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ENplus®

## Wood pellet quality certification scheme

<b>Title</b>	<b>General Regulations Wood pellet quality certification scheme</b>
<b>Acronym</b>	<b>GR - ENplus®</b>
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## INDICE

INTRODUCTION .....	3
NORMATIVE REFERENCES .....	3
TERMS, ABBREVIATIONS AND DEFINITIONS .....	4
REQUIREMENTS AND DUTIES OF THE CUSTOMER .....	5
CERTIFICATION SCHEME .....	7
Validity of the certification.....	10
Surveillance inspections .....	11
MULTISITE COMPANY .....	12
RENEWAL OF THE CERTIFICATION (re-certification decision) .....	13
EXTENSION OF CERTIFICATION.....	14
USE OF LICENCE, CERTIFICATE AND LOGO.....	14
TERMINATION, REDUCTION, SUSPENSION AND WITHDRAWAL OF CERTIFICATION .....	15
COMPLAINTS, APPEALS AND DISPUTES .....	16
Annexes: .....	17

## INTRODUCTION

This document describes the duties and responsibilities relating to the certification of product in the voluntary certification scheme of wood pellets (hereinafter “product”), including the certification iter, process and services. The following procedure must be followed by both the Customer (defined as the applicant for the ENplus® certification) and ENAMA Servizi S.r.l. (hereinafter “ENAMA SERVIZI”).

Following the successful conclusion of the certification process, the Customer receives an ENplus® certificate issued by ENAMA SERVIZI, from which it derives the right of use of the ENplus® trademark in compliance with this Regulation and the license agreement for the use of the ENplus® trademark stipulated with the Competent ENplus® National Licensor and Manager (in Italy AIEL – Associazione Italiana Energie Agroforestali), or the ENplus® International Licensor (EPC – European Pellet Council).

This Regulation accompanies the ENplus® Standards (see part 2), which came into force on 01.01.2023 and replaced the ENplus® Handbook “Certification Scheme of the Quality of Wood Pellets” v. 3.0 August 2015 after the revision of the ENplus® Certification Scheme.

The content of the ENplus® Standards shall be deemed as accepted in its entirety by the Customer upon signing this Regulation. For anything amiss in this Regulation, reference shall always be made to the ENplus® Standards.

ENAMA SERVIZI is a Certification Body accredited in Italy according to ISO/IEC 17065 Standard by the ACCREDIA Accreditation Body, signatory of the multilateral agreement for the certification of product of the European Cooperation for Accreditation (EA) and of the International Accreditation Forum (IAF). The scope of accreditation includes ISO 17225-2 and EN 15234-2. ENAMA SERVIZI has been identified as the Certification Body for the ENplus® Certification Scheme by AIEL.

AIEL is the Competent ENplus® National Licensor, the governing body of the ENplus® Certification Scheme appointed by the ENplus® International Licensor and Manager to manage the ENplus® Standards in Italy.

ENAMA SERVIZI has signed a contract with the ENplus® International Licensor and Management and is listed as a Conformity Assessment Body on the ENplus® international web site (<https://enplus-pellets.eu/en-in/key-contacts/conformity-assessment-bodies.html>) as a recognized Certification Body to conduct certification activities according to the ENplus® Standards. ENAMA SERVIZI is listed as an Inspection Body by the ENplus® International Licensor and Manager as well.

## NORMATIVE REFERENCES

Following the revision of the ENplus® Certification Scheme, the **ENplus® Handbook v. 3.0 August 2015** has been replaced by **three distinct ENplus® Standards (see Annex 1)**:

- [ENplus® ST 1001](#) – ENplus® wood pellets – Requirements for companies;
- [ENplus® ST 1002](#) – Requirements for certification and testing bodies operating ENplus® certification;
- [ENplus® ST 1003](#) – Usage of the ENplus® trademarks - Requirements.

For the full list of Regulations applicable to the ENplus® scheme, see ST 1001 part 02.

