment of a new quality manager

The following changes and instances shall be reported to WPAC:

- The annual trade figures
- Changes of ownership or the legal status of a company
- Additional or terminated *Affiliated Companies*
- Changes and introduction of new bag designs (may be checked in some countries by the certification body)
-
- List of sublicense contracts

WPAC may ask for additional information

- for publications about the scheme
- in case of quality problems, either affecting the *Certified Company* or other parts of the pellet sector

- in case of complaints

5 CERTIFICATION OF SERVICE PROVIDERS

5.1 Scope and Limits of Service Provider Certification

The fact that a service provider is listed on all relevant ENplus websites (international ENplus website [www.enplus-pellets] and national ENplus website [www.pellet.org]) attests that the operating processes, services and the quality management system of the company conform to the specifications of the certification scheme and the company has signed a license contract with WPAC. A *Certified Service Provider* may offer services related to transport, storage, delivery and bagging of bulk pellets. Installations, technical equipment, operational processes, quality control, staff qualification, complaint management and documentation are to be checked by on-site and remote inspections by a *Listed Inspector* assigned by a listed *Certification Body*.

Service providers offering the following services to more than one company within the ENplus scheme need to be certified:

- bagging of pellets
- *Part Load Deliveries* of bulk pellets to end-users

Companies that offer the services mentioned above only to one *Certified Company* will be controlled under the certification of the contracting company.

Companies offering the following services can apply for certification on a voluntary basis:

- transport of bulk pellets to *Certified Companies*
- *Part Load Delivery* of bulk pellets to end-users if currently working for only one *Certified Company*
- *Full Load Delivery* of bulk pellets to end-users
- bagging (companies working for only one *Certified Company*)
- storage of pellets

Certified Producers and *Certified Traders* don't need an additional service provider certification if offering services to other companies, but they can apply for a voluntary one where they want to be listed as *Certified Service Providers* on the relevant ENplus websites.

Pellet producers shall be certified on regular basis, an exclusive service provider certification of pellet production is not possible.

Non-certified service providers shall be declared by the certified employer to WPAC as well as to the involved *Inspection Body* (where the contracting company is a *Certified Producer*) or to the certification body (where the contracting company is a *Certified Trader*). Facilities and documentation of non-certified service companies will be controlled as a part of the *Certified Companies'* external control. The need for certification for companies with different activities can be seen in *Figure 5*.

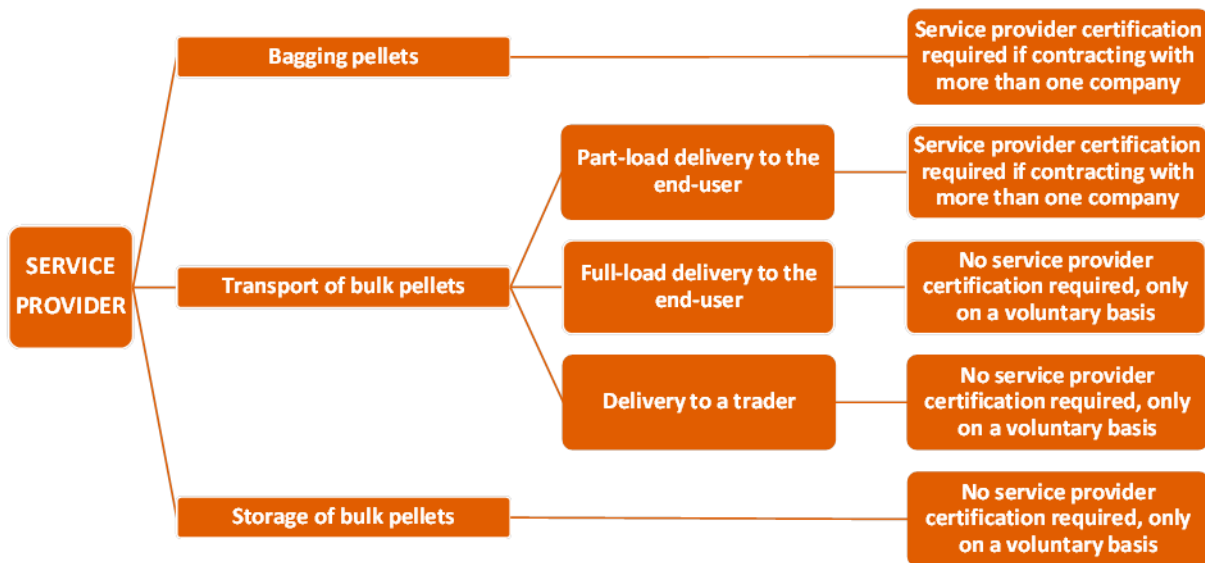


Figure 5: The different certification requirements depending on service providers' business activities

