

TÜVNORD

**General conditions for certification
and inspection of solid fuels and
solid biofuels - wood pellets- ENplus
scheme**

DK-07-TPC

Revizija 05/01.25
17.1.2025.

Contents

1. Scope and definition
2. Certification procedure
3. Certificates
4. Publish review reports and certificates
5. Obligations of the certification body and the client or holder of the certificate
6. Complaints management
7. Offences against the General Rules
8. Objections
9. Access to accreditation bodies and authorisation authorities
10. Indemnification
11. Entry into force of the General Terms and Conditions

1. Scope and definition

The general conditions of certification and inspection of solid fuels and solid biofuels according to the ENplus® scheme refer to the certification and inspection process for wood pellets.

The certification process includes inspection supervision, assessment of the conformity of the product with applicable standards and regulations and issuance of certificates. The conformity assessment of the product is based on the inspection report, the collection of relevant technical documentation, insight into the production process and the conduct of laboratory tests in accordance with the requirements of applicable standards and regulations.

The applicable standards and regulations are listed ENplus® ST 1001:2022 ENplus® ST 1002:2022 & ENplus® ST 1003:2022.

Upon completion of the inspection process, the assessment of the conformity of the product with the relevant standards / regulations in the case of a positive product assessment, a certificate of conformity is issued in the form of a certificate by the certification company TÜV NORD Adriatic. The certificate applies only to a certified product.

2. Certification procedure

2.1

The certification process consists of inspection, conformity assessment and certification.

2.2

The client of the certification submits to the certification body (TÜV NORD Adriatic d.o.o.) a completed Questionnaire for certification according to the ENplus® scheme. At the request, the contracting entity shall provide basic information about the product, the type of handling of the product and other relevant information necessary for the preparation of the tender. For assistance in completing the Questionnaire, the client can contact the staff of TÜV NORD Adriatic in person, by phone and/or by e-mail available on the TÜV NORD Adriatic d.o.o. website (www.tuvnord-adriatic.com).

Based on the Questionnaire, TÜV NORD Adriatic d.o.o. draws up a bid for certification and sends it to the Client. The client accepts the offer by sending a certified Statement-ORDER. By signing the Statement, the client accepts all the conditions stated in the offer annexes as mandatory. Valid attachments are available on www.tuvnord-adriatic.com and www.enplus-pellets.eu and at the request of the client can be delivered to him by e-mail.

2.3

After accepting the conditions of the offer, the certification body should inform the licensor about the application (not later than 2 weeks from its full receipt) and ask the licensor to create the relevant profile

in Radix for the client. Then certification body has to connect to the client in Radix to be able to submit the reports and other documents.

The certification body TÜV NORD Adriatic d.o.o. informs the inspection body by means of an Inspection Order of the need to carry out a product inspection. The inspection body shall appoint an authorised inspector to carry out inspection supervision.

2.4

The ENplus® certification body shall conduct the initial, annual surveillance and recertification inspections onsite, except the ones which can be done remotely as listed below:

The ENplus® certification body may conduct remote inspections in the following cases:

- Surveillance inspection of pellet trader in bulk (bulk)
- Inspections (initial, surveillance and recertification) of pellet traders in bulk without physical contact with pellets who do not have a contract with the service provider
- Inspections (initial, surveillance and recertification) of a pellet retailer in bags who does not operate a packing line (including packing in bags by the service provider)
- Surveillance inspection of the service provider that carries out the activity: small-scale delivery of pellets in bulk / Stores pellets in bulk from where pellets are delivered to end users
- Including additional storage locations in the scope of certification systems for multisite companies

The ENplus® certification body shall define effective techniques for the remote inspection and request the company to provide all necessary documentation to allow remote inspection to be conducted, providing confidence in the conformity with the ENplus® certification requirements, including (where applicable):

- a) documentation relating to the facilities and technical equipment (updated data sheets)
- b) documentation on training of personnel
- c) documentation on quality control and measurements (where applicable)
- d) documentation on complaints management
- e) documentation on mass balance account, received and outgoing goods
- f) documentation related to the correction of non-conformities
- g) documentation related to the investigation and resolution of complaints

