



assurance.

The WI Approach

Supplemental Text
to the
Architectural Woodwork Standards

Dedication

The Woodwork Institute expresses sincere gratitude to all of its members, design professionals, and sister associations, who contributed their support in the publication of the new Architectural Woodwork Standards, Edition 1.

Through the personal dedication of S.S. Karns, our first Manual of Millwork was published in 1953, followed by three subsequent editions under his direction.

The Institute also wishes to recognize, posthumously, the following past chairmen of the Technical Committee: Erick Ahlbom, 1967-1976; Reg Taylor, 1976-1984; Ed Bernhauer, 1984-1993; and Ralph B. McClure, 1993-2002. They each contributed countless hours of their time, energy, and skill in researching and drafting materials for the Manual of Millwork.

The Institute dedicates the Architectural Woodwork Standards, Edition 1, to the members of the current Technical Committee for their contribution of knowledge and time for this first edition of the Architectural Woodwork Standards.

A special dedication and thank you to Stanley R. (Rob) Gustafson; Executive Editor of the Architectural Woodwork Standards, 1st Edition. His personal dedication to our industry and in preparing the Architectural Woodwork Standards, Edition 1, is truly appreciated, far beyond what words can express.

Technical Committee

Bill Fenstermacher, Chair

Wayne Steindorf

Mike Hansen

Bruce Humphrey

Dick McClure

WOODWORK INSTITUTE MISSION:

- ◇ To promote to the architectural design community, its suppliers and contractors, the development and dissemination of information relative to uses, advantages, and utility of millwork products.
- ◇ To provide the leading standards and quality assurance programs for the architectural millwork industry through our *Architectural Woodwork Standards*, Certified Compliance, and Monitored Compliance programs.
- ◇ To be the premier industry-driven, equal opportunity, nonprofit trade association resource provider for our membership.

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THE WOODWORK INSTITUTE STORY

The Woodwork Institute was founded in 1951 and is a regional, established, industry-driven, non-profit association of independent and competing producers of millwork and allied products. Its particular purpose is to promote the development and dissemination of information relative to the uses, advantages, and utility of wood and allied products to the architectural design community.

Originally named the Wood Window Institute of Northern California, with the intent of promoting wood windows to the architectural community, who was beginning to favor metal windows. Shortly after its founding, the organization was renamed the Woodwork Institute of California (WIC), and its focus was broadened to include the development of standards for architectural millwork. The founding Board of Directors agreed the organization should support all woodworkers, not just those producing windows.

In 1953, the Institute published its first *Manual of Millwork*, which for 56 years and eleven editions, has stood the test of time as the premier Standards of the Architectural Millwork Industry.

In 1959, the Institute introduced its Certified Compliance Program (CCP), to work in conjunction with its Standards as an additional quality assurance tool. Acceptance of the program has grown into being a requirement in over 1,800 project specifications annually.

In 2001, the Institute introduced the next logical step; its Monitored Compliance Program (MCP), a quality affirmation tool, which also works in conjunction with the *Manual of Millwork*. MCP goes the additional step of monitoring a project's progress throughout its engineering, fabrication, finishing, and installation. MCP has proven itself as the answer to design professionals that want additional control and affirmation of their design and quality vision.

In 2003, the Institute dropped "of California" from its name to reflect its expanding service area.

In 2007, the Institute joined with the Architectural Woodwork Institute (AWI), and Architectural Woodwork Manufacturers Association of Canada (AWMAC), to create a Joint Standards Committee (JSC), tasked with creating a single joint architectural woodwork standard. Based on the Institute's 12th Edition *Manual of Millwork* that was already under development, the new joint *Architectural Woodwork Standards* (AWS), was completed in mid 2009 for an October 1, 2009 adoption date.

The JSC is governed by twelve, member elected directors, who contributed their individual strengths, providing the Institute and the architectural millwork industry with centuries of crucial experience. No company alone has the ability to produce a resource with such extensive knowledge and expertise.

Today, the Woodwork Institute has the same vision it's had since 1950. That vision is "Assurance" as the leading standards certification authority for the architectural millwork industry. The Institute offers design professionals its expertise through the quality assurance services that are listed within the table of contents.

DISCLAIMER

The Institute does not guarantee nor assure the safety or performance of any manufactured products, components, or installation found to be in compliance with the AWS and/or its quality control programs. Additionally, we do not guarantee or assure the contract performance of any entity being reviewed under the CCP and/or MCP programs.

This is a supplemental document only, and by no means should be referred to as a full explanation of policies and procedures. Specific policies and procedures can be found in full, listed within their applicable section, on our website, www.woodworkinstitute.com, or you may contact the WI Administrative Office at (916) 372-9943.

QUALITY ASSURANCE OPTIONS

ARCHITECTURAL WOODWORK STANDARDS

Since 1953, the Woodwork Institute has published eleven editions of its *Manual of Millwork*; however, in September 2007, the Woodwork Institute entered into a historical agreement with the Architectural Woodwork Institute (AWI), and the Architectural Woodwork Manufacturers Association of Canada (AWMAC), forming a Joint Standards Committee (JSC). Established as a separate entity, the JSC was empowered to create, maintain, update, and clarify as needed, a single architectural woodwork standard.

The resulting *Architectural Woodwork Standards* (AWS), represents the best of what all three organizations have to offer in defining the minimum requirements for material and workmanship, and for the fabrication and installation of architectural woodwork. The *Architectural Woodwork Standards*, 1st Edition, has been adopted and published jointly as the successor, replacement, and latest edition to AWI/AWMAC's *Quality Standards Illustrated* (QSI), and WI's *Manual of Millwork* (MM), effective October 1, 2009.

The AWS is an industry standard for architectural millwork in which the materials, fabrication, workmanship, installation, and aesthetics are established dependent on the Grade or Grades specified, while providing the design professional, fabricator, and installer flexibility in delivering the owner's desired results. Standards afford an assurance of quality materials, fabrication, and installation consistent with economic utilization of resources for the Grade(s) selected; however, enforcement is limited to the contract documents. Discovery of deficiencies or items of noncompliance, as well as acceptance of the overall appearance, must be borne by the design professional, which can result in unplanned added costs and time delays.

Use of the AWS clearly and completely defines all materials and joinery; fosters fair competition with all bidders using one standard of quality; prohibits the substitution of unknown or inferior materials and/or joinery; takes the 'guess work' out of 'or equal' clauses; and is non-discriminatory. The AWS and inspection services are available to all bidders, whether or not they are members.

A design professional may, but only by means of the drawings and/or specifications, modify any and all Grades. Such modifications shall govern and take precedence over the Grade rules, and any inspection and/or re-inspection shall be made based on these modifications.

Maintenance of the AWS is a dynamic, ongoing endeavor which requires your support by advising us on possible errors, confusing or ambiguous statements, conflicts, new products and/or procedures, etc. Please use a copy of the suggestion form found on page 10 of the AWS, or on our website at:

www.woodworkinstitute.com/aws, for improvement suggestions. The suggestions will be thoroughly reviewed and considered for future updates.

Special Notice

Because of the Associations collaborative efforts, the new AWS has some distinct enhancements not necessarily fully addressed in the *Manual of Millwork*, including:

Definitive smoothness tolerances for machined and/or sanded surfaces, found within the PRODUCT portion of each Section.

