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Scheme: Woodsure assured quality woodfuel: 2022  
Wood fuel and Biomass – Fuel Quality Assurance

## General requirements for producers and suppliers

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Revision	Amendment Details	Date
1.0	Initial release	5-Sept-12
2.0	Removal of +Plus and simplified to Woodsure Recognition of sustainability Recognition of ISO 17225 series	1-April-16
3.0	Recognise BSL requirements for fuel quality Update to current ISO 17225 version Reference to different supplier types Definitions expanded	1 April-22

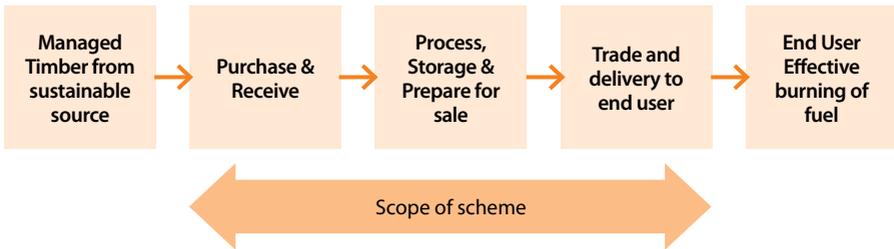
# 1 Introduction

The overall aim of the Woodsure Assured Quality Woodfuel scheme is to raise standards of wood fuel and biomass through the whole supply chain, from purchasing timber from a legal / sustainable source to delivery of a fuel specification, providing the end user with a consistent quality fuel.

The wood fuel and biomass supply chain typically consists of the main stages described in Figure 1 with reference to EN 15234, that describes the key stages of responsibility for fuel producers and suppliers

The appropriate elements of the frame work can be adopted for producers, suppliers, traders, or self-suppliers.

Figure 1 - Wood fuel and biomass supply chain



The objective of the Woodsure Assured Quality Standard is to serve as a framework to enable the effective processing of wood fuel and biomass fuel through quality assurance principles, giving confidence in the resulting biomass fuel through controlled processes that do not cause undue bureaucracy, thereby:

- The producer / supplier can process or trade a fuel with defined and consistent properties and describe the fuel to the end users;
- The end-user can purchase a fuel that corresponds to their needs from an approved source that has been assessed by a third party.

Compliance with this standard and registering with Woodsure Assured Quality Woodfuel Scheme will enable a wood fuel and biomass supplier to promote their business as a recognised supplier of quality assured woodfuel.

The fuel specification is typically specified according to recognised fuel standards such as the BS EN ISO 17225 series — Solid biofuels- Fuel specifications and classes.

Other expired standards or bespoke fuel specifications can be accommodated using this framework.

This scheme covers the principles laid out in the European standard EN 15234-1 Solid biofuels – Fuel quality assurance – Part 1: General requirements. This standard covers fuel quality assurance (that part of quality management, focused on providing confidence that the quality requirements will be fulfilled), and quality control (that part of quality management, focused on fulfilling the quality requirements).

If the company does not have a quality management system, this Standard can be used on its own to help the supplier in documenting fuel quality and creating adequate confidence between the supplier and the end-user.

**Note:** This standard for fuel quality assurance focuses on the output of a biomass fuel that is fit for purpose for the boiler it is intended for. To ensure the efficient combustion of wood fuel and biomass, the relationship between the fuel with a correctly setup and maintained combustion appliance is also an important point to consider. See [www.hetas.co.uk](http://www.hetas.co.uk) for more information

## 2 Scope

This scheme defines the procedures to fulfil the quality control requirements and describes measures to ensure adequate confidence is achieved so that the fuel specification is consistently fulfilled. Participants shall define the scope of their registration in their quality management system.

The Standard covers:

- Those sourcing raw materials and the processing of those materials to the point of delivery to the end user, or a trader.
- Those buying a fuel from a certified supplier and trading to the end user, or another trader.
- A self-supplier who processes their own raw materials and uses the fuel in their own boiler.

