



WOODWORK INSTITUTE

PROGRAMS AND SERVICES MANUAL

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(2025 additions shown in green)
(2026 update shown in blue)

This manual is intended to serve as the master of all policies and procedures relative to Woodwork Institute's PROGRAMS and SERVICES.

All other collateral materials shall be produced in concert with this manual.

This publication describes current policies and procedures that govern the Institutes' Programs and Services. This document has been developed through the ongoing efforts of the Woodwork Institute Board of Directors. Revisions will be published periodically and provided to all current program participants on the Institute's website for general access.

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CODE OF ETHICS

The following Code of Ethics is intended to serve as a basis for 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.

AS A WOODWORK INSTITUTE AFFILIATE, WE AND OUR STAFF WILL:

1. Be fair and take care not to discriminate or cause harm to others while respecting the values of equality, tolerance, and justice
2. Not do anything which compromises or which is likely to compromise the impartiality of those who work for, or on behalf of, the Institute
3. 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
4. Exercise care not to misrepresent the Institute, its positions and/or policies, nor conduct myself in a manner to bring my position as an affiliate into disrepute
5. Know, respect, and follow the policies and/or procedures of the Institute while acknowledging and supporting proper authorized use of the Institute's resources
6. Not use my position improperly to confer on or secure for myself an advantage or a disadvantage on another
7. Not disclose information given to me in confidence, or information acquired which is of a confidential nature, without proper consent, unless required to do so by law
8. Honor contracts, agreements, and specifications, especially those requiring compliance to our published Standards and/or the Woodwork Institute's Certified, Seismic or Monitored Compliance programs
9. Strive to achieve the highest quality, effectiveness, dignity, and professional competence while managing my personnel and resources to enhance the quality of our professionalism
10. Uphold principles of this Code and promote the same of other Affiliates and their staff
11. Treat violations of this code as inconsistent with proper Woodwork Institute Affiliate behavior and understand that by engaging in gross misconduct, my Woodwork Institute Affiliate status may be terminated

SECTION ONE – QUALITY CONTROL PROGRAMS

THE WOODWORK INSTITUTE does not guarantee or assure the safety or performance of any manufactured products, components, or installation thereof, found to follow the NAAWS and/ or the contract documents under its certification programs. Additionally, the Woodwork Institute does not guarantee or assure the contract performance of any entity being inspected under its certification programs. It serves only as an independent inspection service and has no enforcement authority. It reserves the right to prelien any project pursuant to California Civil Code Sections 8048, 8402 and 8403.

CONSULTING REVIEWS are not considered an inspection and are unofficial in nature, conducted at the discretion and convenience of Woodwork Institute’s Architectural Services Representatives. These are not part of any Woodwork Institute certification and/or inspection service. Verbal remarks made during reviews are consultive only and not an official opinion of the Institute unless confirmed in writing.

INSPECTIONS require either a completed Certified Compliance or Certified Seismic Installation Request and Authorization to Inspect form or a Monitored Compliance Request and Authorization to Monitor form along with payment of the appropriate inspection fees submitted to the Certification/Customer Relations Supervisor; are scheduled and processed as timely as possible, however, may take three (3) to five (5) business days; are based on compliance with the requirements of contract documents and our adopted standards unless specifically agreed otherwise in writing; all inspected items and findings will be itemized.

Woodwork Institute Architectural Service Representatives (ASRs) shall conduct inspections independently, free of outside influence or distraction. If a contractual party to the project desires to point out or discuss issues relevant to the inspection, they may do so before or after but not during an inspection.

Certification and/or Inspection reports and collateral records are retained as follows, paper records, four (4) years after close of file, digital records, indefinitely

Only an architect or owner may waive certification and provide proof of such.