Definitive gap and flushness tolerances for assembled and installed woodwork, found within the PRODUCT and EXECUTIONS portions of each Section.

Improved minimum specification recommendations are located under RECOMMENDATIONS, found within the GENERAL portion of each Section.

Definitive guidelines for observing and judging compliance, found with the COMPLIANCE portion of each Section, with special attention to Blueprint-matched panels, components, and related doors, within Section 8 - Wall Surfacing.

Adoption of WDMA's Duty Performance Levels for solid core flush (excluding hollow core), and style and rail doors, as the minimum criteria for wood door construction.

QUALITY ASSURANCE OPTIONS (continued)

Special Notice (continued)

Within Section 10:

Expansion of Exposed Surface definitions into Exposed Exterior Surfaces **and** Exposed Interior Surfaces, to better define the proper use of exposed materials.

Expansion of the grain or pattern direction of cabinet face components by Grade.

Please Note these Specific Changes within AWS, Section 10:

Glass clips, in lieu of a continuous stop, are now allowed at Custom Grade (see page 272, Item 4.4.6.10.4.1.1).

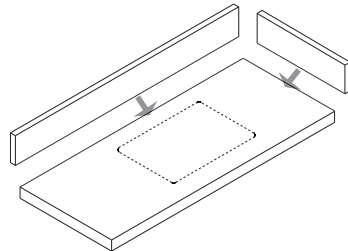
The *Manual of Millwork's* use of Cabinet Construction Nomenclature (Style A Frameless / Style B Face-frame, and Type I Multiple self-supporting units / Type II single length unit), have been replaced with:

Construction TYPE A - Frameless construction and TYPE B - Face-frame construction.
Cabinet and door INTERFACE STYLE 1 - Overlay or STYLE 2 - Flush Inset.
(See pages 250-251; Items 1.2.17 and 1.2.18)

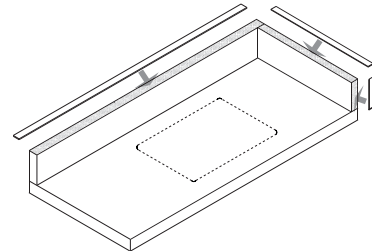
As is the case with most collaborations, not everyone gets all of what they want. Although the Institute is very pleased with the *Architectural Woodwork Standards* as published, there are a few particular areas of concern that the Institute believes need to be brought to the attention of all design and specification professions.

High Pressure Decorative Laminate (HPDL) Tops

The AWS now provides for two methods of HPDL countertop splash assembly which, regardless of Grade, become manufacturer's option if not otherwise specified:



ASSEMBLY 1
Wall Mount, Jobsite Assembled



ASSEMBLY 2
Deck Mount, Manufacturer Assembled

It is the Institute's position that you should always specify ASSEMBLY 2.

Laboratory Casework

The *Architectural Woodwork Standards* does not include a specific Laboratory Grade; however, AWS Custom or Premium Grade can be modified by plans and specifications for laboratory use.

Such modifications may include: Chemical Resistance which will specify that Exposed Vertical Surfaces and Semi-Exposed surfaces meet the requirements of the one hour chemical resistance test as found in the appendix of the AWS. Water resistant cabinet bases and all other materials within 3 inches of the floor shall be solid wood, water resistant MDF, or exterior plywood. Removable backs at base cabinets and mechanical chase provisions. Core material at sink cabinets should be water resistant particle board or MDF. Core material at laminated plastic countertops should be water resistant particleboard, MDF, or exterior grade hardwood plywood with a non-telegraphing grain, and drip groove with sealer.

QUALITY ASSURANCE OPTIONS (continued)

Laboratory Casework (continued)

Selection of countertop materials should be determined by the function of the laboratory. Materials might include: Chemical Resistant Laminate, Solid Phenolic Core, or Chemical Resistant Solid Phenolic Core, Epoxy Resin, Stainless Steel, or stone.

Laboratory casework specifications might include: fume hoods, laboratory sinks, plumbing fixtures, including gas cocks and vacuum cocks, while excluding the supplying of refuse piping, electrical fixtures, wiring, or conduit.

Guide specifications for laboratory casework and countertops may be found at www.woodworkinstitute.com/publications; click on the "Guide Specifications" link to further explore.

Seismic Casework

In active seismic areas, casework construction may need to be more robust in anticipation of possible seismic forces. The attachment of the backs and anchor strips to other cabinet components should be adequate to ensure the integrity of the cabinet. Anchor strips should be of adequate size and properly attached to the top, bottom, and sides of the cabinet. Tall storage cabinets should have a third anchor cleat at approximately mid-height, properly fastened to cabinet ends, and to a fixed shelf.

The Institute has developed seismic fabrication requirements through engineering and testing, which were approved by the California DSA. These approvals are in the process of being evaluated for compliance to the 2008 building code. The Institute is also working on generic cabinet installation requirements for approval by the DSA and OSHPOD.

Current availability of minimum seismic fabrication and/or installation requirements may be found on our website at: www.woodworkinstitute.com/seismic.asp

Specification Requirements

Should a design professional wish to take advantage of the *Architectural Woodwork Standards* (AWS), the following wording shall be included in the project specifications, as applicable:

All millwork shall be **manufactured** in accordance with the *Architectural Woodwork Standards*, latest edition, in the Grade or Grades hereinafter specified or shown on the drawings.

All millwork shall be **pre-finished** in accordance with the *Architectural Woodwork Standards*, latest edition, in the Grade or Grades hereinafter specified or shown on the drawings.

All millwork shall be **installed** in accordance with the *Architectural Woodwork Standards*, latest edition, in the Grade or Grades hereinafter specified or shown on the drawings.

For assistance in specification development, WI Guide Specifications which follows the CSI's three-part format, can be found online at www.woodworkinstitute.com/gs, for all applicable CSI Master Format Sections, including LEED's enhanced versions.

Cost Highlights

The Institute provides the AWS free of cost to all design professionals and specification writers within its service area of Arizona, California, Nevada, Oregon, and outside of its service area for those who choose to use its CCP and/or MCP quality assurance options.

QUALITY ASSURANCE OPTIONS

(continued)

GUIDE SPECIFICATIONS - www.woodworkinstitute.com/publications; click on the "Guide Specifications" link to further explore.

The Institute offers annotated guide specifications in Microsoft Word format (using its "hidden text" feature), for CSI Sections:

- 06 41 00 - Wood and Laminate Casework
- 12 35 53 - Laboratory Casework
- 06 42 00 - Paneling
- 06 46 00 - Wood Trim
- 08 13 00 - Wood Doors

The Institute also offers these same Guide Specifications with LEED credit enhancement.

CABINET DESIGN SERIES (CDS) - www.woodworkinstitute.com/designer; click "more" under Cabinet Design Series.

The Institute has developed a series of numbered cabinet designs that are available for ease of specification and drawing. This numbered cabinet system was adopted and incorporated into the *Architectural Woodwork Standards* (AWS). A numerical/elevation key to the CDS may be found in Appendix A of the AWS.

Both Autodesk Revit Families and Autocad ".Dwg / .Dxf" files of the CDS elevations may be found on the CD furnished with the AWS or on our website at www.woodworkinstitute.com, for use by design professionals in development of a project's architectural drawings, and/or millwork fabricators in development of their shop drawings.