All biomass fuel can be covered in this standard. The usual commercially available fuels include:

- Firewood
- Woodchip
- Hog fuel
- Biomass briquettes
- Biomass pellets

The production of fuels covers those originating from the following sources:

- products from agriculture and forestry (virgin timber);
- clean untreated wood from secondary processing or sourced as a co-product, such as sawmill residue
- clean, untreated wood waste with clear line of sight to where it first became waste. This excludes wood waste which may contain halogenated organic compounds or heavy metal as a result of treatment with wood preservatives or coating, and which includes in particular such wood waste originated from construction and demolition waste;

The definition and specification of biomass derived from waste wood is taken from the [\*\*WRA Waste Wood Assessment Guidance\*\*](#) for the UK.

**Note 1:** Health, safety and environmental issues for wood fuel and biomass are important and need special attention, however they are outside the scope of this Standard

### 3 Normative references

The following documents are useful for further reference for the application of this standard to produce fuel to a recognised standard and the implementation of a quality system.

Woodsure template Biomass Quality Manual, [procedures and template production forms relevant to the fuel produced.]

BS EN ISO 16559 2015 Solid biofuels: Terminology, definitions and descriptions

BS EN 14961 Series, Solid biofuels –Fuel specifications and classes – Withdrawn but still recognised

*Part 1: General requirements*

*Part 2: Wood pellets for non-industrial use*

*Part 3: Wood briquettes for non-industrial use*

*Part 4: Wood chips for non-industrial use*

*Part 5: Firewood for non-industrial use*

*Part 6: Non woody pellets for non-industrial use*

BS EN ISO 17225 Series, Solid biofuels –Fuel specifications and classes –

*Part 1: General requirements*

*Part 2: Graded Wood pellets*

*Part 3: Graded Wood briquettes*

*Part 4: Graded Wood chips*

*Part 5: Graded Firewood*

*Part 6: Graded non-woody pellets*

*Part 7: Graded non-woody briquettes*

*Part 8: Graded thermally treated wood pellets*

*Part 9: Graded hog fuel and wood chips for industrial use*

ÖNORM M7 133 Wood Chip – Withdrawn but still recognised

EN 15234-1:2011 *Solid biofuels* – Fuel quality assurance – Part 1: General requirements

Timber Standard for Heat and Electricity

UK Timber Regulations: due diligence checklist – Timber and Timber Products and FLEGT (Amendments) (EU Exit) Regulations 2020

WRA Waste Wood Assessment Guidance for the UK.

## 4 Terms and definitions

### **agricultural residues**

biomass residues originating from energy crops and/production, harvesting, and processing in agricultural areas

**Note:** See also agricultural residues.

### **air dried**

condition in which the solid biofuel has dried in air to equilibrium moisture content

### **audit**

is a systematic review or assessment of the fuel supplier's operation with regards to fuel quality. This can be carried out in a number of ways using a combination of approaches such as site audits, desktop audits or virtual/video audits. The approach for an audit will be risk assessed and must be considered appropriate and proportionate to the risks identified. A new applicant will have an initial audit, subsequent audits are referred to as routine audits. If it is deemed necessary to have an audit outside the routine cycle of audits, this will be referred to as an extraordinary audit.

### **biomass briquette**

densified biofuel made with or without additives in the form of cubiform, polyhedric or cylindrical units, produced by compressing pulverised biomass

**Note 1:** The raw material for briquettes can be woody biomass, herbaceous biomass, fruit biomass and biomass blends, and biomass mixtures.

**Note 2:** Biofuel briquettes are usually manufactured in a piston press. The total moisture of the biofuel briquette is usually less than 15 % of mass as received.