In addition to the abovementioned ENplus® Standards, the “Procedural Documents” have been implemented in which it is described how to manage one or more specific processes (e.g. handling of complaints, permissions for the use of the ENplus® trademarks, governance and development of the ENplus® certification scheme, ENplus® certification scheme fees). The “Guidance Documents” provide information and interpretations on topics such as pellet storage and multi-language translations for bag layouts (for further details: <https://enplus-pellets.eu/it/>)

## TERMS, ABBREVIATIONS AND DEFINITIONS

In this Regulation, the terms and abbreviations are used or referred to are defined as it follows:

CA	Corrective Actions
LAB:	Testing Body
NC:	Non-Conformity
CB:	Certification Body
IB;	Inspection Body
PRD:	Product Certification

**Major Non-Conformity:** non-fulfilment of one or more ENplus® product requirements and non-fulfilment of one or more ENplus® process or management system requirements that impact the company’s capability to achieve the intended outcomes of the ENplus® scheme, including tested pellets that are not meeting one or more of the required values and a significant doubt that process and management system related requirements of ENplus® ST 1001 are effectively implemented and that the pellets will meet specified requirements A number of minor non-conformities associated with the same requirement or issue that could demonstrate a systemic failure, and a minor non-conformity that is persistent (or not corrected as agreed by the company) is also considered as the major non-conformity. . The applicant/Certified Company shall identify, address, and correct the cause that led to the major non-conformity. Based on the findings and report of the Inspector in charge of the verification, ENAMA SERVIZI evaluates whether a new inspection is necessary or the verification of the correction of the Major Non-Conformity may be evaluated differently (e.g. by photographic/video evidence). Certification shall not be granted or confirmed unless corrective actions are implemented by the applicant/Certified Company within a specified time limit. In details:

- Major Non-Conformities found during the first inspection or recertification inspection must be resolved and verified by the CB before the issue or re-issue of the Certificate.

- Major Non-Conformities found during surveillance or additional inspection/testing shall be resolved and verified by the CB no later than three (3) months from the date of surveillance or additional inspection/testing.
- Major Non-Conformities that have not been resolved within the established period or whose corrective actions are deemed ineffective by the CB shall lead to the suspension or withdrawal of the certificate.

Minor Non-Conformity: non-fulfilment of one or more ENplus® process or management system requirements which does not impact the capability of the company to achieve the intended outcomes of the ENplus® scheme (i.e. pellets conforming to the ENplus® requirements). Minor Non-Conformities are reported in the inspection report. The applicant/Certified Company shall identify, address, and correct the cause that led to the minor non-conformity within a defined time limit. A persistent Minor Non-Conformity (or not corrected as agreed by the company) is aggravated as Major Non-Conformity.

- Minor Non-Conformities shall be resolved before the Certificate is issued.
- Minor Non-Conformities identified in surveillance, recertification or additional inspections/testing shall be corrected by the date set by the Certification Body. The date shall be set prior to the date of the next surveillance, or recertification inspection.
- The correction of the Minor Non-Conformity shall be verified by the CB no later than during the next surveillance, or recertification inspection. A persistent Minor Non-Conformity (or not corrected as agreed by the Company) is aggravated as Major Non-Conformity.

Observation: any finding that are not a non-conformity (minor or major) but can have a potential impact on the product, process or management system's conformity with the ENplus® requirements. An Observation can be managed and addressed by the Company with an action of improvement, or it can be not accepted but the reason must be recorded.

Observations are reported in the inspection report.

## REQUIREMENTS AND DUTIES OF THE CUSTOMER

A Company shall apply for the ENplus® certification of wood pellets as required by ENplus® ST 1002 part 7.2 "Application".

The Customer shall respect and document the compliance of all applicable requirements of the ENplus® Standards to apply and maintain the ENplus® Certification.

The Customer is obliged to promptly communicate to ENAMA SERVIZI any juridical proceedings and/or sanctions by Competent Authorities related to any aspect of the management system subjected to certification.