The inspection body must carry out one additional unannounced annual sampling of pellets at:
Producers / Pellet traders with packaging activities / Service providers with pellet packaging activities

The inspection of the production and/or trade processes of solid fuels and solid biofuels takes place in two fundamental phases:

a) Check client logon documentation

The documentation includes the application of a new client and a questionnaire on the basis of which the scope is determined – e.g. manufacturer, trader, both, physical contact with the commercial good and the like.

b) Practical verification of the manufacturer/dealer in the form of an inspection

I. Convenient verification of the production process

During the inspection, the inspector checks the production control system, organization and documentation related to production, the level of technical equipment of production, qualifications of employees, equipment for testing the quality of production and conducting testing and the like. The inspector is obliged to stick to the schedule of the inspection plan.

The satisfaction of the conditions of inspection is manifested in the fulfilment of the points of inspection specified in the inspection report:

- Basic information about the company (name of the company, address, responsible person in charge of quality control, etc.)
- Production information (certification oeuvre, number of employees, number of work shifts, annual quantity of product produced, etc.)
- Assessment of company satisfaction according to points of relevant standards and ENplus® ST 1001:2022 and ENplus® ST 1003:2022
- Non-compliance with last year's inspection (if applicable)
- Inspection of the production process
 - o Product – product type, product class with characteristics, annual production, product packaging method, packaging design approval, etc.
 - o Raw material – type of raw material, origin and verification of origin, types of wood, contracts for suppliers, warehouses of raw materials, verification of input documentation, additives and the like.
 - o Production – description of product production (numerically and descriptively by production stages), changes from the last inspection (if applicable), non-compliant products, plant maintenance, documentation accompanying these actions, etc.
 - o Storage of finished products and shipping – information on the packaging line, technology related to fine dust removal, the possibility of loading bulk products and the like
 - o Documentation related to appeals, quality assurance of production (competences of the responsible person, staff education, plant maintenance, etc.)
 - o Testing – place of sampling, frequency of testing, testing protocols, appointment of the responsible person, verification of equipment and results of the analysis performed by the responsible person in production in the presence of the inspector

- Verification of open non-compliances from last year's inspection, preventive action
- Conclusion of the inspection (opening of non-compliance, results of laboratory analysis of an accredited laboratory, evaluation and statement of compliance with the relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022)

During the inspection, the inspector takes a sample of manufactured products for analysis and fills out the documentation related to sampling (Causal Form). The inspector's stay at the plant is concluded with the presentation of a conclusion on the objective evidence of the inspection found and (non)correspondence according to the points of the relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022 (non-compliance).

II. Practical verification of the trading process

During the inspection, the inspector checks the trading system, organization and documentation related to trade, the level of technical equipment required for the trading process, qualifications of employees, transport (vehicles) and the like. The inspector is obliged to adhere to the schedule of the inspection plan which takes into account the business activity of the trader:

- (1) Bulk pellet retailer - Bulk pellet slip per mall without physical contact / Large-scale pellet delivery / Large-scale pellet delivery / Small-scale pellet delivery
- (2) Pellet dealer in bags – Procurement of pellets / Pellet trade in bags (where the dealer owns the bag design) / Packing pellets in bags
- (3) Bulk pellet dealer without physical contact – Procurement of pellets / Bulk pellet trade without physical contact

- i. The satisfaction of the inspection conditions is reflected in the fulfilment of the points of inspection specified in the inspection report for on-site inspection:
 - Basic information about the company (name of the company, address, responsible person, etc.)
 - Production information (opus certification, number of employees, number of work shifts, store locations, annual quantity of produced product, etc.)
 - Assessment of company satisfaction according to points of relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022
 - Non-compliance with last year's inspection (if applicable)
 - Inspection of the trade process
 - o Product – product type, product class with characteristics, annual production, product packaging method, packaging design approval, etc.
 - o Service providers (documentation related to services, activities, ID number, responsible person, QM training and driver education, etc.)

