



# NEWSLETTER

December 2019

## Dear Pellet Professionals,



At this time of year, we often take a moment to reflect and appreciate all the efforts and achievements that we have made over the last twelve months. With this in mind, it can be said that ENplus®, has certainly provided us with plenty of moments to reflect upon in 2019.

We, of course, cannot look back at 2019 without mentioning the many trainings that were carried out for both our auditors and quality managers. Having hosted 15 training events, working closely with our National Licensers throughout Europe as well as undertaking trainings across the world, we have continued to pave the way to ensure quality throughout the supply chain.

2019 has also seen us welcome 127 newly certified companies which now leaves the scheme boasting nearly 1,000 certified companies. ENplus® producers have also reached new heights, having churned out over 11.5 million tonnes of estimated production over the last year.

Another big achievement for the scheme has been the advancement of the revision process, together, with the drafting of the new documents. As the public consultation came to a close last month, you came in your hundreds to take part to provide us with your comments and suggestions on the scheme's future.

Through our key stakeholders and public consultation, we have managed to create a clear platform for the scheme whilst enabling it to evolve. We have gained a broader perspective from a range of individuals from across the sector and most importantly have given you the opportunity to have your say! Thank you to all those who have taken the time to share their thoughts and remember to keep an eye out in Spring 2020 for the newly revised version of the ENplus® documents.

This leaves me to wish you a wonderful, happy (and of course warm) holiday season and I look forward to speaking to you all in the New Year!

- Pablo  
**Pablo Rodero Masdemont**  
President of EPC

## CERTIFICATION IN NUMBERS



**524**  
PRODUCERS



**447**  
TRADERS



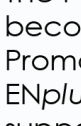
**3**  
SERVICE PROVIDERS

**2 NEW COUNTRIES**  
HONG KONG (CHINA) & BAHREIN



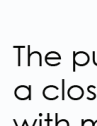
### Quality Managers Training

This year, Head Office has been working closely with National Licensers to host an array of training sessions in more than 20 countries across the globe, and together, we have welcomed hundreds of attendees. Our QM training's cover a range of topics from the reception of raw material to pellet production to ensure only the highest quality pellets are certified. [For further info please contact the ENplus® team...](#)



### 2nd National Promoting Association

The Polish Pellet Council has become the second National Promoting Association of ENplus®. NPAs have a split role, supporting the scheme's management at national level as well as acting as a bridge between companies and ENplus® International Management.



### REVISION PROCESS

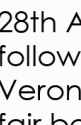
The public consultation came to a close at the end of November, with many taking part from a variety of countries.

ENplus® is now working on assessing all the feedback received, working closely with both the Advisory and Editorial boards, to finalise the process. The revised edition is scheduled for release in Spring 2020. [More information...](#)



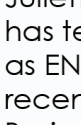
### LISTED BODIES

TUV Nord Czech has now left the scheme as an ENplus® listed body. A transition period will now follow as those certified companies who currently collaborate with TUV Nord Czech, will now have to choose an alternative listed body. All ENplus® listed bodies can be found via the [ENplus® website](#). Alternatively, please contact the Head Office for more info.



### SAVE THE DATE!

The 18th ENplus® Auditors Training will be held on the 27th-28th April 2020; more details to follow. ENplus® will also be in Verona's Progetto Fuoco trade fair between the 19th-22nd February 2020. We will have a booth so keep an eye out and come and say hello! [More information on these events...](#)



### NEW STAFF MEMBERS

We welcome a new member to the ENplus® Head Office - Juliette de Bournoville. Juliette has temporarily joined the team as ENplus® Assistant having recently gained her Masters in Business Management - so a big welcome to Juliette! [Discover more about the ENplus® team here...](#)