**Note 3:** - Biofuel briquettes for non industrial use are specified in ISO 17225-3

### **biomass pellet**

densified biofuel made from pulverised biomass with or without additives usually with a cylindrical form, random length typically 3,15 mm to 40 mm, and broken ends

**Note:** The raw material for biofuel pellets can be woody biomass, herbaceous biomass, fruit biomass, or biomass blends and mixtures. They are usually manufactured in a die. The total moisture of biofuel pellets is usually less than 10 % of mass as received.

### **biomass**

from a scientific and technical point of view, is material of biological origin excluding material embedded in geological formations and/or fossilised

**Note 1:** Biomass is organic material that is plant or animal based, including but not limited to dedicated energy crops, agricultural crops and trees, food, feed and fibre crop residues, aquatic plants, algae, forestry and wood residues, agricultural wastes, processing by-products and other non fossil organic matter. It is defined in legal documents in many different ways according to the scope and goal of the respective documents (e.g. Directive 2001/77/EC of the European Parliament and the Council; Commission Decision (2007/589/EC) of 18 July 2007). This definition does not contradict legal definitions.

**Note 2:** See also herbaceous biomass, fruit biomass, and woody biomass.

### **Biomass Suppliers List (BSL)**

Introduced by the Department for Business, Energy and Industrial Strategy (BEIS), formerly the Department of Energy and Climate Change (DECC), in April 2014. It supports the Government's Renewable Heat Incentive (RHI) scheme by ensuring that RHI payments are only issued to biomass boilers using woodfuel that meets certain sustainability and legality requirements. From 1st April 2022 RHI legislation includes fuel quality as part of the requirements.

### **demolition wood**

used wood arising from demolition of buildings or civil engineering installations

**end-user**

consumer (private person, enterprise, utility, etc.) using fuel for energy purposes

**firewood**

cut and split, ready to burn, fuelwood used in household wood burning appliances like stoves, fireplaces and central heating systems

**Note:** Firewood usually has a uniform length, typically in the range of 150 mm to 1 000 mm.

**fuel product declaration**

document provided by the producer/supplier to the retailer or end-user, specifying origin and source, traded form and properties of defined lot, delivery period or delivery agreement

**fuel quality**

degree to which a set of inherent characteristics fulfils fuel specification requirements

**fuel specification**

description of fuel properties

**Fuelwood**

wood for fuel where the original composition of the wood is preserved, unaltered from original form.

**gross calorific value**

the measured value of the specific energy of combustion for unit mass of a fuel burned in oxygen in calorimetric bomb under the conditions that all the water of the reaction is in the form of liquid water

**Note 1:** The results of combustion are assumed to consist of gaseous, oxygen, nitrogen, carbon dioxide and sulphur dioxide, of liquid water (in equilibrium with its vapour) saturated with carbon dioxide under conditions of the bomb reaction, and of solid ash, all at the reference temperature and at constant volume.

**hog fuel or shred**

wood fuel in the form of pieces of varying size and shape, produced by crushing with blunt tools such as rollers, hammers, or flails.

**kiln dried wood**

firewood produced by rapid drying to a constant weight or moisture under specific conditions, usually through increases in heat and air flow.

**moisture**

the water in a fuel. Normally defined on a wet basis

**Note:** See also total moisture and moisture analysis sample.

**moisture analysis sample**

a sample taken specifically for the purpose of determining total moisture

**operator**

body or enterprise which is responsible for one or several activities in the fuel supply chain

**Note 1:** The operator can be, for example, a biofuel producer or a subcontractor to the biofuel supplier.

**Note 2:** The first operator is a body or an enterprise which operates at the beginning of the supply chain. The first operator is the UK Timber Regulations definition of operator, all subsequent operators under UKTR are traders. To distinguish this we use the term UKTR operator in this document when referring to the first operator.

**UKTR operator**

You are an operator for the purposes of UKTR if you place timber or timber-related products on the GB market for the first time, making them available for distribution or for use in your own business. See [UKTR guidance](#).