- Storage of finished products and shipping – information on the packaging line (if applicable), technology related to the removal of fine dust, the possibility of loading bulk products and the like
- Documentation related to input products, complaints, quality assurance of production (competences of the responsible person, staff education, plant maintenance, etc.)
- Testing (where applicable) – frequency of testing, testing protocols, designation of the responsible person, verification of equipment and the results of the analysis performed by the responsible person in production in the presence of the inspector
- Verification of open non-compliances from last year's inspection, preventive action
- Conclusion of the inspection (opening of non-compliance, results of laboratory analysis of an accredited laboratory, evaluation and statement of compliance with the relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022)

The inspector's stay at the plant is concluded with the presentation of a conclusion on the objective evidence of the inspection found and (non)correspondence according to the points of the relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022 (non-compliance).

- ii. The satisfaction of the inspection conditions is manifested in the fulfilment of the points of inspection specified in the inspection report for off-site inspection:
 - Basic information about the company (name of the company, address, responsible person, etc.)
 - Production information (opus certification, number of employees, number of work shifts, store locations, annual quantity of produced product, etc.)
 - Assessment of company satisfaction according to points of relevant standards and ENplus® ST 1001:2022 and ENplus® ST 1003:2022
 - Non-compliance with last year's inspection (if applicable)
 - Inspection of the trade process – the inspector will ask a certified company to submit documentation as:
 - Product Vendor List
 - List of service providers (if applicable)
 - List of complaints and their resolution
 - Account list
 - Material balance for the input and output of all products
 - Material balance sheet for input and output for certified manufacturers
 - Documentation and communication related to packaging authorisation
 - Records related to employee and driver education
 - Documentation related to trade in goods (order, invoice, delivery)
 - Contract with the company whose ID they use (if applicable)
 - Maintenance and cleanliness records
 - Description of the procedures within the company
 - Material test results from suppliers
 - The inspection ends with the presentation of a conclusion on the objective evidence of the inspection found and (non)correspondence according to the points of the relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022 (non-compliance).

c) Practical verification of service providers in the form of inspection

Services can be provided in the form of pellet packaging in bags, small scale pellet delivery and pellet storage.

The inspection procedure is carried out according to the principle and requirements as for the manufacturer / dealer in accordance with the standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022.

During the inspection, the inspector checks the production control system, organization and documentation related to the provision of services, the level of technical equipment of production, qualifications of employees, equipment for testing the quality of production and conducting testing, vehicle checks and driver education and the like. The inspector is obliged to stick to the schedule of the inspection plan.

The satisfaction of the conditions of inspection is manifested in the fulfilment of the points of inspection specified in the inspection report:

- Basic information about the company (name of the company, address, responsible person in charge of quality control, etc.)
- Production information (certification oeuvre, number of employees, number of work shifts, annual quantity of product produced, etc.)
- Assessment of company satisfaction according to points of relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022
- Non-compliance with last year's inspection (if applicable)
- Inspection of the process of providing services such as:
 - o Procedures related to service instructions, education (internal and external), complaints and non-compliant products
 - o Equipment – loading, unloading, manipulation and storage, silo trucks
 - o Incoming material
 - o Output material and documentation
 - o Packing room – if applicable; control is done minimally for mechanical durability and the amount of fine residue once a day
 - o Quality control – weekly visual inspection of the warehouse, weekly inspection of fine residue separation machines, pellet sampling and fine residue check is required to check the fine residue removal machine
- Verification of open non-compliances from last year's inspection, preventive action
- Conclusion of the inspection (opening of non-compliance, results of laboratory analysis of an accredited laboratory, evaluation and statement of compliance with the relevant standards ENplus® ST 1001:2022 and ENplus® ST 1003:2022)

During the inspection, the inspector takes a sample of manufactured products for analysis and completes the sampling documentation (Sampling Protocol). The inspector's stay at the plant is concluded with the presentation of a conclusion on the objective evidence of the inspection found and (non)correspondence according to the points of the relevant standards and ENplus® ST 1001:2022 and ENplus® ST 1003:2022 (non-compliance).