The certified employer of a *Service Provider* is responsible for the quality of the pellets.

5.2 Application of Service Providers

Service providers shall apply for certification in the country where the company is situated. If the applicant has *Affiliated Companies* in different countries or is in doubt which *ENplus Management* is responsible for his application, he should contact the *International Management*.

The application procedure is as follows:

1. The first step of an application is proper information. Applicants should visit the international website of *ENplus* (www.enplus-pellets.eu) and check whether the country in which the service provider's headquarters are located has a *National Management*.
If the country in which the headquarters are located has no *National Management*, the applicant should download and read the relevant sections of this *Handbook* and the "Application Form for Service Providers" from the international *ENplus* website.
If the country of origin of the company has a *National Management*, the applicant should follow the link to the national website of *ENplus* for their country and download the national versions of the application documents and the schedule of fees from there.
2. The service provider shall choose and contract a listed *Certification Body* for inspection and certification (the contract duration should correspond to the certification period). In case of an application with a *National Management*, the *Certification Body* shall be the *National Certification Body*.
If the service provider operates a bagging station, he may also choose a listed *Testing Body* for pellet analysis or may include laboratory services in the inspection contract.
3. The service provider sends his application including a list of *Affiliated Companies*, (including data sheets for trucks for *Part Load Delivery* and stores if relevant) via Email and in 2 signed and stamped paper copies by post to WPAC.

4. A *Listed Inspector* assigned by the *Certification Body* will perform an initial inspection (including all storage sites operated by the company and including storage sites operated by contracted service providers and utilized by the applying company). The *Certification Body* may contract a listed *Inspection Body* to perform the inspection. A copy of the *Inspection Report* will be delivered to the *Certification Body's* employee responsible for conformity assessment. This person will evaluate the *Inspection Report*. If the applicant complies with the ENplus provisions the *Conformity Report* is submitted to the applying company as well as to WPAC. This should be done within two months of the inspection date. Where the applying company needs more time to deliver missing information, this time limit can be extended.
5. WPAC invoices the company for the listing fee. Once the service provider has paid the fees, WPAC sends him the *Service Sign* including the dedicated *Service Provider Registration Number*; the certification body sends him the certificate. The service provider and WPAC sign a contract; in some countries the contract may be part of the application form. The company name is then published on all relevant ENplus websites.

If the company bags pellets, the certified employer is responsible for the approval of bag design by WPAC.

The applicant may withdraw their application at any stage of the procedure. WPAC shall reject the application if it does not receive a positive conformity evaluation within 2 months of the initial inspection and may reject the application if the applicant does not pay the license fees within one month of invoicing.

5.3 External Control of Service Providers

At the beginning of each certification period (3 years) an inspection shall be conducted on-site and shall include the inspection of all storage sites for end-user delivery in addition to the device for the separation of fines for the loading of trucks for end-user delivery. Inspections for renewal certifications shall be carried out before the certificate expires but not prior to 6 months before the expiry date. In the years between the two on-site inspections, remote inspections will be carried out. Since bagging is regarded as a high physical risk for product quality, service providers operating a bagging station will need an annual on-site inspection. All inspections shall be carried out by a *Listed Inspector mandated by the certification body*. The *Certification Body* may contract a listed *Inspection Body* to perform the inspection. The *Certification Body* shall offer an appropriate inspection date and this shall be announced to the company at least two weeks in advance.

Table 7 offers an overview about the frequency and type of inspections of service providers. Where a service provider fits in more than one category the more severe conditions apply. Service providers offering transportation to *Certified Companies* (not to end-users) and/or storage services will only have to undergo an inspection where they are certified on voluntary basis.