**producer**

organisation or unit responsible for the production of the fuel

**Note 1:** The producer can be responsible for any operation with the purpose of changing the biofuel properties.

**Note 2:** The producer can also be the supplier of the fuel.

**quality**

degree to which a set of inherent characteristics fulfils requirements

**quality assurance**

part of quality management, focused on providing confidence that the quality requirements will be fulfilled

**quality control**

part of quality management, focused on fulfilling the quality requirements

**recovered construction wood**

used wood arising from construction of buildings or from civil engineering works

**used wood**

wood substances or objects which have performed their intended purpose and has been discarded.

**Retailer / shop**

reseller of (usually packaged in small quantities) fuels to end-user

**Note:** Retailers are usually suppliers to the private household consumers.

**sample preparation**

actions taken to obtain representative laboratory samples or test portions from the original sample

**solid biofuel**

solid fuel produced directly or indirectly from biomass

**stem wood**

part of tree stem with the branches and top removed, with a length of more than 100cm

**supplier**

a trader and/or a producer of wood fuel

**trader**

a supplier who buys and sells a finished product whether they physically handle it or sub contract all handling to others (commonly known as a paper trader)

**wood briquette**

biofuel made with or without additives in the form of cubiform or cylindrical units and a diameter of over 25mm produced by compressing pulverised woody biomass

**Note 1 to entry:** The raw material for wood briquettes is woody biomass in accordance with the definition below.

**Note 2 to entry:** Biofuel briquettes are usually manufactured in a piston press, with the total moisture content usually being less than 15% of the mass.

### **wood chips**

chipped woody biomass in the form of pieces with a defined particle size produced by mechanical treatment with sharp tools such as blades

**Note 1:** Wood chips have a sub rectangular shape with a typical length 5 mm to 50 mm and a low thickness compared to other dimensions.

**Note 2:** See also cutter chips, forest chips, green chips, stemwood chips, and whole-tree chips.

### **woody biomass**

biomass originating from trees, bushes and shrubs

**Note:** This definition includes forest, plantation and other virgin wood, wood processing industry by-products and residues, and used wood

## **5 Quality assurance and quality control measures**

### **5.1 General**

Quality assurance and quality control aim to provide confidence that a defined quality or specification is continually achieved in accordance with the end user requirements. This means that specified requirements are fulfilled, but it does not necessarily mean a high quality, rather a steady and continually achieved standard in accordance with the end user's expectations. The end user requirements include not only quality fuel, but also the quality of the company's service such as documentation including: product declaration, labelling of packaging, system for traceability, etc., and delivery requirements (to provide wood fuels in time and to agreed performance criteria).

Fuel quality assurance needs to be applied to the entire supply chain (see Figure 1). The processing of wood fuel and biomass in most cases needs to be kept very simple; the same documents are often used for documentation of quality assurance and quality control measures.

### **5.2 Mandatory requirement**

Relevant documentation and controlled system(s) being in place are important parts of quality assurance and quality control. They should be appropriate for the size of operation. In this Standard, the following requirements are mandatory to provide assurance through validation of the process:

**Note:** the section numbers and steps refer to those listed in EN15234-1

- Traceability of raw material, documenting origin, legality and sustainability (see section 5.3 & 5.4). (Producers only). Traceability for traders must document who they purchased the fuel from including their fuel quality certification and fuel specification.
- Factors that influence the fuel quality / specification are controlled through production, including: (Producers only).
  - » Identifying steps in the process chain (Step 2 & Step 3)
  - » Recognising Critical Control Points (Step 4)
  - » The availability of suitable equipment and methods to ensure appropriate control at Critical Control Points (Step 5)
  - » Control of non-conforming fuels (Step 6)

Traders must show critical control regarding the fuel purchase and specification.

- Transportation, handling and storage, during and after production
- Final fuel specification – Product declaration/labelling (the end-user is informed of the product specification and can have confidence in the fuel quality)

### 5.3 Traceability

All operators in the supply chain are responsible for the traceability of the material delivered to them in the supply chain (Figure 1).