2.5 Classification of non-compliance

Major non-conformity

Failure to meet one or more ENplus® product requirements and failure to meet one or more ENplus® process or management system requirements that affect the company's ability to achieve the desired results of the ENplus® scheme, i.e. The products are following ENplus® specifications. A series of minor non-conformities associated with the same requirement or problem that could show systemic error, and minor non-conformities that is constantly present (or not corrected as agreed with the company) is also considered major non-conformity. The major non-conformity classification includes: Tested pellets that do not meet one or more required values; There is a significant doubt that the requirements of ENplus® ST 1001 relating to the process and management system have been effectively implemented and that the pellets will meet the specified requirements. The ENplus® certification body will require the company to analyse the cause and describe specific corrective and preventive actions that have been planned or taken to eliminate detected non-compliances within a defined time. The ENplus® certification body will verify the implementation of all corrective actions taken and their effectiveness through on-site verification, new testing activities and/or on the basis of a review of the documentation provided by the company. Major non-conformity established during the initial and recertification inspection / analysis of pellets must be corrected, and the correction verified by the ENplus® certification body before making a decision on issuing (reissuing) the certificate. Major non-conformity established during the surveillance or additional inspection / analysis of pellets must be corrected and the correction verified by the ENplus® certification body no later than three months from the date of surveillance or additional inspection / analysis of pellets. Major non-conformity that has not been corrected or where the implementation of said corrective actions has been ineffective within a defined period, will result in the suspension or withdrawal of the certificate.

Minor non-conformity

Failure to meet one or more ENplus® process or management system requirements that do not affect the company's ability to achieve the desired results of the ENplus® scheme, i.e. pellets that comply with ENplus® requirements. Minor non-conformity established during the initial injection must be corrected and the correction verified by the ENplus® certification body before making a decision on issuing the certificate. Minor non-conformity established during the surveillance/recertification or additional inspection/analysis of pellets, must be corrected by the dates set by the ENplus® certification body. The date should be before the date of the next surveillance or recertification inspection. The correction must be verified by the ENplus® certification body at the latest during the next surveillance or recertification inspection. Minor non-conformity that has not been corrected or for which corrective action has been ineffective, is classified as Major non-conformity.

Observatories

Any finding that is non-conformity (major or minor) but can have a potential impact on product, process or management system compliance with ENplus® requirements.

2.6

The contracting authority shall provide access to the staff of the inspection body conducting the inspection to the production plant for the purpose of monitoring the production process.

2.7

If the certification body is not able to carry out all the required tests on its own, such a service will be subcontracted. The offer indicates the price of laboratory testing. Laboratory testing is carried out on the website of international management published laboratory.

2.8

Upon completion of the inspection, the inspector submits the inspection report and laboratory test to the certification body for evaluation.

The ENplus® certification body shall prepare a conformity report consisting of both the inspection and laboratory reports that shall provide an accurate, concise, and clear record of the evaluation activities to enable an informed certification decision to be made. The conformity report shall be prepared in English. The conformity report shall follow the form developed by ENplus® International Management.

The ENplus® certification body shall review the conformity report and document recommendation for the certification decision no later than three months from the date of the inspection or additional collection of samples for testing. The reviewed conformity report shall be provided to the company without delay.

The ENplus® certification body shall provide the relevant ENplus® scheme management with the reviewed conformity report. In the case of initial certification, it shall be provided before issuing the certification document.

2.9

Upon completion of the examination and/or assessment, a written report shall be submitted to the client within three months from the inspection date. If the product meets the requirements of the applicable standard/ regulations, and after approval by International Management, the certification body will issue a certificate. The certificate will be issued maximum within one week from the receipt of communication on the closure of the certification process from the licensor's side. The certificate also contains the conditions of validity of the certificate. The certification body shall submit the report and certificate to the client in electronic form as well, as the case may be. The certification body will keep records of the certificates issued.

2.10

For each inspection, conformity assessment and certification, the client pays as agreed with the certification body.

2.11

In the event of a refusal to issue a certificate, the certification body shall not be liable for the damage suffered by the client, except in the event of intent or gross negligence.

2.12

The client must be informed of the expiry of the accreditation of the certification body; after that, the client can no longer use accreditation references for the purpose of their advertising.