Table 7: overview about the frequency and type of inspections of service providers with different activities

Company activity	Type(s) and frequency of inspection
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Bagging of pellets	Annual on-site inspection
Transportation of bulk pellets to a <i>Certified Company</i>	<ul style="list-style-type: none"> • On-site inspection during certification process and recertification (every 3 years). • Remote inspections in year 2 and 3 of every certification period.
Delivery of bulk pellets to an end-user	<ul style="list-style-type: none"> • On-site inspection during certification process and recertification (every 3 years). • Remote inspections in year 2 and 3 of every certification period.
Storage of bulk pellets	<ul style="list-style-type: none"> • On-site inspection during certification process and recertification (every three years). • Remote inspections in year 2 and 3 of every certification period.

The *Certification Body* may contract an Inspector from a listed *Inspection Body*. The *Certification Body* shall offer an appropriate inspection date and this shall be announced to the company at least two weeks in advance. The *Certified Company* shall give the inspector access to all locations and areas related to pellet business activities as well as to all relevant documentation and personnel.

The Listed Inspector will:

- Inspect the installations and operating equipment, e.g. stores, vehicles, devices for the separation of fines, bagging lines, testing equipment including a random choice of remote storage sites (*number of controlled stores*: \sqrt{n} ; n = *total number of storage sites*)
- check the quality management including operating procedures, documentation, quality policy and the qualification of personnel.
- check the complaint management and the delivery documentation
- check quality control and self-monitoring.
- check training records of quality managers and drivers of trucks for *Part Load Delivery*(if relevant)
- check the documentation of updated data sheets of transport vehicles *Part Load Delivery* and end-customer stores if relevant for the company
- check the fulfilment of the reporting obligations to WPAC
- take a pellet bag as a sample where the company operates a bagging line. The sample will be analysed for the moisture content, the mechanical durability and the share of fines.

Bagging lines that are put into operation after the initial inspection shall be inspected by a *Listed Inspector* before being put into operation afterwards once per year.

Certified Service Providers without bagging lines shall undergo a remote inspection in the years without on-site inspection. These remote inspections shall be carried out by a *Listed Inspector*. The *Certified Company* will have to provide the documentation related to facilities and technical equipment (in the form of updated data sheets), internal training events, internal quality control

and complaints. The inspector will ask the certified company to provide information about business transactions (receipt of goods as well as goods outwards) for certain days of the previous year in advance of the remote inspection. The inspector will check the documents and may ask the *Certified Company* to send him more detailed information.

Extraordinary inspections may be carried out upon demand by WPAC, e.g. if significant complaint(s) are received. Where a type A non-conformity is stated, the *Certified Company* shall pay for the extraordinary inspection and related pellet analyses. The *Certified Company* can file an objection against the decision of the inspector (see *section 2.8*). Where the extraordinary inspection proves unjustified, WPAC shall pay for the services of the inspector.

The inspector will evaluate and classify all findings that don't conform to the provisions from the *Handbook* and the amendments to the *Handbook*. The classification of non-conformities is according to the quality risks:

Type A non-conformities concern non-complying fuel properties and insufficient self-monitoring tests. The applying/certified company has to find out why the type A non-conformity happened and has to correct it. The inspector 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 *Inspection Report* is sent to the certification body department of the *Certification Body* responsible for conformity evaluation after the company would have provided a satisfying proof of correction or after the company would have missed the deadline for providing a satisfying proof.

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-c conformities are listed in the *Inspection Report* to be sent to the certification body department of the *Certification Body* responsible for conformity evaluation. 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 *Conformity Report* 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 non-conformities shall be listed in the *Conformity Report* and shall be corrected at the latest before the next inspection. WPAC is responsible for the follow up and for the setting of deadlines related to the use of the *Certification Seal*, delivery documents, bag design or reporting obligations.

In case the correction of a type A or type B non-conformity is not proven within the deadline, the certification body 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.

The *Inspection Report* and the laboratory report (if relevant) shall be submitted, within one month from the inspection, to the client and to the certification body. Whether the

applying/certified company needs more time to deliver missing information, the deadline could be extended after consultation with the certification body.

The certification body shall submit the *Conformity Report* within two months after the inspection date to WPAC. Where the applying company needs more time to deliver missing information, this time limit can be extended.