Documentation tracing the original source of raw materials shall be retained and available when requested covering the volume of raw materials processed. As a minimum, the documentation required for virgin timber and co-products with each raw material receipt should include: unit volume, the country/countries and location (e.g. county or region), species (hardwood or softwood), felling licences, any relevant declaration of origin.

**Note 1:** Identifying and describing the source of the raw material will be an important part of the demands for information on the sustainability of the fuel, see 5.4.

For used wood, the first operator is the first owner who decides to trade or use used wood as a wood fuel. The producer of fuels from used wood or by-products and residues from wood, herb or fruit processing industries is responsible that the raw materials fall within the scope of the fuel standard. A chain of custody is required from the first operator to the end user and a declaration of the source. All used wood must demonstrate that it is clean and untreated to be included in the scheme – for example, clear line of sight to when it first became waste.

**Note 2:** When fuel consists of a mixture from a number of first operators, all possible first operators should be listed as the first operator.

Where possible, traceability must be maintained throughout the production process and the origin known for the final product, and where required identified on the product label or delivery information identifying the product characteristics, see 5.7.

Where the production process inherently mixes product, such as wood chipping, the operator must ensure the end product is recognised as a product of specified mixed origin, unless there is clear control to segregate the process of multiple raw material sources.

**Note 3:** Where the end product is purchased from a Woodsure approved supplier or trader and then traded on, full chain of custody must be retained. The supplier should be included in the traders Approved Supplier List and the validity of the Woodsure suppliers certificate should be checked on a regular basis.

### 5.4 Legality and Sustainability

For the purpose of receiving incentives under the RO and RHI, evidence of legal source is required for 100% of the raw material inputs and that at least 70% of all woodfuel meets the definition of 'legal and sustainable'. (Meets the requirements S1-S10 in the Timber Standard).

To meet the principles of the UK Government's Timber Standard for Heat and Electricity, raw material must be either:

- a) legal and at least 70% sustainable timber or FLEGT-licensed or equivalent timber, with chain of custody certification and with supporting evidence
- b) 'used timber'; or
- c) a combination of (a) and (b)

Documentary evidence and independent verification also applies to used timber, but focus on the previous timber use rather than the forest source. Used timber shall be supported with evidence tracing the timber back to the previous use i.e. the point at which the timber first became a waste.

A producer can segregate timber between compliant and non-compliant timber where clear segregation can be demonstrated.

## 5.5 Production requirements

The production requirements for wood fuel and biomass vary depending on the complexity of the production process as well as on the requirements of the fuel (for example between small-scale providers that concentrate on low volumes / limited product lines to large-scale providers). This leads to different controls and requirements for the quality assurance and quality control process. The methodology described below for quality assurance and quality control of the production shall be used for all processes, but shall be implemented and appropriate for the production processes in place.

For suppliers there are six consecutive steps. These steps should be recognised and measures put in place to control the process.

**Note:** Traders are the only exception where some, or part of the steps may not be required

### Step 1: Define the specification for the end user supplied fuel(s)

- a) The fuel description on offer to the end user should be derived from the fuel specification or in accordance with an appropriate part of a fuel standard. This step will influence the subsequent decisions about raw materials, production equipment, storage and any packing. Fuel specifications can also be established according to anticipated market demands. In reality the specification is often a combination of end user requirements, market demands and the operator's preconditions (e.g. equipment limitations).
- b) Determine key properties of the fuel and how they will be controlled from the availability of raw materials to the end point of sale. The fuel producer and/or supplier should determine the key properties in accordance with the end-user needs.

### Step 2: Document the steps in the supply chain

- a) A flow diagram is recommended to illustrate the process-chain or material flow under consideration. It should not be more detailed than necessary. For examples of flow diagrams see the template manual and procedures offered to Woodsure suppliers. The flow diagram should identify all the distinct processing operational steps from sourcing to selling.