CDS cabinets may be specified by number to a specific size requirement on the plan-view drawings without having to draw elevations. They are drawn as Type A construction, flush overlay Style 1 interface, with integral finished ends and scribes at wall-to-wall installations not exceeding 1-1/2" (38.1 Mm) in width.

CDS access is free of cost and accessible to all.

PRODUCT REVIEW AND ACKNOWLEDGEMENT - www.woodworkinstitute.com/products.

The Institute offers an AWS compliant product review and acknowledgement service to manufacturers and distributors of millwork components, such as panel products, hardware, etc. The review process compares the submitted products physical and technical attributes to the minimum applicable requirements of the AWS and requires independent testing in some cases.

Manufacturers or distributors of submitted products that are deemed compliant to the AWS are issued a letter of acknowledgement by the Institute. Acknowledged products of WI Members are conveniently listed on our website at www.woodworkinstitute.com, for easy reference for both design / specification professionals and millwork manufacturers.

CONSULTING SERVICE

The Institute offers its resources and the expertise of its Directors of Architectural Services (DAS) field staff, to all design professionals as requested, for consultation on project design and specification development. Consulting service is free of cost and may be requested by contacting a local DAS. A listing of DAS can be found at www.woodworkinstitute.com, or by contacting the WI Administrative Office at 916-372-9943.

QUALITY ASSURANCE OPTIONS

(continued)

CERTIFIED COMPLIANCE PROGRAM (CCP) - www.woodworkinstitute.com/certification; click on "CCP".

The Certified Compliance Program (CCP) is an established discipline of quality control, for use in conjunction with the *Architectural Woodwork Standards (AWS)*, which provides a non-biased means of confirming conformance to a project's plans and specifications. CCP, together with the use of the desired Grade(s) in the specifications, will save time and thus money. The CCP is a means of assuring the quality designed is adhered to by informing everyone that you are requiring verification.

Specification of the CCP in no way restricts bidding or bidders. Anyone may use the Institute's inspection service without requirement of being a member or licensee. The cost of Certified Compliance is a small price to pay for the added quality assurance.

The CCP is a flat rate fee program honored on any projects located within the Institute's service area of Arizona, California, Nevada, and Oregon or throughout the continental United States on projects when such is specified by design professionals from our service area. Additional costs will be charged for Certified Compliance on projects not meeting the above requirements.

Certified shop drawings make the review process easier and saves time by eliminating the need to check fabrication details. When Certified shop drawings are received for review, it's already assumed that they conform to the projects specifications and the *AWS* requirements. This allows verification of the design intent to be the primary concern. Evidence of Certification is provided by means of an individually serial numbered Shop Drawing Certified Compliance Label, attached to the first page of the original shop drawing set.

Certified millwork and installation confirms that the furnished and/or installed millwork products conform to the plans, specifications, and *AWS* for the Grade(s) specified, adding the confidence that you and your client are getting what was specified and what you are paying for. Evidence of Certification for millwork products and/or installation is provided primarily by issuance of a Certified Compliance Certificate, listing the items certified, the applicable Grade(s), and whether installation is included. Additionally, each elevation of casework and/or countertops shall bear an individually serial numbered Certified Compliance Label, if so specified.

When CCP is specified, the Institute or its Licensees will inspect shop drawings, fabricated product, factory finishing, and/or installation to assure that it complies with the *AWS*, plans, specifications, and other contract documents.

Certified Compliance Licensing is available to all qualified fabricators. By becoming a WI Licensee, the manufacturer and/or installer gives notice that they are committed to quality. WI Licensees must pass a rigid examination and demonstrate their knowledge and ability to supply millwork produced in accordance with the Grade requirements of the *AWS*. Licensee's activities are monitored, at least annually, to assure their continued compliance with the program.

If a re-inspection is needed, an owner, design professional, contractor, or supplier may submit a written request for a re-inspection of any project performed by a WI Licensee, for which the specifications require the Certified Compliance Certificates and/or Certified Compliance Labels, to the Administrative Office of the Institute. The Institute will, upon receipt of such request and within a reasonable length of time, send a qualified WI inspector to re-inspect the work in question.

A written report will be furnished to the owner, design professional, contractor, and WI Licensee, detailing any non-compliant conditions found to exist, or confirming that all materials, fabrication, and/or installation are as specified. There is no charge for this service when the millwork or installation has been certified by a WI Licensee, but issuance of any negative findings will be withheld ten (10) working days in order to give the WI Licensee time to correct the negative findings. Any remaining negative findings will then be reported to all parties.

QUALITY ASSURANCE OPTIONS

(continued)

CERTIFIED COMPLIANCE PROGRAM (CCP) (continued)

Specification Requirements

Should a design professional wish to take advantage of the Certified Compliance Program (CCP), the specifications shall first require conformance to the *Architectural Woodwork Standards (AWS)*, and the following wording shall be included in the project specifications:

SUBMITTALS

Submit shop drawings in conformance to AWS Section 1 - Submittals. The first page of the original shop drawings shall bear a Woodwork Institute Certified Compliance Label. For further information, please visit: www.woodworkinstitute.com.

QUALITY ASSURANCE

Millwork and installation shall be in accordance with [] Grade of the *Architectural Woodwork Standards*, latest edition. If provisions for the Grade specified are in conflict with, or modified by the drawings and/or specifications, the modifications shall govern.

Before delivery to the job-site, if the millwork supplier is:

A **WI Licensee**, they shall issue a WI Certified Compliance Certificate with original submittals indicating the millwork products furnished for this project and certifying that these products and their installation, if applicable, will fully meet all the requirements of the AWS Grade or Grades specified and the contract documents.

A **Non-WI Licensee**, they shall provide a WI Certified Compliance Tracking Acknowledgement with the original submittals, that they have arranged for inspection by a WI Inspector after completion of fabrication and installation. If all conditions are found to be compliant, the inspector will issue a Certified Compliance Certificate, indicating the millwork products furnished for this project, and certifying that these products and their installation, if applicable, fully meet all the requirements of the Grade or Grades specified.

Each casework elevation shall bear a WI Certified Compliance Label.

Each countertop shall bear the WI Certified Compliance Label.

It is the responsibility of the millwork fabricator and/or installer to include within their bid, any and all costs for certified compliance. Issuance of a Certified Compliance Certificate is a prerequisite for final acceptance. For further information, please visit www.woodworkinstitute.com.

Policy and Procedure Highlights

SHOP DRAWING CERTIFICATION is based on the combined scope of a projects specifications and the AWS only, without benefit of reviewing the architectural plans; therefore, it is the responsibility of the fabricator and/or installer requesting certification, to notify and give evidence as to the validity of any modifications the shop drawings may have to the specifications and/or the AWS; otherwise, the drawings will be rejected for non-compliance.

Modification incorporated within reviewed shop drawings, in themselves, are not evidence of approval; the modifications must be specifically addressed and approved in written documentation, separate of the shop drawings.

Shop drawings shall, at a minimum, meet the requirements of Section 1 - Submittals, of the AWS.

WI shop drawing Certification may be requested by filling out a WI 'Request and Authorization to Inspect' form and submitting it along with two (2) copies of the Shop Drawings, one (1) copy of the applicable project specifications (including General Conditions), and one (1) copy of any written modification approval or request for approval to the project plans and/or specifications to an appropriate field office, of which a listing can be found at www.woodworkinstitute.com, or by contacting the WI Administrative Office at 916-372-9943.