The *Conformity Report* contains information on non-conformities - observations (type A and type B non-conformities have to be corrected before the *Conformity Report* is issued).

5.4 Requirements on Service Providers

The following requirements apply for *Certified Companies* as well as for companies applying for certification. Requirements related to *Bagged Pellets* and *Big Bags* are defined in the respective sections (2.5 and 2.6).

5.4.1 Quality Management

The quality management shall include operating instructions, training records (external and internal) and procedures for the handling of claims and complaints.

Quality manager: the management of the *Certified Company* shall appoint a quality manager with knowledge of the effect of different operating processes on the quality of the handled pellets. The quality manager shall be mandated to implement measures to meet the requirements for quality control and the internal quality management documentation. They serve as the contact person for the *Certification Body* and WPAC. The latter will inform the quality manager about improvements and changes in the certification scheme. The quality manager shall participate in an external training course for pellet quality at least in the first year and then at least once every certification period afterwards. The training shall be approved by WPAC.

The quality manager shall ensure the orderly documentation and evaluation of operating processes that affect the quality of the wood pellets. The documentation shall be kept up-to-date and should be regularly presented to the management. The quality manager serves as the contact for his/her colleagues in the case of malfunctions. Discovered defects are to be immediately disclosed to the responsible employees and are to be remedied.

The quality manager may delegate individual monitoring and documentation tasks to other employees. In this case, they shall advise the responsible employees of their duties and monitor that these duties are being carried out correctly. Large companies with subsidiaries in different countries need at least one quality manager per country.

The quality manager of a *Certified Company* is required to conduct annual quality training with all employees. The training shall be documented (date, participants, contents).

Drivers of trucks for *Part Load Delivery* with contact to end user shall participate in a training course on the knowhow of smooth pellet delivery and storage. The training shall be carried out within the first year of certification and once in each certification period. *Certified Companies*

may organise internal company training workshops. The content of the training shall be approved by the *Listed Inspector*.

5.4.2 Installations and Operating Equipment

The *Certified Company* shall have suitable technical equipment and installations for the handling of high quality wood pellets. Installations shall fulfil the following specifications (if relevant for the respective company):

- Unloading, loading, manipulation and storage areas shall be protected against moisture and contamination by substances such as soil, stones and grains.
- Stores for different quality classes or other biomasses shall be spatially divided. Procedures shall be implemented that avoid any mixture or contamination.
- Pellet loading areas shall have a protection against rain and snow, even under heavy wind conditions.
- If silo vehicles are equipped with a coating device, it shall be assured that the maximum dosing of coating agents is limited to 0,2 w-% of the pellets.
- When delivering bulk pellets to end-users, transferring pellets from one truck or trailer to another without separating the fines is not allowed.

National managements may enact additional rules in order to specify the requirements related to the following issues. National rules shall be marked in order to be clearly recognisable.

- If wood pellets from the store are delivered to end-users, the storage facility shall be equipped with a device to separate the fine fraction to below 1 w-% before loading the transport vehicle in day-to-day-operations. If there is a hopper it shall be completely discharged periodically.

Canadian national regulation:

If wood pellets from the store are delivered to end customers, the storage facility shall be equipped with a device to separate the fine fraction before loading the transport vehicle. The device shall be constructed to reduce the share of fines from 10 w-% to below 1 w-% in day-to-day-operations. Pellets shall not be stored after separation of fines. If there is a hopper it shall be completely discharged at least once for every 10 times the hopper's volume has been used. Where the hopper's capacity is bigger than 20 metric tonnes it shall be completely discharged every 200 tonnes.

- Only equipment can be used for end-user deliveries that guarantee a careful delivery with a minimized generation of fines.

Canadian national regulation:

Silo vehicles for *Part Load Deliveries* to end-users shall be equipped with a low-abrasion feeding system –the delivery pipe shall have the ability to deflect electric current (grounding of the vehicle) and shall be coated to reduce friction. The connection between pipes shall not contain sharp edges against the pellet flow. When vehicles other than silo trucks are used for end-user deliveries, only equipment can be used that guarantees a careful delivery with a minimized generation of fines.