The Customer may apply for the certification as a multisite company whose eligibility criteria and requirements are set in Annex 1.

Upon receipt of the application, ENAMA SERVIZI shall:

- Preliminary examine the documentation submitted by the Customer;
- Inform the Customer of the acceptance of the application or of the reasons for the non-acceptance and, if necessary, shall request further documentation from the Customer;
- Prepare a quotation and related Certification Contract, including all necessary Annexes (including this Regulation) for the appropriate Certification Scope based on the critical business activities of the Company.
- Inform the Competent Licensor and Manager of the approval of the new application in compliance with ENplus® ST 1002 part 7.2.2.

The Customer shall always:

- Comply with the certification requirements set by the ENplus® Standards, and commit to implement all appropriate and necessary changes when these are communicated and request by the Certification Body and/or Competent Manager;
- Ensure that the production of certified pellets continuously meets product requirements;
- Make all necessary arrangements for:
  - 1) The conduct of the evaluation and surveillance, including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and client's subcontractors;
  - 2) Investigation of complaints;
  - 3) The participation of observers, if applicable and/or required;
- Make claims regarding ENplus® certification consistent with the current scope of certification;
- Not use its ENplus® certification in such a manner as to bring the Certification Body and/or the Competent ENplus® Manager into disrepute and shall not make any statement regarding its ENplus® certification that the Certification Body and/or the Competent ENplus® Manager may consider misleading or unauthorized;
- Upon suspension, withdrawal or termination of certification, discontinue all use of ENplus® advertising matter containing any relevant references, return any certification documents at the request of ENAMA SERVIZI and undertake any other measure required by ENAMA SERVIZI;
- When providing copies of certification documents to others, shall reproduce them in their entirety or as specified in the Certification Scheme;
- Use the ENplus® Certification solely to indicate that the products are certified according to ENplus® Standards;
- Behave in such a way as to ensure that no certification documentation, including certificates and/or reports in their entirety or in part, is used incorrectly;
- Comply with the requirements of the ENplus® Standards when making reference to its product certification in communication media such as documents, brochures and advertising;
- Keep a record of all complaints made known to them relating to compliance with certification requirements and shall make these records available to ENAMA Servizi, including appropriate actions taken with respect to such

complains and any deficiencies found in products and related documentation that affect compliance with the requirements for certification;

- Inform ENAMA SERVIZI, without delay, of any changes that may affect the ability to conform with the certification requirements.

In addition, the Customer shall allow access to its premises to EPC, AIEL or other ENplus® Competent Manager (exclusively as verifiers of ENAMA SERVIZI), even with a minimum notice of 7 working days. Refusing access will result in no granting the certification, suspension, withdrawal or termination of the certification in the event of subsequent non-compliance with this requirement.

## CERTIFICATION SCHEME

For the purposes of certification, the compliance of facilities, structures, equipment and production process and the compliance of the quality monitoring and quality assurance systems are verified as detailed by ENplus® Standards

The Certification Standard requires that laboratory analyses, when required, are to be carried out by Testing Bodies accredited according to ISO/IEC 17025 and recognized and listed by EPC as ENplus® Testing Bodies.

Following the inspection, the inspector in charge sends the inspection report to the Technical Office for Certification of ENAMA SERVIZI that evaluates its contents and, after receiving clarifications and apporporting changes if/when necessary, sends the inspection report to the Customer. In the event of Non-Conformities found during the inspection, the inspection report is sent to the Customer together with the module P for the management of Non-Conformities (NC).

Non-Conformities are managed according to the descriptions of ENplus® Standard 1002 part 7.3.4.

In the event of non-compliance, the Customer shall identify, indicate and analyze on the Module P the causes that led to the non-compliance, and describe specific corrective and preventive actions planned or taken to eliminate detected non-conformities within a defined time. The Customer shall provide the Module P to ENAMA SERVIZI within 30 days from the date of receipt of the inspection report.