QUALITY ASSURANCE OPTIONS

(continued)

CERTIFIED COMPLIANCE PROGRAM (CCP) (continued)

Policy and Procedure Highlights (continued)

Shop drawing certification fees are based on the inspection being conducted at a WI field office or by special arrangement at a fabricators shop (which may incur additional charges), while not exceeding one hour of actual inspection time. Additional inspection time will be charged at the applicable rate.

A WI Licensee, by requesting a shop drawing Certified Compliance Certificate / Label, is conducting the initial (first) inspection. If WI is then asked to inspect their Certified shop drawings, it is considered a re-inspection. Re-inspections found to be compliant will be at no cost. Re-inspections found to be non-compliant will be charged the actual inspection time, subject to a one hour minimum. Failed re-inspections may be corrected and submitted for further re-inspection.

Inspections for projects that are phased or that are submitted in more than one installment, but are one project and under one contract, will be charged one basic inspection fee plus any additional inspection time required to complete the inspection; subject to a one hour minimum charge per incident of inspection. A CCL will be applied to the first page of each 'Certified' submittal, indicating those pages covered.

PRODUCT / FINISHING / INSTALLATION CERTIFICATION is based on the combined scope of the project plans, specifications, approved shop drawings, the AWS, and any approved modifications. It is the responsibility of any firm requesting inspection to notify and give evidence as to the specific approval of any modifications the shop drawings have to the specifications and/or the AWS, otherwise, they will be ignored.

Modifications incorporated within reviewed shop drawings, in themselves, are not evidence of approval; the modifications must be specifically addressed and approved in written documentation, separate of the shop drawings.

Any Project Owner, Architect, General Contractor, Construction Manager, or other party under contract for the work in question, may request an inspection. If multiple entities are involved in the total scope, multiple inspection and/or re-inspections will be conducted.

For WI products, finishing, and/or installation, Certification may be requested by filling out a WI 'Request and Authorization to Inspect' form and submitting it with a copy of the project specifications and written approval for any modifications to the plans and/or specifications to an appropriate Field Office, of which a listing can be found at www.woodworkinstitute.com, or by contacting the WI Administrative Office at 916-372-9943.

A WI Licensee requesting a Certified Compliance Certificate and/or Labels is conducting the initial (first) inspection. If WI is then asked to inspect their Certified Compliance product, finishing and/or installation, it is considered a re-inspection. Re-inspections found to be compliant will be at no cost. Re-inspections found to be non-compliant will be charged the actual inspection time, subject to a one hour minimum. Failed re-inspections may be corrected and submitted for further re-inspection.

At time of inspection or re-inspection, the requesting party must provide the WI Inspector access to a complete set of the project plans and approved shop drawings.

Additional charges (subject to applicable discounts shown above for the hourly rates only), will be assessed for Certification of projects not meeting the above service area requirements, including \$200 per hour for any additional on-site inspection time and \$100.00 per hour for all time spent away from the inspector's field office, not to exceed 8 hours per day (including all travel time, standby time, and inspection time), billed in quarter hour increments. Plus, reimbursement for all additional expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

Issuance of a non-compliant findings report on projects Certified by WI Member Licensee shall be delayed 10 days in order for the WI Licensee to correct the non-compliant findings. The 10 day period shall begin from the time the written verification of the non-compliant findings is faxed to the Member Licensee firm (originals are also mailed).

QUALITY ASSURANCE OPTIONS

(continued)

CERTIFIED COMPLIANCE PROGRAM (CCP) (continued)

Policy and Procedure Highlights (continued)

For firms without fax service, two days shall be allowed for mail delivery before the 10 days start. If at the end of 10 days the firm has not made the necessary corrections and/or scheduled a re-inspection, the non-compliant findings will be released to all interested parties contracted to the project.

This report delay policy does not apply to non-certified projects or inspections paid for by another interested contractual party.

Multiple and/or significant failed inspections by a WI Licensee for work they have certified, is grounds for suspension and/or termination of their WI Licensee status.

Inspections for projects that are phased or that are submitted in more than one installment, but are for one project and under one contract, will be charged one basic inspection fee plus any additional inspection time required to complete the inspection; subject to a two hour minimum charge per incident of inspection. Certified Compliance Labels will be applied, as applicable, during each inspection, but issuance of a Certified Compliance Certificate will be deferred until the project inspection is complete.

WI Member Licensees in good standing are afforded the privilege of being invoiced for Certification and/or re-inspection services, allowing for prompt release of certifications requests and/or inspection reports. Non-Member Licensees, Member Licensees not in good standing, and non-members of the Institute are required to make full payment in advance, including an additional deposit for two hours.

Deposits will first be used to pay for any additional inspection charges with the unused balance returned upon issuance of the project's Certified Compliance Certificate. Any additional inspection charges not covered by the deposit must be paid in full before the release of a project's Certified Compliance Certificate.

CERTIFICATION OF PROJECTS NOT MEETING THE INSTITUTE'S SERVICE AREA REQUIREMENTS will be serviced subject to reimbursement for all additional expenses, including standby and travel time, mileage, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

Cost Highlights

The CCP is a flat rate fee program honored on any projects located within the Institute's service area of Arizona, California, Nevada, and Oregon or throughout the continental United States on projects when such is specified by design professionals from our service area.

The basic flat fee is \$1,500 per certified project subject to the following applicable discounts:

WI Member	25%
WI Member-Licensee	50% on projects with contract values of \$20,000 or more 75% on projects with contract values between \$10,000 and \$19,999 100% on projects with contract values less than \$10,000
WI Licensee (non-member)	35%

Additional charges (subject to applicable discounts shown above for the hourly rates only), will be accessed for Certification of projects not meeting the above service area requirements, including \$200 per hour for any additional on-site inspection time and \$100.00 per hour for all time spent away from the inspector's field office, not to exceed 8 hours per day (including all travel time, standby time, and inspection time), billed in quarter hour increments. Plus, reimbursement for all additional expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

QUALITY ASSURANCE OPTIONS

(continued)

CERTIFIED COMPLIANCE PROGRAM (CCP) (continued)

Cost Highlights (continued)

Reimbursement for all expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals and miscellaneous travel expenses.

To help cover the above, a deposit of \$2,500.00 is required with submittal of a completed "Request For Certification /Inspection Outside Of Arizona, California, Nevada or Oregon" form which can be retrieved online at www.woodworkinstitute.com, or by calling the Administrative Office at 916-372-9943.

MONITORED COMPLIANCE (MCP) - www.woodworkinstitute.com/certification; click on MCP.

The MCP, like the standards and the Certified Compliance Program (CCP), is an established discipline of quality control. Monitored compliance expands on the CCP by providing ongoing review/inspections of the project from its start to certification at completion. It is a quality control program with the control in front, to affirm the quality. Requiring monitored compliance conveys not only is quality expected, it is demanded.

Written progress reports are issued throughout the duration of the project. Shop drawings, millwork products, finishing, and installation (of all involved parties), are progressively inspected for compliance to the contract documents and *Architectural Woodwork Standards (AWS)* for the Grade(s) specified.

MCP in no way limits bidding. Any fabricator or installer, whether a non-member, member, and/or licensee, will be required to comply with the requirements of the MCP. The added cost of monitored compliance is a small amount to pay for the added quality affirmation.

MCP is a percentage fee program honored on any project located within the Institute's service area of Arizona, California, Nevada, and Oregon. Additional staff time, travel, lodging, and meal costs will be charged for Monitored Compliance on projects outside of our service area.