Vehicles equipped with a rotary feeder shall not be used for end-user delivery due to the risk of generating an increased amount of fines WPAC may agree with the company on an individual transition period.

- Where *Part Load Deliveries* of bulk pellets are made to end-users, appropriate measures shall be implemented, and/or appropriate equipment shall be used, in order to guarantee that the weight of the delivered pellets is determined in an accurate way.

Canadian national regulation:

Vehicles for *Part Load Deliveries* to end-users must be equipped with a gauged on-board weighing system. Individual exceptions from this rule may be allowed by the certification body for a transition period.

- It shall be assured that the supply air can leave the storage.

Canadian national regulation:

Silo vehicles for *Part Load Deliveries* to end-users shall have a device to extract the supply air from the storage facility during the delivery if needed. The certification body may accept other solutions that prevent dust from being blown into the building of the customer. WPAC shall be informed about which other solutions are accepted.

5.4.3 Main Operation Processes

The following processes shall be implemented (if relevant for the company); the realisation shall be documented.

Table 8: Main operation processes in the handling of pellets and related documentation requirements

Area	Processes	Documentation requirements
Incoming goods	<ul style="list-style-type: none"> • Acceptance of goods • Check of delivery documents. 	<ul style="list-style-type: none"> • Delivery notes. • Weighing receipts.
Facilities and equipment	<ul style="list-style-type: none"> • Periodic maintenance • Check of cleanliness 	<ul style="list-style-type: none"> • Maintenance and cleaning plans incl. affirmation of implementation
Bagging (if relevant)	<ul style="list-style-type: none"> • calibration, verification or validation of the weighing system on the bagging line 	<ul style="list-style-type: none"> • Documentation of validation
Outgoing goods (incl. loading at the production site)	<ul style="list-style-type: none"> • Check of outgoing goods: pellet temperature (shall be $\leq 40^{\circ}\text{C}$, fines $\leq 1\%$), Freedom of choice of methodology. • Reference sampling. 	<ul style="list-style-type: none"> • Delivery notes including prior freight where vehicles that are used for goods other than certified pellets.
Quality control	<ul style="list-style-type: none"> • Self-monitoring including evaluation of results. • Maintenance, cleaning, calibration, verification or validation of testing devices. 	<ul style="list-style-type: none"> • Testing procedures • Testing results. Evaluation of testing results. • Reports of visual inspections. Clearance procedures.

		<ul style="list-style-type: none"> • Defects and corrective measures. • Management of the non-conforming wood pellets
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5.4.4 Self-Monitoring

Certified Service Providers shall implement a regular self-monitoring system for pellet quality in stores and bagging stations. The testing methods may deviate from the methods indicated in ISO 17225-2. All testing methods shall be checked and approved during the onsite inspection. The tests shall be carried out in line with a regular inspection plan. The execution and the results shall be documented.

The minimum requirements for stores are a weekly inspection including:

- visual inspection of the stored wood pellets,
- inspection of the device for the separation of fines
- sampling of pellets from loading and determination of the amount of fines to monitor the device for the separation of fines

The minimum self-monitoring frequency for bagging lines is once per operating day. Beside the measures mentioned above, the controls shall include the tests listed in *Table 9*.

Table 9: Minimum requirements on self-monitoring tests for bagging stations

Parameter	Sample point	Frequency
Mechanical Durability Amount of Fines	last possible point after separation of fines and before bagging	at least once per day

The tests shall be conducted according to the methods approved by the inspector. When reasonable doubts concerning the pellet quality exist, the *Certification Body* may order more frequent or additional tests.

For requirements on reference samples, see *section 2.7*.

5.4.5 Delivery Documentation of Bulk Pellets – Full Load Delivery

Each delivery of bulk pellets to traders shall be documented with a delivery record that contains

- *Certification Seal* or *ENplus ID* of the *Certified Company* employing the *Certified Service Provider*
- ENplus quality class
- Mass of the delivered pellets in kg or metric tonnes
- Diameter of the pellets
- Date of loading
- License plate number of the delivery vehicle
- The prior freight if it was different to certified wood pellets

Delivery to other *Certified Companies*: It is recommended to include information about the amount of fines if the amount exceeds 1%.