It is the responsibility of the requesting and/or contractual parties to:

- Notify and give written evidence as to the specific approval by owner or owner’s representative (design professional) of any modifications to the project plans, specifications, shop drawings, and/or the North American Architectural Woodwork Standards (NAAWS) of the millwork product and/or installation before an inspection (or re-inspection) is performed. Changes incorporated within reviewed shop drawings are not evidence of approval, changes must be specifically addressed and approved in separate written documentation. **Approval of modifications after an inspection has been conducted will not be honored and the project will be ineligible for certification**
- Address and/or enforce any non-compliant findings
- Arrange for re-inspection if required. Re-inspections may be charged new inspection fees

Inspections are categorized as:

Passed – an inspection found compliant, with no additional follow-up required, A “passed” inspection report will be published to all parties.

Passed conditional – an inspection with minor non-compliant issue(s) requiring correction; however, not requiring any further re-inspection. The report and required action will be published to all parties, and the CMP will be copied. The millwork firm performing the work is responsible for providing proof of corrections via a letter or email along with pictures, from the IOR, General Contractor or Design Professional. If the millwork firm is not able to get proof of satisfactory corrections in accordance with above, the firm may request an ASR to verify compliance (for a minimum two-hour inspection fee).

If evidence of correction has not been provided or arrangement for verification by the Woodwork Institute made within thirty (30) days of the published inspection report, the inspection status will change to failed and will be subject to failed inspection procedures. Additionally, a letter will be sent to the architect, copied to all concerned parties, advising that labels and certificates are void for the project and the millwork firm will be charged an additional \$200 for administrative fees.

Failed – an inspection with major non-compliant issue(s) requiring correction and a follow up re-inspection. The report will be published to all parties at the time the project fails.

Firms with failed inspections must make corrections and notify the applicable ASR that corrections have been made and the project is ready for re-inspection within thirty (30) days. If additional time is required, the firm must submit a letter to the Woodwork Institute indicating the reason along with evidence of the architects or GC’s approval of the additional time.

For AMCs, regardless of corrections made, the failed project will count toward suspension or termination processes. Additionally, if non-compliant findings are not fixed within thirty (30) days, the first violation will result in **suspension** and the second will result in **termination**.

Upon completion, inspection information is sent to the Administrative Office for processing within five (5) to seven (7) business days.

Inspection reports are published to applicable parties (architect/designer, contractor, fabricator/installer, requesting party, and IOR) within five (5) to seven (7) business days, by first class mail, or by email if so requested.

Shop drawing inspections are performed based on the architectural specifications and the NAAWS. It is the responsibility of the architectural millwork fabricator and/or installation firm submitting shop drawings to notify and give evidence as to the validity of any modifications the shop drawings may have to the specifications and/or the NAAWS. **Changes incorporated within reviewed shop drawings are not evidence of approval; changes must be specifically addressed and approved in separate written documentation.**

Shop drawings require submittal of:

- Two (2) sets of drawings if printed
- One (1) set of drawings if digital

- Applicable project specifications including General Conditions
- Any written modification approvals to the project plans and/or specifications

Drawings required to be certified for compliance within the scope of the NAAWS shall, at a minimum, meet the formatting requirements of the NAAWS.

If passed, an individually serial numbered shop drawing label or digitally signed image will be applied to the first page of the certified submittal indicating those pages covered and bear the Woodwork Institute inspector's signature. If failed, the shop drawings shall be corrected and submitted for re- inspection.

Products, finishing and/or installation inspections are judged within the combined scope of the project plans, shop drawings, specifications (including General Conditions), the latest edition of the NAAWS, and any approved modifications in writing. Issuance of a certificate will be deferred until the project has passed inspection and the report is complete. If the project fails the inspection, the findings shall be corrected and re-submitted for inspection.