Monitoring inspections address and verify compliance to a project plans, specifications, and *Architectural Woodwork Standards* for the Grade or Grades specified within the following aspects of shop drawings, materials, fabrication, finishing, workmanship, job-site conditions, installation, and attachment blocking.

Shop drawing certification is required and is expanded with the MCP in that the fabricator's shop drawings are compared to the full contract documents, including plans, to verify conformance with the design intent, contract documents, and the *AWS* for the Grade(s) specified. Along with the compliance label, the shop drawings shall bear the WI inspector's signature.

The Institute will conduct monitoring inspections during a project's duration. The actual number of inspections required shall be determined by the WI Inspector based on the project's complexity. Written reports will be generated after each monitoring inspection, noting any non-compliant findings along with a general statement of the project's progress. Reports will be processed from the administrative office and forwarded to each contact of record for the architect/owner, millwork fabricator and/or installer, and general contractor. Subsequent inspections will re-address and update the status of any previous non-compliant findings.

Non-compliant job-site conditions and the potential adverse impact of such to the project's millwork products will be noted; however, subsequent final inspection and/or monitored certification will not be impacted by the compliance of such.

Upon conducting a final compliant inspection, the Institute will attach a Certified Compliance label to each elevation of casework and countertop, and will issue a Monitored Compliance Certificate certifying that the millwork products and their installation is furnished for this project to fully meet all the requirements of the contract documents and the *Architectural Woodwork Standards* for the grade and/or grades specified.

QUALITY ASSURANCE OPTIONS

(continued)

MONITORED COMPLIANCE (MCP) (continued)

It is the responsibility of the contractual parties, not the Institute, to address and/or enforce any non-compliant findings. The Institute only serves as an independent inspection service and has no enforcement authority.

Active WI Member Licensees enjoy a cost savings and the privilege of being billed for monitoring services; however, there is no self-certification, and they must pass all of the same monitoring inspections as a non-member and/or non-licensee.

Specification Requirements

Should a design professional wish to take advantage of the Monitored Compliance Program (MCP), the specifications shall first require conformance to the *Architectural Woodwork Standards* (AWS), and the following wording shall be included in the project specifications:

OPTIONAL

All millwork covered by this specification section and the Installation thereof, shall be furnished within the scope of a single sub-contract (i.e., one responsible party).

SUBMITTALS

Submit shop drawings in conformance to AWS Section 1 - Submittals. The first page of the original shop drawings shall bear a WI Certified Compliance Label issued by staff of the Woodwork Institute, under the scope of their Monitored Compliance Program. For further information please visit, www.woodworkinstitute.com.

QUALITY ASSURANCE

Millwork and installation shall be in accordance with [] Grade of the *Architectural Woodwork Standards*, latest edition. If provisions for the Grade specified are in conflict with, or modified by the drawings and/or specifications, the modifications shall govern.

All millwork and the installation thereof for this project shall be monitored for compliance to the contract documents by staff of the Woodwork Institute under the scope of their Monitored Compliance Program.

It is the responsibility of the millwork fabricator and/or installer to include within their bid, any and all costs for monitored compliance. Millwork and/or installation determined to be non-compliant (and not corrected) will be rejected. Issuance of a Monitored Compliance Certificate, and appropriate casework and countertop CCP Labels, is a prerequisite of the owner's final acceptance.

Each casework and countertop elevation shall bear a WI Certified Compliance Label issued by staff of the Woodwork Institute, under the scope of their Monitored Compliance Program.

Policy and Procedure Highlights

Monitored Compliance Program (MCP) is a percentage fee program, honored on any projects located within the Institute's service area of Arizona, California, Nevada, and Oregon. Additional staff time, travel, lodging, and meal costs will be charged for Monitored Compliance on projects outside of our service area.

MONITORING - The Institute will conduct monitoring inspections during a project's duration. The number of inspections required shall be governed by the perceived need and the project's complexity. Millwork products, finishing, and installation, as applicable, shall be included and monitored within the combined scope of the project plans, specifications, *Architectural Woodwork Standards*, and any written approved modifications.

It is the responsibility of the architectural millwork fabricator and/or installation firm to notify and give written evidence as to the specific approval of any modifications to the project plans, specifications, shop drawings, and/or the *Architectural Woodwork Standards*; otherwise, they will be ignored. Changes incorporated within reviewed shop drawings, in themselves, are not evidence of approval; the changes must be specifically addressed and approved in separate written documentation.

QUALITY ASSURANCE OPTIONS (continued)

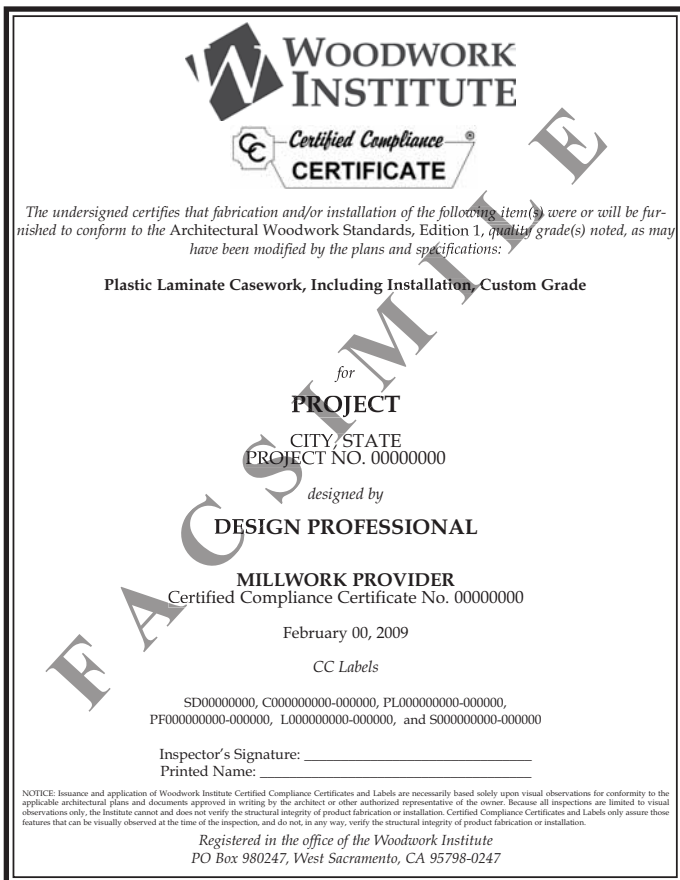
Cost Highlights (continued)

Additional charges (subject to 25% WI Member discount of the hourly rates only), will be assessed for certification of projects not meeting the above service area requirements, including \$200 per hour for any additional onsite inspection time, and \$100.00 per hour for all time spent away from the inspector's field office, not to exceed 8 hours per day (including all travel time, standby time, and inspection time), billed in quarter hour increments. Plus reimbursement for all additional expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

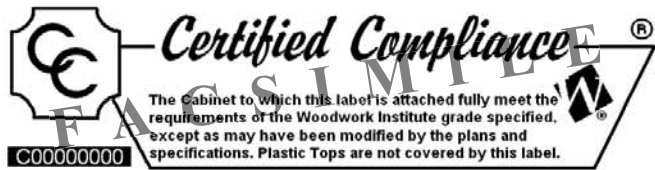
The Institute reserves the right to additional inspection time incurred due to excessive re-inspection of non-compliant findings. Charges will be for actual inspection time only, in quarter hour increments, subject to a one hour minimum charge.