ENAMA SERVIZI's Technical Management (in agreement with the inspector in charge of the verification) evaluates the corrective actions and the documentation received from the Customer. Additional documentation may be requested to the Customer.

Following the positive evaluation and assessment, the documentation is transmitted by ENAMA SERVIZI's Technical Office for Certification to the Deliberative Committee that revises and assesses the compliance with ENplus® Certification Scheme requirements and ensures that the principles of impartiality and uniformity of treatment are thoroughly respected.

ENAMA SERVIZI issues the Conformity Report and shares all related documentation to the ENplus® Competent Manager following the positive outcome of the conformity assessment and the certification decision.



Upon receiving the official communication of the ENplus® ID and ENplus® Certification Seal assigned to the Customer by the Competent Manager, ENAMA SERVIZI issues and delivers the ENplus® Certificate.

### **Application for certification**

The Customer that intends to apply for certification shall provide the appropriate and dedicated application form and necessary required Annex to the Certification Body, in compliance with ENplus® Standard 1002 part 7.2.

Upon receipt of the application, ENAMA SERVIZI shall:

- Preliminary examine the documentation submitted by the Customer;
- Inform the Customer of the acceptance of the application or of the reasons for the non-acceptance and, if necessary, shall request further documentation from the Customer;
- Prepare a quotation and related Certification Contract, including all necessary Annexes (including this Regulation) for the appropriate Certification Scope based on the critical business activities of the Company.
- Inform the Competent Licensor and Manager of the approval of the new application in compliance with ENplus® ST 1002 part 7.2.2.

ENAMA SERVIZI examines the completeness of the application received from the Customer, elaborates and shares an appropriate quotation that includes all information relating to the certification activities based on ENAMA SERVIZI's tariff in force.

The Customer shall return all certification documents (quotation, certification contract and the present Regulation that includes a copy of ENplus® Standards in a dedicated Annex) duly completed, stamped, and signed.

Upon receipt of the payment by the Customer of the agreed advance payment, the certification process is initiated with the planning of the audit in accordance with the timing provided in the contract.

### **Assessment activities**

All assessment activities are carried out by ENAMA SERVIZI in compliance with ENplus® Standard 1002 part 7.3.

Assessment activities always include the evaluation and verification of the company's quality control and management system, including an inspection of factory (when applicable), equipment (when applicable) and production/trading process through an audit conducted by an ENplus® trained inspector. During the audit, if required by the certification scope based on the critical business activities carried out by the Company, samples of the product are taken for laboratory analyses in compliance with ENplus® Standards requirements.

The inspection report, laboratory report and all documented information provided by the Company and evaluated during the inspection are verified and evaluated by ENAMA SERVIZI's Technical Office for Certification. The Technical Office for Certification verifies the completeness of the documented information provided and may adjust the gradation of possible Non-Conformities on that basis.



Detected Non-Conformities are reported on the inspection report and on a dedicated Module P.

The Customer shall identify, indicate and analyze on the Module P the causes that led to the non-compliance, and describe specific corrective and preventive actions planned or taken to eliminate detected non-conformities within a defined time. The Customer shall provide the Module P to ENAMA SERVIZI within 30 days from the date of receipt of the inspection report.

ENAMA SERVIZI's Technical Management (in agreement with the inspector in charge of the verification) evaluates the corrective actions and the documentation received from the Customer. Additional documentation may be requested to the Customer.

Major Non-Conformities may be distinguished as:

1. Major Non-Conformities related to structural aspects that affect the quality of the product or to non-compliance product. ENAMA SERVIZI may require a second verification to verify the corrective and preventive measures implemented by the Customer. The Certification cannot be issued without a positive evaluation and verification of the corrective and preventive actions implemented by the Customer.
2. Major Non-Conformities related to the failure and/or non-compliance of the quality management system in terms of documented information provided by the Customer. The Certification cannot be issued without a positive evaluation and verification of the corrective and preventive actions implemented by the Customer.