NORTH AMERICAN ARCHITECTURAL WOODWORK STANDARDS (NAAWS): Adopted and published jointly with the Architectural Woodwork Manufacturers Association of Canada (AWMAC) as our industry standard for architectural millwork in which the materials, fabrication, workmanship, installation, and aesthetics are established dependent on the grade or grades specified, use of which clearly and completely:

- Defines all materials and joinery
- Fosters fair competition with all bidders by adhering to one standard of quality
- Prohibits the substitution of unknown or inferior materials and/or joinery
- Eliminates confusion of 'or equal' clauses
- And is non-discriminatory

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

CERTIFIED COMPLIANCE PROGRAM (CCP) provides inspection of shop drawings, millwork and/or installation, as specified by the design professional, for use in conjunction with NAAWS. It verifies conformance to a project's plans and specifications.

CCP shop drawings certification is provided by means of an individually serial numbered and watermarked digitally signed shop drawing label attached to the first page of the original shop drawings set.

For millwork and installation, a CCP certificate (listing the items certified, the applicable grade(s) and whether installation is included) is issued upon the project passing inspection.

After the Woodwork Institute Administrative Office has received a Request and Authorization to Inspect form and payment for such, it will notify the correct ASR, who will schedule an inspection. Inspections are based on project plans, applicable project specifications (including General Conditions), any written modification approvals to the project plans and/or specifications, any other necessary documentation.

Accredited Millwork Companies (AMC) that carry a Woodwork Institute license for the contracted work, will self-certify projects. The AMC has proven knowledge of both NAAWS and the Woodwork Institute certification requirements through the licensing process. If any party contracted to the project has questions or concerns about the job, a Woodwork Institute Architectural Services Representative (ASR) will provide an assessment at no additional cost.

CERTIFIED COMPLIANCE PROGRAM HYBRID (CCPh)

CERTIFIED COMPLIANCE PROGRAM HYBRID (CCPh) replicates the CCP with a provision to include an inspection(s) regardless of the awardee's affiliation status.

The CCPh includes one inspection when the job is awarded to an Accredited Millwork Company (AMC) that carries a Woodwork Institute license for the contracted work. If the job is awarded to a non-affiliate, the standard CCP process and fee schedule is enforced. This hybrid option guarantees up to two hours of inspection time regardless of who is awarded the job. If the contract documents specify more than two hours of inspection time, they will be billed hourly in addition to the CCP Hybrid Rate (see fee schedule).

MONITORED COMPLIANCE PROGRAM (MCP) provides ongoing review/inspections of a project. It verifies compliance to project plans, specifications, and NAAWS for the grade(s) specified for shop drawings, materials, fabrication, finishing, workmanship, job-site conditions, installation, and attachment blocking. Self-certification is not allowed.

Shop drawing certification is required, and shop drawings are compared to the full contract documents, including plans, to verify conformance with the design intent, contract documents, and the NAAWS for the grade(s) specified.

MCP shop drawing certification is provided by means of an individually serial numbered and watermarked digitally signed shop drawing label attached to the first page of the ASR reviewed submittals.

Monitoring inspections are conducted during a project's duration with the number of required inspections determined by the ASR based on the project's complexity. Written reports are generated after each monitoring inspection, noting any non-compliant findings along with a general statement of the project's progress.

Reports are 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 jobsite conditions and the potential adverse impact of such to the project's millwork products will be noted. Subsequent final inspection and/or monitored certification will not be impacted by the compliance of such.

An MCP certificate is issued at the close of the project, listing the products and/or installation furnished and noting that the requirements of the contract documents and NAAWS for the grade(s) specified have been fully met.

After the Woodwork Institute Administrative Office has received a Request and Authorization to Monitor form, the millwork/installation contract and payment, the office will notify the correct ASR, who will schedule an initial

inspection. The ASR will need a copy of all millwork contracts, the schedule of values, project plans and applicable specifications including General Conditions, any written modification approvals to the project plans and/or specifications, any other necessary documentation.

CERTIFIED SEISMIC INSTALLATION PROGRAM (CSIP) provides an unbiased means of verifying conformance with the Woodwork Institute's engineered Department of Health Care Access and Information (HCAI) seismic casework installation pre-approvals, including specific seismic casework installation in wall blocking, fastener size, frequency and location requirements.