Certificate and Label Examples

EXAMPLE OF A CERTIFIED COMPLIANCE CERTIFICATE AS ISSUED BY OUR STAFF



EXAMPLES OF CERTIFIED COMPLIANCE LABELS AS ISSUED BY STAFF AND LICENSEES



WI Labels not shown:

- LP Countertops - Flat
- LP Countertops - Formed
- LP Solid Phenolic, Epoxy Resin, and Stone Countertops
- Solid Surface Countertops

The above example is modified accordingly when issued by a licensee and/or Monitored Compliance.

QUALITY ASSURANCE OPTIONS
(continued)

INDEPENDENT INSPECTION SERVICE
www.woodworkinstitute.com/about/services.asp

When requested and on a fee basis, the Institute's Director of Architectural Services will be made available for independent inspection service, with respect to issues pertaining to the architectural millwork industry as defined within or covered by the *Architectural Woodwork Standards (AWS)*.

This service is typically available within WI's service area of Arizona, California, Nevada and Oregon; however, will be performed outside the service area for additional charges. Request for service requires submittal of a completed WI 'Request For Independent Inspection Service' form by a contractual party (owner, design professional, contractor or supplier/fabricator) to our Administrative Office in West Sacramento, California.

Policy and Procedure Highlights

A physical inspection is required to review and submit a written report. Inspection will be based on the Architectural Woodwork Standards, Custom Grade unless the project specifications provide otherwise.

If inspection is to be based on other standards or specification requirements, a full copy of such shall be provided to the Institute at the time of an Independent Inspection Service request.

Member and Member Licensees are afforded the privilege of being billed for services; whereas, Non-Members and/or Non-Member Licensees must pay the applicable fees in advance, including deposits, before any service is rendered.

Inspector assignments will be based on availability and the efficiency of field office location for travel.

Service requests shall be submitted through our Administrative Office in West Sacramento, California.

Cost Highlights

The Physical Inspection fee is a flat rate fee on any projects located within the Institute's service area of Arizona, California, Nevada, and Oregon.

The basic flat fee is \$1,500 per project, including one hour of on-site inspection time, subject to the following applicable discounts:

WI Member	25%
WI Member-Licensee	50% on projects with contract values of \$20,000 or more 75% on projects with contract values between \$10,000 and \$19,999 100% on projects with contract values less than \$10,000
WI Licensee (non-member)	35%

Additional charges (subject to applicable discounts shown above for the hourly rates only), will be assessed for inspection of projects not meeting the above service area requirements, including \$200 per hour for any additional on-site inspection time and \$100.00 per hour for all time spent away from the inspector's field office, not to exceed 8 hours per day (including all travel time, standby time, and inspection time), billed in quarter hour increments. Plus reimbursement for all additional expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

QUALITY ASSURANCE OPTIONS
(continued)

EXPERT OPINION / WITNESS SERVICE
www.woodworkinstitute.com/about/services.asp

When requested and on a fee basis, the Institute's Director of Architectural Services will be made available for expert opinions and/or witness service with respect to issues pertaining to the architectural millwork industry as defined within or covered by the *Architectural Woodwork Standards (AWS)*.

This service is typically available within WI's service area of Arizona, California, Nevada, and Oregon; however, will be performed outside the service area for additional charges. Request for service requires submittal of a completed WI 'Request For Expert Opinion / Witness Service' form by a contractual party (owner, design professional, contractor or supplier/fabricator), to our Administrative Office in West Sacramento, California.

Policies and Procedures

Service requires, at least, a paid Physical Inspection to review and formulate an opinion/written report on the issue in question. If additional deposition or testimony is required, it will be charged separately.

Member and Member Licensees are afforded the privilege of being billed for services; whereas, Non-Members and/or Non-Member Licensees must pay the applicable fees in advance, including deposits, before any service is rendered.

Inspector assignments will be based on availability and the efficiency of field office location for travel.

Service requests shall be submitted through our Administrative Office in West Sacramento, California.

Cost Highlights

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WI Licensee (non-member)	35%

Additional charges (subject to applicable discounts shown above for the hourly rates only), will be assessed for inspection of projects not meeting the above service area requirements, including \$200 per hour for any additional on-site inspection time and \$100.00 per hour for all time spent away from the inspector's field office, not to exceed 8 hours per day (including all travel time, standby time, and inspection time), billed in quarter hour increments. Plus reimbursement for all additional expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals and miscellaneous travel expenses.

Testimony/court appearance/standby time shall be billed at \$200.00 per hour, subject to a minimum of one hour for each occurrence, with additional time beyond the first hour billed in quarter hour increments.

AWARD PROGRAMS

[www.woodworkinstitute.com/http://www.woodworkinstitute.com/awards/index.asp](http://www.woodworkinstitute.com/awards/index.asp)

Design Professionals

The **Bernard B. Barber Jr. Award For Excellence** honors design professionals for outstanding projects in which architectural woodwork is a predominant feature. Recipients are recognized in the Institute's biannual full-color publication, *Archetype*. Application deadline is May 1st for each year's award program.

Specification Professionals

The **Wilbur L. Johnston Award for Excellence** honors specification writers for their use of our *Architectural Woodwork Standards* and Certified or Monitored Compliance programs within their specifications. Recipients are recognized in the Institute's biannual full-color publication, *Archetype*.

WI Members

The **Ralph B. McClure Craftsmanship Award** honors the Institute's members for their exceptional craftsmanship and/or installation of architectural millwork projects. Craftsmanship award recipients receive recognition in the Institute's biannual full-color publication, *Archetype*. Application deadline May 1st for each year's award program.

MEMBERSHIP

[www.woodworkinstitute.com/http://www.woodworkinstitute.com/membership/types.asp](http://www.woodworkinstitute.com/membership/types.asp)

Acceptance of an application for membership in the Woodwork Institute is subject to verification of the applicable classification, payment of appropriate dues/fees, and execution of the Institute's Code of Ethics. Current annual dues, rates, and application for all classes of WI Membership are available online at www.woodworkinstitute.com/forms.

Woodwork Institute's Members in good standing are afforded the privilege of charging requested materials and/or services subject to the following:

All invoices are paid by the 10th of the month, following the date of invoice, and if not paid are considered delinquent.

Members with delinquent invoices are subject to suspension of their charging privileges until their account is brought current. Invoices not paid current within 60 days of the date of invoice are subject to a 10% late fee and immediate collection procedures.

Members experiencing two or more occurrences of delinquent invoices within a 18 month period are subject to termination of their charging privilege for a period of 12 months, subject to the Institute's published appeal process.

Active Membership

Available to those individuals and firms primarily engaged in the fabrication, distribution, brokering, and/or installation of architectural millwork products per plans and specifications within Arizona, California, Nevada, and Oregon.

Entitled to: hold office, serve as Director, vote, display the Institute's logo, participate in all offered benefits, services, and group programs, listing on the Institute's website and in the Membership Roster/Resource Guide, discounted product costs and inspection fees, and application as an Institute Licensee.

Dues are based on a firm's gross annual sales within the Institute's service area, paid annually in advance, subject to a minimum or maximum amount. Initial dues are pro-rated by the quarter.

