



Wood Fuel Quality Assurance Scheme



Appendix A

This Appendix contains the Technical Annex incorporating any Technical or other requirements to be met by a client seeking certification or certified to NWA 4:2009: Wood Fuel Quality

A1. **Applicability**
In signing the quotation, the applicant agrees to meet the terms of the NSAI standard agreement and the requirements in this Addendum which is particular to the scheme.

A2. **Testing**
Testing is required to be carried out by an independent laboratory at least once per year.

For suppliers of a higher annual tonnage of wood fuel the following frequencies shall apply:

Annual output Tonnes	Number of tests to be taken annual
3,000 – 9,999	2
10,000 – 19,999	3
20,000 – 39,999	4
40,000 – 59,999	5
60,000 and over	6

A3. **Sampling**
For each test sample, the number of increments and the size of the sample must be calculated and comply with the Guidelines

A4. **Safety Equipment**
The responsibility for appropriate PPE will rest with NSAI; where this is more than hard hat, safety shoes and high-vis jacket, NSAI shall be informed before the visit,. Where PPE worn by NSAI is not appropriate, the organisation may either provide suitable equipment or deny entry to the facility. If NSAI consider access for sampling and inspection purposes is too risky, NSAI have the right to withdraw until such time that safe access is provided; such instances will be reported in writing to the organisation.

A5 **Insurance and Tax Clearance Certificate**
Insurance must be maintained for public liability to provide cover for compensation in the event of an accident occurring which results in injury, death or damage to persons or property. The degree of cover is dependent on the risks but minimum cover shall be €100,000 or equivalent.

A current tax clearance certificate shall be maintained.

A6 **Complaints**
In the event of a complaint, it is the responsibility of the supplier / manufacturer to resolve. An unresolved complaint may result in the withdrawal of certification.

In the investigation of a complaint, it may be necessary to take a sample of material for testing. It should be clear that the costs of this additional sampling will be borne by the supplier / manufacture. The supplier / manufacturer may wish to have an agreement with their customers that the cost can be passed on to the customer if the complaint is without grounds.

A7 **Withdrawal**
An organisation may withdraw from the scheme at any time.

However, in the following circumstances, NSAI may move to withdraw certification:

- The non-payment of fees
- A serious complaint which is substantiated and which results in no corrective action
- A failure of one of the NWA 4 Annex tests for which no corrective action is taken
- A major finding at an on-site audit which is not closed within 90 days

NSAI will allow time (normally 90 days) for the resolution of any of the above issues. This time commences from the date of notification by NSAI (in report, e-mail or letter). The period for resolution includes the time used for verification of action taken which may require additional tests or a site visit. Costs incurred through the corrective action process will be charged to the wood fuel supplier / manufacturer.

The appeals process can be used if NSAI's decision is seen as unfair.