Shop drawings are reviewed for blocking location requirements, and:

- When specified in conjunction with either CCP or MCP, evidence of compliance is provided by means of an individually serial numbered CCP shop drawing label or digitally signed image applied to the first page of the certified submittal
- When specified on its own, evidence of compliance is provided by means of the individually serial numbered CSIP certificate

Inspections will be conducted during a project's installation, and the actual number of inspections required will be determined by the Architectural Services Representative.

Written reports will be generated noting any non-compliant findings along with a general statement of the project's progress, 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.

Upon conducting a final compliant inspection, the Woodwork Institute will Issue a Certified Seismic Installation Certificate certifying that the casework blocking, and installation meet all the requirements of the contract documents, the NAAWS for the grade and/or grades specified, the Woodwork Institute's engineered HCAI seismic casework installation pre-approvals and the Woodwork Institute's CSIP requirements.

Certified Seismic Installation Compliance may be requested by completing the CSIP Request and Authorization to Inspect form and submitting it, along with payment, to the Woodwork Institute administrative office. The Architectural Services Representative will need a copy of the project plans, applicable project specifications including General Conditions, any written modification approvals to the project plans and/or specifications, any other necessary documentation.

INDEPENDENT INSPECTION SERVICE (IIS) is a service the Woodwork Institute provides when a project has not required certification of any kind but a means of judging the quality of fabrication or installation is needed.

Inspection(s) will be based on the NAAWS, Custom Grade unless the project specifications or specific written direction by the requesting party provides otherwise. If an inspection is to be based on other standards, specification, or requirements, a full copy of such shall be provided to the Institute at the time the Independent Inspection is requested.

After conducting an inspection, a report will be generated and issued to the requesting party indicating conformance or non-conformance to the standard specified.

Independent Inspections may be requested by completing the Independent Inspections Services Request and Authorization to Inspect form and submitting such, along with payment, to the Woodwork Institute administrative office. Architectural Services Representative assignment will be based on availability and efficiency of field office location for travel.

EXPERT WITNESS/OPINION SERVICE (EWS) is a service the Woodwork Institute provides when legal proceedings are imminent. When requested an Architectural Services Representative will be made available for expert opinions and/or witness service with respect to issues pertaining to the architectural millwork industry as covered by NAAWS.

An initial inspection is required to determine if the Woodwork Institute can provide this service. If it can then an opinion and written report of the issue(s) in question will be provided. The Architectural Services Representative may also be available for deposition, testimony or court appearance if so required.

Expert Witness Service may be requested by completing the Request for Expert Opinion / Witness Service form by a contractual party (owner, design professional, contractor, or supplier/ fabricator) to Woodwork Institute's administrative office. Architectural Services Representative assignment will be based on availability and the efficiency of field office location for travel.

SITE CONDITION INSPECTION SERVICE (SCIS) is a service the Woodwork Institute provides to assess whether a building has been acclimatized thereby allowing for proper installation of architectural millwork.

Inspection(s) will be based on Section 2 of the NAAWS, unless the project specifications provide otherwise. If an inspection is to be based on other standards, specification, or requirements, a full copy of such shall be provided to the Institute at the time the Site Condition Inspection Service is requested.

Site Condition Inspections may be requested by completion of the Woodwork Institute 'Request and Authorization to Inspect' form by a contractual party (owner, design professional, contractor, or supplier/fabricator) to the Woodwork Institute Administrative Office. Architectural Services Representative assignment will be based on availability and efficiency of field office location for travel.

PRODUCT ACKNOWLEDGMENT provides review of hardware, laminate, solid surface and panel products to assure compliance to the appropriate minimum requirements of NAAWS.

Hinges and drawer slides require submission of independent test reports, a physical sample and sales and technical literature. **Exposed knuckle hinges**, if acknowledged, require an additional 10 hinges to be submitted for future appearance comparison.