It shall be noted that:

- a) Major Non-Conformities detected during initial/re-certification inspection/testing shall be positively corrected and verified by ENAMA SERVIZI's Technical Office before the certification decision and before the issue of the certification document.
- b) Major Non-Conformities detected during surveillance or additional inspection/testing shall be positively corrected and verified by ENAMA SERVIZI's Technical Office no later than 3 months from the inspection or additional inspection/testing.
- c) Minor Non-Conformities detected during initial/re-certification inspection/testing shall be positively corrected and verified by ENAMA SERVIZI'S Technical Office before the certificate is issued or re-issued.
- d) Minor Non-Conformities detected during surveillance or additional inspection/testing shall be corrected within the deadline set by ENAMA SERVIZI's technical office and shall be verified by ENAMA SERVIZI's technical no later than the next surveillance/re-certification inspection.

The outcome of the verification conducted by ENAMA SERVIZI's Technical office is communicated to the Customer.

If the outcome of the verification is negative, ENAMA SERVIZI shall communicate to the Customer that a new verification is needed to further proceed with the certification process.

If the outcome of the verification is positive, ENAMA SERVIZI shall proceed with the certification process as described.

The Customer shall authorize the exchange of information and any documentation that may be necessary to clarify certain verification requirements between ENAMA SERVIZI and all relevant Conformity Assessment Bodies that may be in charge or involved in the verification or conformity assessment process.

The Customer likewise authorizes ENAMA SERVIZI to share all the information indicated in the ENplus® Standards with the ENplus® Competent Manager. Such information includes testing reports, inspection report, conformity report and certificate issued by ENAMA SERVIZI, bag designs and any other information that may be relevant and related to the handling of complaints.

The following information are detailed and included in the Conformity Report:

- Data related to the production of bagged and/or bulk wood pellets.
- Information related to the size of storage site.
- Data related to incoming raw materials and additives.
- Data related to claims and complaints.
- Information related to detected, resolved and/or outstanding Major and Minor Non-Conformities and Observations.
- Testing reports.

Otherwise, it will not be possible to apply for the ENplus® Certification.

Confidentiality obligations towards the Customer specified in ENplus® Standard ST 1002 Par. 4.6 remain unaffected.

#### Usage of ENplus® trademarks, ENplus® certificate and ENplus® bag designs

Requirement for the use of ENplus® trademarks, ENplus® certificate and ENplus® bag designs are expressly stated in ENplus® Standard ST 1003.

## Validity of the certification

The certification is valid for 3 years from the date of issue. The validity may change in case of changes in the reference standards or ENplus® standards related to the product object of the certification, or in case of changes that causes the product/process no longer complying with the certification requirements, or in case of other relevant technical and/or legal events. In case of changes of any already existing ENplus® documentation, required transition times must be respected.

The certification issued applies only to the product that has undergone the initial testing activities and conforms to the technical documentation of the evaluated product.

Once the certification is issued, the Customer must promptly inform ENAMA SERVIZI and the ENplus® Competent Manager in writing of any changes it intends to make to the product, the production and/or trading process or the quality system that may affect the conformity of the product with the standards; based on the information received, ENAMA SERVIZI determines whether:

- a) the changes do not alter the certification conditions and can be verified during the next planned inspection without further verification and/or testing needed;
- b) the changes alter the certification conditions and additional verification activities and/or testing are required; in this case a revision of the contractual terms and/or quotation may be required by ENAMA SERVIZI
- c) the changes entail a new certification altogether (see Chap. 5 – Renewal);
- d) it is appropriate to suspend the use of the ENplus® certification until ENAMA SERVIZI has notified its consent.

## Surveillance inspections

Surveillance inspections are strictly necessary and required by ENAMA SERVIZI to verify that the Customer continuously meets the requirements of the ENplus® certification.