## Market Update - the impact of ENplus®

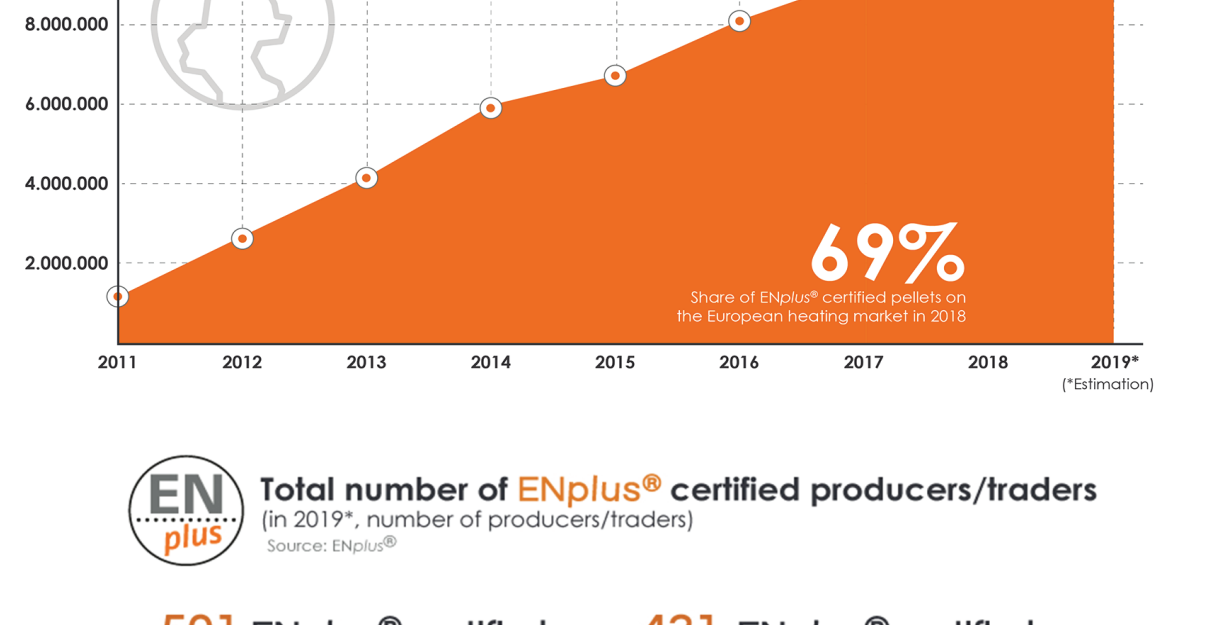
This November saw the release of EPC and Bioenergy Europe's 2019 Pellet Report, which once again provided a detailed insight into the market. With graphs taken from the report below, it is clear the significant impact that ENplus® continues to have within this ever competitive marketplace.

[Download the full Pellet Report](#)



### Worldwide ENplus® certified pellet production

(from 2011 to 2019, tonnes)  
Source: ENplus®



### Total number of ENplus® certified producers/traders

(in 2019\*, number of producers/traders)  
Source: ENplus®

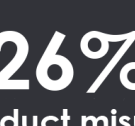
**501** ENplus® certified Producers

**431** ENplus® certified Traders



\* Estimations

## FRAUD MANAGEMENT



**643**  
CASES SOLVED

### 47% Marketing fraud

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

### 26% Product misuse

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

### 10% Certificate falsifications

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

### How to make sure that you're dealing with the real certified company?

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

[LEARN MORE ABOUT FRAUD](#)

## FAQs

### How do I continue searching and fighting ENplus® fraud?

To help you identify potential misuse, a summary of all potential applications of ENplus® can be found within the updated 'Professional Q&A' section on our website. We advise you to check this table to ensure constant compliance with our scheme. Additionally, we remind you that old ENplus® certificates cannot be employed past their validation dates, so it is important to also verify this. All the information regarding the ENplus® certification (and how to advertise it) can be found within our Handbook. Moreover, if you come across ENplus® fraud, do not hesitate to notify us through the dedicated fraud form so we can ensure prompt handling.

### What does a Quality Managers (QMs) training consist of and is it mandatory?

As Quality Managers are the contact point for both internal and external relations, they are mandated by the scheme to attend a QM training within the first year of certification and then at least once every certification period. QM training sessions are delivered in the local language by a qualified expert and address plenty of topics, ranging from the reception of raw material, to the pellet production, to the management of complaints and the implementation of self-monitoring tests. They usually consist of a theoretical part and an interactive one, which can be a pellet plant visit, a hands-on session with self-monitoring test or a laboratory tour.

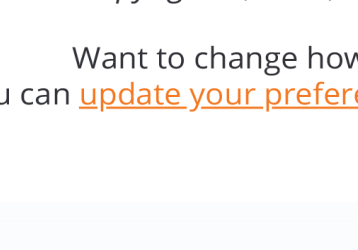
### Changing a small detail in your design?

Any small modification in the design layout (production year, for example) is considered as a new version of the approved design and, consequently, must be approved. Naturally, in these cases, the approval of the new design is faster.

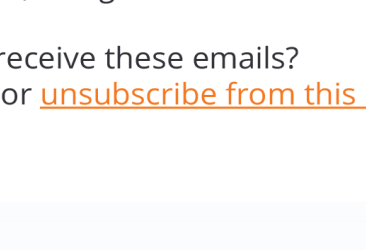
### Sublicensing, how does it work?

Certified traders trading bulk pellets with non-certified traders that do not have any physical contact with the pellets (paper traders), nor contracting a service provider who has physical contact with the pellets, may sign a sublicensing contract. A 'paper trader' can either be a broker in business-to-business trade or a retail trader working exclusively for one certified trader. Only sublicense contracts validated by the ENplus® Head Office are valid. The ENplus® Head Office needs to be informed of this contract. Producers cannot sign sublicensing contracts.

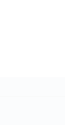
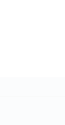
**Have more questions? Contact the ENplus® team...**



OUR WEBSITE



CONTACT US



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