2.13

In addition, the certification body may at any time, without prior notice, visit the production facility and storage facilities specified in the certificate, for foreign holders of the certificate also storage premises of authorized representatives or daughter companies, for importers of their storage facilities and take, free of charge, a sample of pellets for which the certificate has been issued, for the purpose of carrying out verification.

2.14

The ENplus® certification body shall conduct one additional unannounced annual collection of samples and testing of pellets in the case of:

- a) producers
- b) traders with bagging activities
- c) ENplus® certified service providers with bagging activities

Unannounced annual collection of samples means that the activity is not announced to the company earlier than 48 hours before it takes place.

The certification body may apply different organizational arrangements for collection of samples (e.g. sampling during video calls) provided that time, method, and collection itself remain under the certification body's control.

Unannounced sampling date will be performed depending on date of surveillance / recertification inspection during the year. If the on date of surveillance / recertification inspection take place in the first half of the year, unannounced inspection will be performed in the second part of the year. In case when surveillance / recertification inspection take place in the second half of the year, unannounced inspection will be performed in the first part of the year

2.15

The ENplus® certification body shall conduct one additional inspection when extending the scope of the certification following the requirements for initial inspection.

The ENplus® certification body may conduct additional inspections in conjunction with verification regarding the corrections of non-conformities or investigation of complaints or appeals.

2.16

Extension of the certification scope

The ENplus® certification body shall only extend the ENplus® certification scope after evaluation and review is conducted in compliance with 7.3 and 7.4, and Annex D of the ST 1002:2022

The extension of the certification scope may be conducted in conjunction with the surveillance evaluation or thereafter an additional inspection. Inspections and testing shall be carried out in accordance with the schedule in Annex D of the ST 1002:2022

3. Certificates

3.1

The ENplus® certification body shall issue the certification document after it receives the company's ENplus® ID issued by the relevant ENplus® scheme management.

3.2

The certificate shall be issued on the basis of a written report of the conformity assessment procedure of the product if the product meets the requirements of applied norms/regulations. The validity of the certificate is limited to three years from the date of issue and is indicated on the certificate.

3.3

The certificate will only be valid for the product / scope that has been subject to inspection.

The certificate must contain at least the following information:

- a) the name and address of the ENplus® certification body
- b) the date of when certification was granted
- c) the name, legal and office address of the company
- d) the company's ENplus® certification seal or ENplus® service sign which holds the ENplus® ID issued by the relevant ENplus® scheme management
- e) the certification scope, including:
 1. a statement on whether the company is a producer, trader, or service provider
 2. 'critical business activities' as defined in Annex F
 3. pellet conformity with the quality class as defined in ENplus® ST 1001, including the diameter of the pellets

- 4. ENplus® ST 1001 and ENplus® ST 1003 as the applicable certification requirements
- 5. in case of a multisite company: sites, any service providers, any addresses that differ from that of the company's address (see b))
- f) the term of validity, or expiry date of certification
- g) accreditation number and symbol of the relevant accreditation body

A separate certificate shall be issued for the producer, trader, and service provider.

The ENplus® certification body shall immediately provide the certification document to the said company as well as providing a copy of the issued certification document to the relevant ENplus® scheme management.

3.4

The client or certificate holder is obliged to continuously monitor the production process of certified products in order to confirm compliance with the certificate.

3.5

Expiration, invalidity statement, restrictions, suspensions, termination and withdrawal of certificates

The ENplus® certification body shall immediately inform the relevant ENplus® scheme management regarding any changes and / or amendments in the validity of the ENplus® certification and its certification scope (termination, reduction, suspension, or permanent withdrawal of certification).

Following the termination, suspension, or withdrawal of certification, the ENplus® certification body shall ensure that the company stops the use of the ENplus® trademarks.

Where the use of ENplus® trademarks (ENplus® ST 1003) is suspended or terminated in conjunction with the company's ENplus® trademark license, the ENplus® certification body shall immediately suspend or withdraw the certification.