ENAMA SERVIZI, in the period of validity of the ENplus® certification, carries out periodic monitoring according to ENplus® Standard ST 1002 par. 7.7. Such monitoring is carried out in-situ or remotely as described in ENplus® Standard ST 1002 – Annex D.

The cost of surveillance activity is to be covered by the Customer and is indicated in the tariff as well as in the quotation provided at the beginning of the certification process.

### Surveillance inspections conducted remotely

Surveillance inspections may be carried out remotely in the circumstances described in ENplus® Standard ST 1002 – Annex D.

The decision to carry out a remote verification is to be taken by ENAMA SERVIZI solely following an evaluation of the risk analysis and is communicated to the Customer before the verification takes place.

ENAMA SERVIZI may consider the possibility of carrying out remote inspections in the following cases:

- 1) ongoing war event in the country where the Customer's production site is located.
- 2) Medical emergency in the country where the Customer's production site is located.

Surveillance inspection may be carried out remotely by requiring documented information, and live-record video-footage via video calling software to verify the compliance of the company with the requirements of the certification.

The Customer shall provide the necessary documentation to ENAMA SERVIZI for the evaluation of:

- a) Compliance with the requirements of the certification scheme.
- b) Compliance of the trading process (declaration of no-changes — Module O, nulla mutato)
- c) Any complaints received

ENAMA SERVIZI reserves the right to:

- Request integration of documentation or photo evidence of specific details in case any of the above are evaluated as particularly critical points.
- Require an in-situ verification conducted by an ENplus® trained inspector in case of undeclared changes and/or any reasonable doubts about compliance emerge from the evaluation of the documentation provided

### **Unannounced surveillance verifications**

ENAMA SERVIZI reserves the right to carry out additional verification and/or testing related to the certified product/process. These verifications are generally carried out in the event that ENAMA SERVIZI or the ENplus® Competent Manager has valid reasons to request them, such as complaints and information about the non-compliance with the certification conditions, misuse of the certification or ENplus® trademarks, market surveillance, etc.

The costs of unannounced surveillance verification and/or additional testing activities, in case of detection of Non-Conformities, shall be borne by the Customer. On the contrary, if non-compliance to the certification requirements is not detected, the costs of unannounced surveillance verification will be borne by the applicant (ENAMA SERVIZI or ENplus® Competent Manager).

### **Unannounced annual sampling**

In order to verify the continuous compliance of the pellets with the product and certification requirements, an additional unannounced sampling and complete testing of the product is annually carried out by ENAMA SERVIZI, with a notice not exceeding 48 hours given to the Customer before the verification is to be carried out.

The additional collection of samples applies in the following cases:

- a) If the certification scope of the Customer includes the production of bulk and/or bagged wood pellets.
- b) If the certification scope of the Customer includes bagging wood pellets (e.g.: trader of wood pellets operating a bagging station, and/or employing a certified or not-certified service provider that operates a bagging station).
- c) If the Customer is a certified service provider operating a bagging station.

ENAMA SERVIZI reserves the right to apply different organizational provisions for the collection of samples (e.g. sampling during video-calls) in case the Customer is located in territories with health emergencies or ongoing war events, provided that the time, method, and collection itself remain under its control.

Further details on unannounced sampling are described in ENplus® Standard ST 1002 – Annex D, par. D4.

## **MULTISITE COMPANY**

A Multisite Company is defined as an organization that has a Central office and several operational sites and/or temporary sites. A Customer outsourcing activities to service provider without a valid certification is considered a Multisite Company.

All entities included in a multisite company may be different legal and juridical entities; in these cases, a well-defined contractual relationship between the Central Office and the singular entities shall be provided.

A multisite organization shall meet the following requirements:

- All services (or products) provided by all sites must be of a similar type and must be provided (or produced) following the same methodologies and procedures;
- The Quality Management System of all sites shall be directly managed by the Central Office and shall be subjected to the Central Office control; an internal audit schedule must be established for all sites that are included in the Multisite Company.
- The Central Office shall demonstrate its ability to collect and analyze all data from any entity included in the multisite company anytime.