**Note:** The flow diagram for traders should include all steps taken to ensure the quality of the fuel from purchase of the traded product to selling.

- b) For each step, it is recommended the supplier identifies and allocates responsibilities to support the operational structure and this can be used in the dissemination of information to the workforce. This is also likely to be a useful starting point when assessing a process in the light of quality assurance required.

### Step 3: Recognise factors that influence fuel quality and company performance / process

All activities referring to both technical processes and supervisory issues should be examined. The following factors determine the quality of the fuel and how it is processed effectively:

- Recognise suppliers for raw materials that can consistently provide a reliable source of materials or understanding the limitations of a raw material in the quality of the product that it can be turned into
- Provide clear and accurate requirements for purchases
- Check materials and/or products on receipt to ensure conformance to purchase requirements
- Make available suitable and recognised areas for raw material storage including, where necessary, stock rotation
- Provide adequate machinery and trained personnel to carry out the defined process, including the movement of materials, packaging, and the maintenance of equipment

- Ensure process controls are understood by operatives and that they are competent to carry out measurement, sampling, record keeping, and adjustment of equipment as necessary
- Provide adequate storage, including material handling during processing, to ensure the end product is as specified and minimise contamination issues
- Ensure point of sale packaging (if any) or delivery vehicles are suitable and correctly identified.

**Step 4:** Identify and document Critical Control Points for compliance to maintain the fuel specification

- a) An important element of providing confidence in the product is to identify Critical Control Points in the relevant supply chain. Critical Control Points are points within or between processes at which characteristics or performance requirements can be most readily assessed or measured at defined intervals, to provide confidence in the end product.
- b) At the chosen Critical Control Points, appropriate checks are carried out by the competent operator to ensure that fuel specification is met. Checks can be visual inspection and/or sampling and testing and/or instrumental control. Frequency of monitoring will depend on the process and volumes being processed, and should be periodically reviewed to maintain effective monitoring.

**Note:** Where measurements or characteristics are recorded, they should be utilised to provide on-going internal improvements within the process. (See manual templates for examples).

**Step 5:** Select appropriate measures that will give confidence that the fuel specification is being realised

- a) The allocation of responsibilities and a method to inform the responsible person is essential. The allocation of responsibilities is the duty of senior management and they should appoint a responsible person (by operational title or responsibility) for each significant link in the process chain.
- b) Staff must be trained and assessed for competence in the activities they carry out. The identification of skills should be understood to meet the requirements of the business and those deemed competent should be acknowledged by senior management and records maintained.
- c) Work instructions or procedures should be available for each work stage or station, e.g. receipt of raw materials, processing, receipt of traded products, sampling / testing and maintenance. Instructions should be appropriate so as to have confidence that operators carry out the tasks expected of them.  
Linking work instructions with the Critical Control Points is one way to ensure that quality issues are taken into consideration at all times. (See manual templates for examples).
- d) Establish quality control measures. Appropriate control of the Critical Control Points shall be documented. The frequency of testing should be managed in order to accomplish an appropriate level of control at the lowest possible cost / effort.
- e) To provide confidence in the supplier's quality control, there should be documents that outline procedures and identify methods to record critical information throughout the supply chain. Some documents and systems are mandatory as noted in section 5.2 above.

For example, records can be kept of:

- the source(s) and the type(s) of material/product
- procedure of handling
- the key process steps
- the results of quality control measures (including test results)
- information on nonconforming materials

**Step 6:** Establish and document routines for segregation of non-conforming materials

Any materials or products that are found to be nonconforming at any stage of the process shall be identified and segregated from the supply chain until corrective action can be taken.

Examples of non-conforming materials might be excessive content of over-sized product, impurities and/or fines, or high moisture content.

Sorting or re-processing or additional processing could be applied in such cases to achieve compliance. In some circumstances, a non-conforming fuel may be re-graded, or re-processed through the supply chain as a raw material.

The supplier / producer should recognise repeating problems and implement corrective and preventative actions as an input for continual quality process improvement.