Products not requiring independent testing, require submission of the appropriate product declaration form, a physical sample and sales and technical literature.

Firm's whose products have been acknowledged as compliant with NAAWS requirements will receive a letter of acknowledgment from the Woodwork Institute. If the firm is a Millwork Industry Partner (MIP), the product will

be listed on the Woodwork Institute's website and the firm will be allowed to use the Woodwork Institute's Listed Product Logo on collateral material. The logo is proprietary to that firm who has had its products tested and acknowledged. The firm may choose to share its Listed Product logo with industry suppliers for use in industry supplier marketing materials/catalogues to identify that a product has been acknowledged.

Firm's whose products are not compliant will receive a letter stating the reason for non-compliance and will be given 30 days to correct the deficiencies. If the deficiencies are corrected in a timely manner, the above compliant product procedure will be followed. If the deficiencies are not corrected within 30 days, the product will not be eligible for acknowledgement.

Acknowledged products requiring testing may be randomly tested throughout the year. When randomly tested, products will be purchased from a supplier and sent to an independent testing facility. Results of the test will be shared via letter with the manufacturing firm. Products passing random independent testing will continue to be listed on the acknowledged product list/page.

If a product fails random independent testing, the manufacturer will be given 30 days to have its product retested. Should the firm wish not to have the product retested, the product will be removed from the acknowledged product list/page. If the firm wishes to retest the product and upon retesting the product then passes, the product will remain listed on the acknowledged product list/page. Alternatively, if the product upon retesting again fails, the product will be removed from the acknowledged product list/page.

Current MIPs are permitted unlimited product acknowledgment requests at no cost. All products must be retested or reaffirmed every 5 years.

Non-affiliates are permitted to have 4 slides in a series acknowledged per fee. All products must be retested or reaffirmed every 5 years.

SECTION TWO – AFFILIATION

AFFILIATION is granted to approved entities that meet specific minimum qualifications. Applications are retained as follows: paper, four (4) years; digital, indefinitely.

ACCREDITED MILLWORK COMPANY (AMC) affiliation is available to those entities engaged primarily in the fabrication, distribution, brokering, and/or installation of architectural millwork products.

Application requires:

- Payment of application and annual fees
- Signing the Woodwork Institute Code of Ethics
- Completion of all requirements within a twelve (12) month period, subject to a maximum of three (3), three-month extensions, cost as posted on the Woodwork Institute website
- Six (6) letters of reference for which applicant has manufactured or installed millwork products within the previous 24 months, with at least two (2) from design professionals, and two (2) from general contractors/customers
- At least three (3) years direct full-time experience, or its equivalent, in commercial millwork manufacturing/installation within the previous five (5) years, subject to appeal with adequate evidence of other appropriate experience
- A Low to Low-Medium Risk designation from a national credit reporting agency with good payment history, with no liens
- Copy of all State Contractor Licenses currently or previously held, including complete disclosure of any administrative or judicial actions taken concerning such licenses during the preceding months
- Execution of the “Woodwork Institute License Warrant” binding applicant to the terms and conditions of the “Woodwork Institute License Agreement for Certified Compliance Program”
- Selecting one or more License Types:
 - M: Millwork Fabrication – standing and running trim, chair rails, wall paneling, doors – excluding casework and countertops
 - MI: Millwork Installation – excluding casework and countertops
 - D: Door Fabrication only
 - DI: Door Installation only
 - C: Casework Fabrication
 - CI: Casework Installation
 - SCI: Seismic Casework Installation
 - PCT: Plastic Formed Countertop Fabrication
 - PFCT: Plastic Flat Laminate Countertop Fabrication
 - LCTI: Solid Phenolic, Epoxy Resin and Stone (natural or manufactured) Countertop Installation
 - SSCT: Solid Surface Countertop Fabrication (Corian or similar products)
 - SSCTI: Solid Surface Countertop Installation (Corian or similar products)
 - CTI: Countertop Installation