The certification as a multisite company cannot be granted and the application is rejected in case one of the above-mentioned requirements is not met by the Customer.

The intention of applying for the certification as a multisite company shall be made clear on the application form submitted to ENAMA SERVIZI.

NOTE 1: Typical multisite cases of a multisite company are:

- a) a producer with a network of production sites, storage sites, delivery trucks and/or sales offices that are part of a single legal entity or are separate legal entities but with management control by the legal entity of the producer;
- b) a trader with a network of other traders with or without delivery trucks, storage sites and/or sales organisations that are part of a single legal entity or are separate legal persons but with management control by the legal person of the certified trader;
- c) a company outsourcing activities to a service provider without a valid certification.

Further details on unannounced sampling are described in ENplus® Standard ST 1002 – Annex E.

## **RENEWAL OF THE CERTIFICATION (re-certification decision)**

The modalities and timing of the re-certification procedure are described in ENplus® Standard ST 1002 par. 7.8.

In case of activation of the renewal procedure, ENAMA SERVIZI proceeds with preparing and sending a new quotation and related certification contract with a validity of 3 years.

The re-certification procedure is activated in the following cases:

1. natural expiration of the certification validity (3 years).
2. variation of the reference standards or to ENplus® Standards (deemed significant by ENAMA SERVIZI), or other technical and/or legal events.
3. Anytime the Customer makes changes (deemed significant by ENAMA SERVIZI) to the product/process compared to the one subjected to previous verifications or at the time of certification.
4. Modifications to certification requirements.

In the case no.1 (three-years expiration), no. 2 (variation of the reference standards) and no. 4 (modifications to the certification requisites), the renewal procedure is started by ENAMA SERVIZI with a written communication to the Customer. Solely in the three-years expiration case, the communication is sent within 7 (seven) months before the expiration date of the certification. All required verification shall be conducted before the expiration date of the certification (but not earlier than 6 months before the expiry date of the certificate), in order to ensure that the re-certification process is concluded before the expiry date of the certificate.

In the case no. 2 (variation of the reference standards) and no. 4 (modifications to the certification requisites), the renewal procedure is started by ENAMA SERVIZI in compliance with the transition period provided.

In the case no.3 (anytime the Customer makes changes to the product/process) it will be the Customer responsibility to activate renewal procedure, sending a written renewal application to ENAMA SERVIZI. In the event that the Customer does not send the request, the certification subjected to renewal will be considered lapsed and ENAMA SERVIZI may proceed with the suspension and/or revocation of the certificate.

In any case, ENAMA SERVIZI assumes no responsibility for the Customer's decision not to adapt the product/process.

In case of non-payment of the agreed fee for renewal inspection, including the verification of Corrective Actions to resolve Non-Conformities detected, within the timeline, the new certificate cannot be issued and the validity of the certification cannot be extended.

After the expiry of the certification, ENAMA SERVIZI may issue a new certificate within 6 months, provided that any pending renewal activities are completed. Otherwise, a new certification process must be undertaken by the Customer.

## **EXTENSION OF CERTIFICATION**

See ST 1002 Par.7.9

The Customer may request the extension of the certificate to other quality classes or to add new activities. The same must make a special request, even after the issuance of the certificate. ENAMA SERVIZI will send a specific estimate and, once accepted, will proceed with the necessary documentary verification. The extension of the certification will take place only after the successful evaluation of the verification.