3.5.1

Certificate expired if

- the contract for the review and/or evaluation of the product and the use of the label is terminated by the client or the holder of the certificate
- the client or the holder of the certificate waives the right to the certificate and informs the certification body thereof in writing
- the client or holder of the certificate, in writing, does not accept the changes in the General Terms and Conditions within a period of 6 weeks after the entry into force or the possibility of learning about the changes
- the client or certificate holder becomes insolvent or the application for bankruptcy is rejected due to lack of assets
- there has been a change in legal requirements, requirements on an accredited body or in the rules of engineering practice on which the certificate is based. The validity of the certificate will be extended, if it is established in the case of repeated inspection, which will be at the expense of the client or the holder of the certificate, and within a reasonable period of time determined by the certification body, that the certified product complies with the new regulations

- the client or certificate holder terminates its business, or
- the client or holder of the certificate is obliged to withdraw the product from the market.

3.5.2

If necessary, the certificate may be suspended or withdrawn by the certification body, if it has been established during the inspection that the product no longer meets the requirements. In this case, the certification body will require reasonable corrective measures from the client.

If the client does not take corrective measures or such measures are not sufficient to ensure that the requirements are met, the certification body will limit any certificates affected by this, suspend or withdraw them.

3.5.3

The certification body may declare the certificate invalid, restricted, suspended or withdrawn without notice to the client, in cases where:

- it is subsequently established that the procedures or part of the review and assessment process deviate from the standards/regulations applied
- the certification body is not properly authorised to be assessed by the competent authority
- no corrective measures have been taken within defined time limits or such measures are not sufficient to ensure compliance with the requirements
- a subsequent inspection of the labelled device reveals damage or other non-compliance
- nonconformities on the device were not detected during the examination, but were subsequently observed
- the certificate/labelling or review report has been used in an unacceptable manner for advertising purposes.
- the agreed fee was not paid, nor after the reminder, within the period previously defined by the certification body. If the disputed fee is not related to a specific certificate, the certification body decides which certificate the measure taken applies to
- new facts, which were not recognizable at the time of review, indicate that the continued use of labelling no longer corresponds to market requirements
- certificates or copies of certificates have been modified and thereby falsified
- the product evaluated has been found to be indisputable and demonstrably plagiarism.
- the client or the holder of the certificate did not carry out the prescribed examination, as requested in writing by the certification body, within 4 weeks
- the client refuses to allow the certification body to visit the production plant, storage facilities or prohibits the exclusion of products for the purpose of verification or defects were found during the regular check.

3.5.4

After expiry, the declaration of invalidity, restriction, suspension or withdrawal of the certificate, the original of the certificate in question must be immediately returned to the certification body. In the event of suspension, the certificate shall remain with the certification body until the certification body completes the suspension.

3.5.5

The certification body shall give the client or holder the possibility of explanation before the declaration of invalidity, restriction, suspension or withdrawal of the certificate, unless such explanation is obtained due to the necessary urgency of action.

3.5.6

The client or certificate holder automatically loses the right to place a label on the products specified in the certificate, immediately after the expiration of the certificate, or to suspend, restrict, declare invalid or withdrawn.

3.5.7

Furthermore, the holder of the certificate is obliged to remove the label from the products to which it has access or destroy the products and to give the certification body the opportunity to carry out an appropriate follow-up examination.

3.5.8

The certification body shall not be liable, except in cases of intent or gross negligence, for any losses incurred by the client or the holder of the certificate, related to the restriction, suspension, expiration, invalidity or withdrawal of the certificate, or the publication of measures as described in 3.5.4.

3.6

The client must be informed if the certificate cannot be awarded, and on that occasion the reasons for such a decision must be stated. If the client wants to continue the certification process, the certification body will decide how the process will continue. In any case, it will be necessary to repeat the assessment

4. Publish review reports and certificates

4.1

The client or holder of the certificate or review report may present and/or use them in full and unabridged form, with the date of issue specified. For publication or duplication, including extracts, it must seek written approval from the certification body.

4.2

The certification body reserves the right to publish the name of the client or the holder of the certificate and the evaluated product, e.g. in the form of a reference list. This is not subject to the need for approval by the client or the holder of the certificate.