- An employee who is a Woodwork Institute Certified Millwork Professional (CMP), who has taken an open book Certified Millwork Professional exam, with a passing score of 85% or better. (CMPs are responsible for submitting and signing Requests for Certificates and Labels and are considered the initial Inspector for projects requiring certification. It is recommended that the chief estimator, chief draftsman, production manager, shop foreman, finishing foreman, and outside superintendent become a CMP)
- Physical verification (by an Architectural Services Representative) that applicant has a permanent business location with adequate equipment and facilities to fabricate the product(s) for which they are requesting license status. Within Woodwork Institute’s service area, the cost of such is included in the initial application fee. Outside of Woodwork Institute’s service area, the applicant shall pay travel expenses exceeding the application fee
- Submission of at least three projects for inspection for each license type, which meets or exceeds North American Architectural Woodwork Standards (NAAWS) Custom Grade requirements
 - Projects may have multiple products to be inspected and do not have to require certification as per the specifications
 - One (1) project which has been completed within the last twelve months (and for which access to inspect is granted) may be submitted in lieu of a current project
 - One (1) project may be Woodwork Institute Certified as part of the application process, any additional projects specifying Woodwork Institute Certification prior to completion of an applicant’s licensing process will be charged at the current non-affiliate inspection rate
 - If a project meeting the above requirements is NOT available, specimens may be furnished for inspection, and do not have to be constructed solely for inspection, these may be items manufactured for any project
- Applicant will have a maximum of five (5) attempts to provide three (3) consecutively passed inspections. A project failing an inspection can no longer be used as a qualifying inspection. An additional project shall be submitted. If applicant fails to pass the prescribed project inspection requirements for a license type, licensure will be denied for that specific type.
- Agreeing to a one-year probationary period, during which:
 - Work in progress, including actual physical work and/or shop drawings, is subject to review by Woodwork Institute staff to ensure it is compliant to contract requirements
 - The Woodwork Institute reserves the right to monitor the activity of new AMCs before requested certificates are released
 - An Architectural Services Representative may request an inspection of products shipped to the first two projects for which certification is requested before the certificates and/or labels are released. These projects shall be different than the ones submitted for licensing inspections. Shop drawings shall be submitted to the Woodwork Institute for inspection. A representative sampling of all product types to be certified shall be inspected by the Architectural Services Representative before job site delivery (and preferably in one inspection). Any product type unable to be inspected during the initial inspection is still required to be inspected prior to delivery. Representative product samplings unable to be inspected prior to job site delivery are still required to be inspected by an Architectural Services Representative prior to release of certificates. The inspection, however, will be conducted at the job site.

Affiliation may be denied for failure to:

- Meet any or all application requirements, or
- Certify projects contractually requiring certification
- Report projects requiring certification in a timely manner, such that an inspection cannot be conducted

Applicants will be prohibited from reapplying for twelve (12) months.

If affiliation is denied, a letter will be sent to the applicant explaining the reason for denial and the appeal process (see Section #) along with a refund of annual fees.

An AMC in good standing is entitled to:

- Hold office
- Serve as director
- Vote
- Display the Woodwork Institute's AMC logo
- Unlimited digital copies of each published edition of the Woodwork Institute's adopted standards
- Self-certify Certified Compliance projects for those aspects of the project for which it is currently licensed (unless self-certification is not allowed)
- Inspection/certification service discounts (see fee schedules on the Woodwork Institute website)
- Listing on the Woodwork Institute online Affiliate Directory
- CCP certification of projects not otherwise requiring such, for a nominal charge as posted on the Woodwork Institute website; subject to fulfilling all requirements of CCP

For Certified Compliance, an AMC must request and pay for certification of all contractually specified work before any service is rendered, and when acting as a sub-sub must request certificates and labels at the time the sub-subcontract is awarded.

When specifications require Certified Compliance shop drawing inspections only, independent CCP shop drawing certification will be honored. Proof of independent shop drawing certification must be provided at the time certification is requested.