## **USE OF LICENCE, CERTIFICATE AND LOGO**

See ST 1003 Par.7



## TERMINATION, REDUCTION, SUSPENSION AND WITHDRAWAL OF CERTIFICATION

See ST 1002 Par.7.10

Any action against the certified company will be immediately communicated to the competent Manager (AIEL as National Manager for Italy, EPC as International Manager or other National Manager)

### Suspension of certification

ENAMA SERVIZI may temporarily suspend the Certificate if the Customer:

- is not in compliance with the payments provided for in the contract;
- fails to comply with the detailed conditions in this Regulation;
- is not in a position to ensure the smooth running of the monitoring activities and the smooth running of the planned verification activities;
- non-compliance is found during the surveillance visit;
- makes improper use of the Marks and/or Certificates;
- does not properly handle complaints;
- fails to resolve non-compliance on time and effectively;
- fails to inform ENAMA SERVIZI of substantive facts that may affect the conformity of the product with the reference standards;
- It does not allow access to its premises by EPC or AIEL staff or any other competent operator of the enplus standard;
- at the request of the Competent Manager for breach of contract against him.

### Revocation of the certification

ENAMA SERVIZI may revoke the Certificate if the causes that led to the suspension are not resolved within the period indicated in the suspension notification.

The revocation is also made following communication by the Customer of the cessation of production and/or distribution or other reasons.

In addition, the revocation of the certificate may be requested by the Competent Manager for non-compliance with it.

The revocation of the certificate will be officially notified to the Customer and the Compensation Manager. From the date of revocation, the Customer is obliged to stop making use of the certificate and any documentation attesting its certification. If the certificate is revoked, it will no longer appear on the website [www.enamaservizi.it](http://www.enamaservizi.it) and on the website: <https://enplus-pellets.eu/>

The withdrawal or cancellation of the certification can also be made public by ENAMA SERVIZI through the same website.



## COMPLAINTS, APPEALS AND DISPUTES

The Customer is entitled to lodge complaints or complaints in writing against ENAMA SERVIZI.

The complaint is an expression of the Customer's dissatisfaction with the administrative and technical aspects of the activities carried out by ENAMA SERVIZI. The appeal is the explicit and documented manifestation of non-acceptance of the decisions taken by ENAMA SERVIZI in the context of verification and certification activities. The litigation arises from the possible non-acceptance by the Client of the decisions communicated to the appeals.

Complaints, appeals and disputes concerning the certification of solid biofuels submitted to ENAMA SERVIZI by the Customer shall be registered and stored in order to produce the appropriate remedies through appropriate consequential actions to be taken verifying its effectiveness.

At all stages of the certification procedure, the Customer can highlight problems, complaints and doubts using the appropriate forms (Mod. N) downloadable from the ENAMA SERVIZI website.

For any dispute, reference will be made to the Forum of Rome.

### Handling of complaints, complaints and disputes

The complaint can be addressed to ENAMA SERVIZI who will record it, analyze the situation of dissatisfaction described and give a written answer to the undersigned within 20 days of receipt.

The appeal must be addressed to the management within 15 days of the decision of ENAMA SERVIZI, making explicit reference to the fact that an appeal is filed in accordance with this paragraph of the regulation. ENAMA SERVIZI, after involving the Chairman of the Committee for the Safeguarding of Impartiality as a third party, will investigate the matter and send a written reply to the Customer within 30 days of receipt of the findings and decisions.

If the dispute is not resolved amicably, the dispute itself may be referred to the decision of a Sole Arbitrator to be appointed in accordance with the rules of the Arbitration Chamber of Rome. The parties expressly declare that they are aware of and accept the aforementioned Arbitration Rules.

The Sole Arbitrator decides on a ritual basis according to equity, in compliance with the mandatory rules of the Code of Civil Procedure.

75% of the costs will be borne by the losing party.

For acceptance of the General Regulation Certification Scheme enplus solid wood pellets (GR enplus, rev. 01 - /01/01/2023)

(Note: any subsequent amendments to these Regulations will be sent by email and will be published on the ENAMA SERVIZI website)

## Annexes:

By accepting these Rules you also accept the annexes:

- ST 1001 - 2022: requirements for companies;
- ST 1002 - 2022: Requirements for Certification and Analysis Bodies operating in the field of ENPLUS certification;
- ST 1003 - 2022: requirements for the use of the registered trademark enplus.

Stamp and Signature