5.4.6 Delivery Documentation of Bulk Pellets – Part Load Delivery to end-users

Each *Part Load Delivery* of bulk pellets to end-users shall be documented with a delivery record that contains

- *Certification Seal* or *ENplus ID* of the *Certified Company* employing the *Certified Service Provider*
- ENplus quality class
- Mass of the delivered pellets in kg or metric tonnes
- Diameter of the pellets
- Date of delivery
- License plate number of the delivery vehicle
- Status of the storage room with obvious defects, e.g. missing impact mats, unfavourable pipe angles, and missing ventilation (only for *Part Load Deliveries*). Where the driver is not able to check the status of the storage room, this has to be stated in the delivery record.
- Amount of residual pellets (only for *Part Load Deliveries*). Where the driver is not able to check the amount of residual pellets, this has to be stated in the delivery record.
- Conditions of delivery, e.g. length of pipe, blowing pressure, blowing time
- Boiler status (on/off)
- Irregularities during delivery
- Note “storage rooms shall be ventilated”
- Note “Store in dry conditions.”
- Note “Use only in approved and appropriate combustion systems according to manufacturer instructions and national regulations.”
- The prior freight if it was different to certified wood pellets

The customer (or his representative) is required to sign the delivery documentation for confirmation. The delivery record may be integrated within the delivery note. The *Certified Trader* shall provide the customer with a copy of the delivery record.

5.4.7 Reporting Obligations

Certified Service Providers are required to report substantial changes and incidences to the certification body and WPAC.

The following changes shall be reported to the certification body and WPAC (if relevant for the services provided by the company):

- Annually updated data sheets for stores and vehicles for *Part Load Deliveries* to end-users.
- Where vehicles for *Part Load Deliveries* are brought into operation, a dedicated data sheet has to be provided in advance.

- New bagging lines. These shall be inspected by a *Listed Inspector* before being put into operation.
- Substantial changes in quality control, e.g. new testing methods.
- Appointment of a new quality manager

The following changes and instances shall be reported to WPAC (if relevant for the services provided by the company):

- Changes of the ownership or the legal status of a company
- Additional or terminated *Affiliated Companies*

WPAC may ask for additional information

- for publications about the scheme
- in case of quality problems, either affecting the *Certified Company* or other parts of the pellet sector

6 APPLICABLE DOCUMENTS

The following documents referred to in the *Handbook* are valid in the current version published on the international [www.enplus-pellets.eu] or national website of ENplus [www.pellet.org]:

- Guidelines for self-monitoring
- Calculator for greenhouse gas emissions
- Application forms for producers
- Application form for traders
- Application forms for service providers
- Data sheets for transport vehicles (end-user delivery), stores and bagging stations
- Template of a *Sublicense Contract*
- Template of a Delivery Record
- *Storage Guidelines* (NOTE: Storage Guidelines are not to be considered a health and safety guidelines in Canada. Operators must consult the Material Safety Datasheet and seek advice of an expert.)









7 ANNEX

7.1 Identification marking: colour combinations & codes

7.1.1 Colour combinations

Certification Seal, *Quality Sign* and *Service Sign* shall be used as provided by WPAC. Possible colour combinations are shown in *Table 10*.

Table 10: Possible colour combinations for identification marks

Version	<i>Certification Seal</i>	Quality logo	<i>Service sign</i>
Version A: Official colour combination For colour codes see <i>Table 11</i>	 BE 023	 	 BE 912 SP
Version B: Monochrome black & white Black elements on white ground.	 BE 023	 	 BE 912 SP
Version C: Monochrome coloured Elements in one colour monochrome on one colour monochrome background. The logo shall be clearly recognizable.	 BE 023 Example, for pellet bags only	 Example, for pellet bags only	Not allowed

7.1.2 Colour codes

Table 11 shows the colour codes for the colours of the different graphic elements

Table 11: Colour codes for the colours to be used for identification marks

	orange	grey	black
RGB	R=225, G=93, B=0	R=134, G=129, B=117	R=24, G=23, B=21
CMYK	C=0, M=65, Y=100, K=0	C=0, M=5, Y=20, K=60	C=0, M=0, Y=0, K=100
Pantone	1505	424	Black
HKS	HKS 7	HKS 96	HKS 88