### **5.6 Fuel analysis, sampling and testing**

The fuel offered for sale is tested to demonstrate that it meets the requirements of a defined fuel specification, for example the fuels described in the BS EN ISO 17225 series — Solid biofuels- Fuel specifications and classes.

To realise the physical properties against these standards, appropriate sampling and testing should be carried out throughout the supply chain.

If other properties being specified are sufficiently known through information about the origin and handling (or preparation method combined with experience), then physical/chemical analysis may not need to be regularly confirmed. In such cases, a routine final product test against the specification should be carried out on a representative sample by an independent third party. The supplier needs to provide certainty that product testing frequency is appropriate to maintain certainty of product quality.

To ensure resources are used appropriately and the declaration is accurate, the supplier / trader should utilise the most appropriate testing, for example:

- a) using typical values, e.g. laid down in the Annexes of the relevant woodfuel standards,
- b) calculation of properties, e.g. by using values collected during process control;
- c) carrying out of analysis using either simplified methods if these are available, or reference methods

**Note 1:** Seasonal, or species variation should be taken into account and agreed between the supplier and end-user.

**Note 2:** The transportation, handling and storage of the sample shall be carried out in such a way that the properties to be measured remain unaltered, and the sample is also otherwise unaffected as far as possible. Product shall be selected at random for sampling at a frequency that ensures the reliable verification of the fulfilment of the quality requirements.

The primary sampling point for bulk material is at the point of delivery, if not otherwise agreed, or at another point of the supply chain where the specification is to be measured (e.g. loading, unloading).

The result of the test should be available, if possible, before the fuel is used.

## 5.7 Product Declaration – Labelling and identification of sales (if sold)

Any units of delivery, bulk or packaged, must have a means to identify the fuel, such as a product label, delivery note, or invoice identifying the product characteristics. This provides a declaration of fuel quality by the producer / supplier and confirms that the end product is in accordance with the requirements of the relevant fuel standard.

The minimum information given will include:

- a) Supplier's name or Trading name including contact information;
- b) Product name / description
- c) Unit / volume size
- d) Physical characteristics and limits (according to the relevant fuel standard):
- e) Wood type, hard or softwood (including prominent species for firewood if relevant)
- f) Country of origin and source (for example according to the BS EN ISO 17225-1 Table 1 );

Template examples for typical product declarations for wood fuel and biomass are given in the template Quality Manual.

## 5.8 Transportation, handling and storage

Transportation, handling and storage of the fuel should be appropriate to maintain the woodfuel characteristics throughout the supply chain and on to the delivery point to the end user, to avoid impurities and degradation in the fuel. Examples of impurities include moisture, stones, pieces of metal, and plastic. Degradation can be caused by moisture absorption due to storage under inappropriate conditions

## 6 Approval and Branding

Following application, initial audit and certification, compliance with this scheme will be monitored and audited by approved Woodsure / HETAS auditors. The size, output and activity of the organisation will dictate the audit frequency required on an on-going risk basis.

When approval is granted, a producer / trader can use the Woodsure Assured Quality Woodfuel logo to demonstrate to end users that the declared fuel has been processed under this quality standard.

The scheme logo is only available to approved suppliers and declared fuels. Use of the logo and any associated labelling should be provided for approval prior to ordering bulk quantity of packaging or promotional materials.

Whilst we recognise that a Woodsure supplier will use the logo flexibly as a further declaration of product quality, the guidelines on use of the logo must be adhered to.

## 7 Complaints

The Woodsure producer / trader shall have a written procedure for managing and effectively dealing with complaints, and shall keep a record of any complaints received (justified or otherwise).

Corrective and preventative action(s) taken to satisfy the complaint shall be recorded and made available to Woodsure if requested. All complaints must be dealt with in a timely and effective manner. A method of reviewing complaints should be implemented to consider trends to feedback in to the production process and how the woodfuel specification is maintained.

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