5. Obligations of the certification body and the client or holder of the certificate

5.1

Obligations of the certification body

The certification body undertakes to treat as confidential any information related to the client's company or certificate holder and to use it only for the agreed purpose. The documentation of the company must not be disclosed to a third party without the prior approval of the client or the holder of the certificate. This does not apply to data disclosure for the purpose of complying with a legal obligation.

5.2

Obligations of the client or certificate holder

The client or certificate holder is required during the validity of the certificate:

- provide the certification body with the documentation necessary to carry out the examination and/or assessment, and ensure access to the certification body/inspection body where necessary;
- inform the certification/inspection body of the intended changes to the product-related manufacturing processes for assessment prior to their implementation and seek approval from the certification body for such modification;
- enable the certification body to carry out all necessary examinations and monitoring within the framework of the certification procedure;
- immediately remedy deficiencies subsequently detected in the evaluated products and take appropriate measures to minimise the damage. Such cases must be notified to the certification body immediately.
- inform the certification body of the complaints and the measures taken in relation to them.

6. Complaints management

The ENplus® certification body shall investigate and resolve complaints relating to its certification activities in accordance with ISO/IEC 17065. Where the complaint relates to an ENplus® certified company and its conformity with the certification requirements, the ENplus® certification body shall:

- refer the complainant to the ENplus® certified company as the first instance responsible for addressing the complaint, and forward the complaint to the ENplus® certified company based on the complainant's permission to disclose its content
- advise the complainant that it will investigate the complaint where the complainant is not satisfied with the results of the complaint process of the ENplus® certified company

- consider the received complaints about the ENplus® certified company and results of the complaint process of the ENplus® certified company as a part of its surveillance or recertification activities
- directly investigate the complaint that includes information about possible fraudulent, misrepresentative, or other activities of the ENplus® certified company that is inappropriate to their certification and usage of the ENplus® trademarks. The ENplus® certification body shall consider the need to treat the complaint confidentially and not to disclose the identity of the complainant to the ENplus® certified company

The ENplus® certification body shall investigate and resolve complaints that relate to the ENplus® certification body's certification activities, including conformity of an ENplus® certified company with the ENplus® requirements. The ENplus® certification body shall communicate the results of the complaints' resolution to the relevant ENplus® scheme management

7. Offences against the General Rules

6.1

The certification body has the right, in the case of a criminal offense against the General Terms and Conditions, and especially in the case of illegal use of the certificate, to demand contractual compensation of up to € 10,000.00 for each case of violation. The adequacy of the scope of contractual damages will be subject to scrutiny in court. In particular, the use of the certificate will be considered illegal if the product is offered for sale or a conformity mark is placed on it before the assessment is completed or advertised inappropriately.

6.2

The certification body reserves the right to terminate the contract for review and / or evaluation without notice and with immediate effect, and to declare invalid and withdrawn any subsequent certificate held by the client or the holder of the certificate, if non-compliance with the General Rules has been established and the certification body can no longer rely on the contractual good faith and reliability of the client or the holder of the certificate.

6.3

In addition, the certification body reserves the right to demand from the client or the holder of the certificate compensation for the costs incurred as a result of the crime against the General Rules.

8. Objections

The client or the owner of the certificate has the right to object to decisions related to the examination or assessment. The complaint must be submitted to the certification body.

The certification body is obliged to justify its decision to the objector. If this reasoning does not reach an agreement, the objection will be the subject of a litigation.

9. Access to accreditation bodies and authorisation authorities

After issuing the purchase order, the client or holder of the certificate gives consent for free access to employees of the accreditation body or the competent approval authority, within the framework of monitoring the certification/inspection body.

10. Indemnification

If a third party files a complaint against a certification body for the use of a review report, certificate or conformity mark by the client or the owner of the certificate, and on the basis of liability for the product, the client or the holder of the certificate is obliged to compensate the certification body. The same applies in all cases where complaints are submitted to the certification body for advertising of the client or the holder of the certificate or for any other reason related to advertising.

11. Entry into force of the General Terms and Conditions

The General Terms and Conditions shall enter into force on 24.08.2022. and remain in force until the new edition of the General Terms and Conditions.