MEMBERSHIP

(continued)

Associate Membership

Available to those non-ACTIVE Member individuals, companies, or associations primarily engaged in the supplying of goods and services to ACTIVE Members.

Entitled to: Serve as Director, vote, display the Institute's logo, participate in all offered benefits, services, and group programs, listing on the Woodwork Institute website and in the Membership Roster/Resource Guide, and discounted product costs and inspection fees, excluding TOC.

Dues are based on a firm's gross annual sales within the Institute's service area, paid annually in advance, subject to a minimum or maximum amount. Initial dues are pro-rated by the quarter.

M3 Membership

With the AWS being the successor, replacement, and latest edition of the *Manual of Millwork*, M3 now stands for **Master of Millwork Management**, replacing Master of *Manual of Millwork*.

M3 is available to those individuals affirming their superior knowledge of the Institute's entire *Architectural Woodwork Standards*, and showing commitment to enhancing and sharing their overall industry expertise.

Limitations: Woodwork Institute Licensee Status is unavailable to the M3 members without the additional Active Membership classification.

Entitled to: display Woodwork Institute M3 logo, special recognition, and separate membership listing on the Institute's website and in the Membership Roster/Resource Guide.

Dues are paid annually, in advance.

Member Benefits include:

Affinity Programs - Offering substantial savings in financial, human resource, and legal services.

Group Insurance Programs - Providing substantial savings and benefits in workers' compensation, health, and liability insurance.

Safety Programs - Helping you comply with required regulations and maintain a safe workplace.

Legislative Issues - The Institute reviews and lobbies appropriately on proposed state and federal legislation relative to our industry.

Architectural Woodwork Standards - An established set of material, manufacturing, finishing, and installation standards for the industry, used by the city and state governments of California and Nevada, the federal government/military, school districts, health care industry, and over 11,000 design/specification professionals.

Certified Compliance Program - An established discipline of quality assurance through licensees allowed to issue Certified Compliance Labels and Certificates.

Monitored Compliance Program - A "controlled quality program" that provides ongoing reviews and inspections of the project from start to Woodwork Institute Certification at completion

Inspection Service - An established means of determining compliance of millwork products, including the finish and installation thereof, to the architectural design and/or specification professional's requirements.

Engineered Approvals - Woodwork Institute provides SEISMIC/ADA (Americans with Disabilities Act), fabrication and installation applications to meet both state and federal requirements.

Membership Roster / Resource Guide - All the Institute's members are included in the annual membership registry and resource directory.

Area Meetings - Regular meetings help members stay informed through educational programs, plant tours, and networking opportunities.

MEMBERSHIP (continued)

Member Benefits (continued)

Archetype - the Institute's biannual, full-color journal, which is read by the architectural design, specification, and interior design communities, and offers affordable, targeted advertising opportunities.

Web - All the Institute's Members are included in the Institute's searchable online membership roster at www.woodworkinstitute.com/listings.asp.

Details - the Institute's quarterly newsletter provides updates of the Institute's current activities along with legal, safety, and human resources issues. Members are periodically highlighted for their achievements.

Consultation - the Institute provides technical assistance through our Directors of Architectural Services.

Seminars - the Institute holds free educational programs for the architectural design and specification community. The Woodwork Institute is a registered provider of AIA's (American Institute of Architects) CES (continuing education) program.

Exhibits - the Institute supports the architectural millwork industry by participating at all regional AIA (American Institute of Architects) & CSI (Construction Specifications Institute) product shows.

Awards - the Institute recognizes superior design and implementation of architectural wood products through three different award programs.

Technical Information - the Institute provides current industry-specific information to the architectural design and specification community.

Scholarships - The Woodwork Institute/C.E. Bernhauer, Jr. Scholarship Foundation provides financial assistance to individuals seeking educational advancement within the architectural millwork and design industry.

Code of Ethics

Woodwork Institute Members, Member-Licensees, Non-Member-Licensees, and their staff are expected to conduct themselves in an ethical and professional manner. The following Code is intended to serve as a basis for their ethical conduct, as such it will also serve as the basis for judging the merit of a formal complaint.

It is understood that some words and phrases are subject to varying interpretations, and that an ethical principle may conflict with another. Questions related to ethical conflicts can best be answered by thoughtful consideration of the fundamental principles, rather than reliance on detailed or specific regulations.

As a Woodwork Institute Members, Member-Licensees, Non-Member-Licensees and their staff I will ...

Be fair and take action not to discriminate or cause harm to others while respecting the values of equality, tolerance, and equal justice.

Not do anything which compromises or which is likely to compromise the impartiality of those who work for, or on behalf of, the Institute.

Be honest and trustworthy, not make deliberate false or deceptive claims, be honest about my qualifications, and about circumstances that might lead to conflicts of interest. I will exercise care not to misrepresent the Institute, its positions and/or policies, nor conduct myself in a manner to bring my position as a member into disrepute.

Know, respect and follow the policies and/or procedures of the Institute while acknowledging and supporting proper authorized use of the Institute's resources.

Not use my position improperly to confer on or secure for myself an advantage or a disadvantage on another.

Not disclose information given to me in confidence, or information acquired which is of a confidential nature, without proper consent, or unless required to do so by law.

MEMBERSHIP (continued)

Code of Ethics (continued)

Honor contracts, agreements, and specifications, especially those requiring compliance to the *Architectural Woodwork Standards* and/or Certified or Monitored Compliance.

Strive to achieve the highest quality, effectiveness, dignity and professional competence while managing my personnel and resources to enhance the quality of our professionalism.

Uphold principles of this Code and promote the same of other Members, Member-Licensees, Non-Member-Licensees and their staff.

Treat violations of this code as inconsistent with proper Member, Member-Licensee, and Non-Member-Licensee behavior and understand that by engaging in gross misconduct, my membership may be terminated.

LICENSEE PROGRAM

www.woodworkinstitute.com/http://woodworkinstitute.com/membership/types.asp

WI Licensee firms are granted the right under the Institute's WI Licensee program to be a Certified Compliance Program (CCP) inspector of record and self-certify their own work under the Institute's strict oversight. Licensees are required to follow strict guidelines and have at least one full time WI Signatory employee to act as their inspector of record and representative agent.

WI Licensee's are only permitted to inspect and certify work covered by the particular WI License type or types they qualify for and are granted.

WI License Types

Type A	For all millwork products, excluding casework and countertops
Type A-D	For wood doors only
Type B	For casework
Type C	For flat and or formed plastic laminate counter tops
Type C*	For flat (only) plastic laminate countertops
Type DS	For Solid Surface countertops
Type DL	For Laboratory countertops
Type A-E	For installation of all millwork products, excluding casework and countertops
Type A-D-E	For installation of wood doors only
Type B-E	For installation of casework
Type C-E	For installation of laminated plastic countertops
Type DS-E	For installation of Solid Surface countertops
Type DL-E	For installation of Laboratory countertops

Signatory Employee

All WI Licensee firms are required to have at least one WI Signatory employee to function as their inspector of record or agent with the authority to require their firms non-compliant product and or installation be brought compliant. There is no limit to the number of WI Signatory employees a firm may have, and the Institute highly recommends that Chief Estimator, Chief Draftsman, Production Manager, Shop Foreman, Finishing Foreman and Outside Superintendent become WI Signatory or at least take the exam.

Policy and Procedure Highlights

WI Licensee applicants must agree to and execute or complete the following requirements:

Sign the Institute's 'Certificate of Licensing Status' binding them to all of the terms and conditions of the Institute's "Licensing Warrant". And, if not a WI Member, agree to and sign the Institute's 'Code of Ethics' as included in this document.

LICENSEE PROGRAM (continued)

Policy and Procedure Highlights (continued)

Show evidence of having been in the architectural millwork business for at least (3) three years and provide at least (6) six letters of recommendation, with at least (2) two from design professionals, and (2) two from general contractors/customers and others.

Furnish a valid certificate of Workers' Compensation Insurance coverage when applying for any Installation License type, naming Woodwork Institute as "Certificate Holder".

At least one employee of the applicant firm shall pass all the prescribed examinations on the *Architectural Woodwork Standards* (AWS).

Submit their shop to physical verification by one of the Institute's Directors of Architectural Services (DAS; field staff), to confirm that applicants have adequate equipment and facilities to fabricate the products for which they are requesting Licensee status.

Within our service area the cost of such is included in the initial application fee; however, applicant shops outside of our service area are required to bear the additional cost incurred by the Institute to make such a verification.

Submit for each license type applied for at least three projects for inspection on which the millwork, when inspected, meets or exceeds AWS Custom Grade requirements. Application will be denied if the applicant fails to pass the prescribed project inspection requirements within five inspections for any license type.

Licensee applicants whose applications have been denied are prohibited from reapplying for a period of 12 months.

The Institute reserves the right to monitor the activity of new Licensees over their first couple of years by possibly reviewing the work being Certified before requested Certificates are released.

A \$75.00 processing fee is charged for any corrections required on certification/inspection requests and/or the invoicing for such because of improper or incomplete request submissions.

Invoice corrections for discount pricing on certification/inspection costs will be corrected as a one time courtesy, within a twelve month period.

Suspension - A firm's Licensee status is subject to random annual monitoring to verify ongoing compliance with the Certified Compliance Program. Monitoring can range from observance of a Licensee's work during an unscheduled visit to their shop or Certified project job-site to an extensive Certified Compliance Inspection. The extent of such will be as judged appropriate by the field inspector:

At least every two years, a Licensee's request for a Certified Compliance (CC) Certificate and/or Labels will be issued thru the field inspector for verification of conformance.

If a Licensee fails to correct non-compliant findings of a previous Certified project, their next request for a CC Certificate and/or Labels will be subject to mandatory monitoring.

A firm's Licensee status is subject to suspension if serious non-complaint findings are found, such as but not necessarily limited to: un-notched cabinet doors when required, insufficient hardware attachment, installation not being plumb or level, improper shelf and/or bottom material and/or thickness for span, drawer box size, construction and/or material, countertop construction and/or joints, match of color and/or grain, panel balance, and/or millwork joinery or:

Failing three Certified inspections, or failing to correct the findings on any two Certified projects during any 24 month period.

Filing for bankruptcy and/or going into receivership, during which time all requests for a CC Certificate and/or Labels will be subject to mandatory monitoring on a one hour minimum fee basis.

LICENSEE PROGRAM (continued)

Policy and Procedure Highlights (continued)

Once a firm clears the bankruptcy and/or receivership under the same ownership, their suspension will be removed; however, if ownership changes, Licensee status will be terminated.

Suspended Licensee status may be reinstated by passing three consecutive, paid inspections on projects equal to or exceeding Custom Grade.

While a firm's Licensing status is on suspension, indication of their Licensing Status will be eliminated from any printed and/or electronic materials published during their suspension. Any verbal inquiry as to their Licensing Status with the Institute to a staff person is to be responded to with the statement that:

"(Firm's name) Licensing Status with the Institute is currently on suspension for infractions of their Certification Agreement. (Firm's name) is still able to request CC Certificates and/or Labels from the Institute, however the project being certified must be inspected and approved by our field staff prior to their being issued. This suspension shall continue until they have met the Institute's requirements for removal of the suspension."

All suspended member-licensee firms will be treated as a member firm. They will pay member pricing, and cannot avail licensee benefits.

Termination - A firm's Licensee status is subject to termination for change of ownership exceeding fifty percent (50%) (without being subject to 24 months waiting period to reapply for Licensee status), misuse of Certified Compliance Labels, failing to certify work that is contractually required by the contract documents.

DISPUTE APPEAL

Disputes regarding inspection findings, Certification Issues, disciplinary actions, etc., may be appealed in writing through the following channels:

First to the CEO of the Institute, if dissatisfied, it may be further appealed to the:

Technical Committee, if still dissatisfied, it may be further appealed to the:

Board of Directors; however, the decision of the Board is final.

LOGO USE

[www.woodworkinstitute.com/http://www.woodworkinstitute.com/membership/benefits.asp](http://www.woodworkinstitute.com/membership/benefits.asp)

WI Members and Licensees are afforded limited use of the Institutes registered Logos and Acronyms and by their use, one is agreeing to accept the terms and conditions set by the Woodwork Institute for their use.

Because the name of the organization is now "Woodwork Institute," members are discouraged from using the acronym "WIC." Please use the full name, "Woodwork Institute," when referring to the organization instead of using its new acronym, "WI."

The logo is a trademark owned by the Woodwork Institute. The name, acronym, and logos of the Woodwork Institute represent the trust and integrity of the organization. If any party is found misusing the logo or violating this agreement, whether intentional or not, they will be required to discontinue use of the logo until the conditions of this agreement are met. The full logo usage manual is available online at www.woodworkinstitute.com/logos.

The new Woodwork Institute logo is a tilted square with a knockout "W" in the center and shall be referred to as "the logo" or "the big W." Members are authorized to use the logo shown below (in solid black, solid green or gradient green), in conjunction with the words "Woodwork Institute" next to "the big W." Members are not authorized to use "the big W" logo alone or with the word "assurance." The logo shall not be reproduced smaller than 1/4 inch tall.



Members are granted permission to use any of the above versions of the logo in print or on the web; however, they may not alter the appearance of the logo in any way. No changes may be made to the color, shape, orientation, font, etc. The images may be re-sized only, but they must remain sharp and clear (not fuzzy), when used. Quality shall be the first consideration when reproducing the logo. Only members can use the logo; suppliers, affiliates, and/or business associates of members are not allowed to use the logo.

Members shall not recreate the logo themselves. They must always obtain original logo files from the administrative office. Altering or misusing the logo in any way violates this agreement and may result in legal action.

The Woodwork Institute logos shall never be placed on a textured or "busy" background. The logos shall always have ample white space surrounding them, never crowd the logo with other logos or artwork. If the logos must be placed on a dark background, the logos shall appear solid white.

The Institute's trademarked Certified Compliance logo may only be used by the Woodwork Institute or WI Licensees who are in good standing. WI Licensees are granted permission to use the logo when accompanied by the following information: their company name, date of license issuance, the words "licensed for" and a listing of those licenses held.

The Institute's trademarked Monitored Compliance logo may only be used by the Woodwork Institute.

The Institute's M3 logo may only be used by the Institute or by M3 members in good standing on their documents, or on the web when accompanied by the name of the M3 Member.

NOTES

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WOODWORK INSTITUTE

Administrative Office

P. O. Box 980247 - West Sacramento, CA 95798-0247

Ph (916) 372-9943 - Fax (916) 372-9950

www.woodworkinstitute.com