If specifications require Certified Compliance product and/or installation without the requirement of shop drawing certification, shop drawings will be inspected and labelled.

Work performed based on a contract and/or purchase order without an AMC having reviewed the original specifications to verify any certification requirements does not relieve the AMC from certifying contractually specified work.

By requesting a shop drawing CCP label and applying it to drawings, an AMC is conducting the initial inspection. When applying an individually serial numbered shop drawing label or digitally signed image it shall be applied to the first page of the certified submittal indicating those pages covered.

If the Woodwork Institute is asked to inspect such shop drawings and/or product, it is considered a Validation Inspection and will cover the entire certified scope of work furnished by the AMC. An ASR will advise the AMC

that its certified work will be inspected and give the AMC an opportunity to acknowledge any extraordinary circumstances or concerns. The ASR will inspect the work in question and issue a written report, either confirming that all materials, fabrication, and/or installation are as specified, or detailing any non-compliant conditions.

Requests for Certificates and Labels may take five (5) to seven (7) days to process. A \$75.00 processing fee will be charged for all corrections required on certificates because of improper or incomplete request submissions.

Woodwork Institute Shop Drawing Labels can only be applied to shop drawings for which the AMC is the direct contractor, subcontractor, or sub-subcontractor. If the firm is a sub- subcontractor, the label must be contained within a box that clearly states in minimum fourteen (14) point font: ***“These shop drawings were drawn and certified Woodwork Institute compliant by (insert name of AMC).”***

AMC hybrid rates will apply when specifications include language that states that self-certification will not be allowed or that an ASR needs to perform an inspection or when an AMC is not licensed for all aspects of the project.

It is the responsibility of the AMC to ensure that all certification requirements for its scope of work is certified, even when subcontracting a portion of work to another firm. An AMC has the right to subcontract installation to another firm and self-certify such provided it is done under its direct control/guidance. If an affiliate subcontracts fabrication to a non-affiliate, an inspection is mandatory, and the hybrid rate applies – no exceptions. This information must be provided on the initial Request for Certificates and Labels form. The AMC is subject to the same failure to certify and/or failed inspection consequences as if the work were performed by them.

AMCs are subject to random monitoring to verify ongoing compliance with the licensee program requirements. Monitoring may entail observance of work during an unscheduled visit to the shop or project site, or an extensive Certified Compliance Inspection. Occasionally a request for a Certified Compliance Certificate may be issued through an Architectural Services Representative for verification of program conformance.

Failure to correct any non-compliant findings, may result in subsequent requests for CCP Certificate and/ or Shop Drawing Labels being monitored by an Architectural Services Representative.

Failure to request an inspection will be considered certification avoidance subject certification avoidance policies (Section 6).

An AMCs ability to self-certify CCP projects may be suspended for:

- Code of Ethics violations
- Significant non-complaint findings, such as **but not necessarily limited to:**
 - Un-notched cabinet door hinge provision
 - Insufficient hardware attachment
 - Installation not being plumb or level
 - Improper shelf and/or bottom material and/or thickness or span
 - Improper drawer box size, construction and/or material

- Countertop construction and/or joints, match of color and/or grain
- Improper panel balance
- Improper millwork joinery
- Disciplinary Actions including non-certification or multiple failed inspections (Section 6)
- Filing for bankruptcy and/or going into receivership. Once a firm clears the bankruptcy and/or receivership under the same ownership, suspension will be removed. However, if ownership changes, the firm's AMC affiliation will be terminated.

While an AMC is on suspension, self-certification will not be allowed, requiring an Architectural Services Representative to inspect all work, and further requiring payment of hybrid certification rates. License information will be removed from the firm's affiliation listing.

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

An AMC's affiliation with the Institute may be terminated for:

- Failure to pay annual affiliation fees
- Failure to adhere to the Woodwork Institute Code of Ethics, including engagement in conduct which is deemed contrary or prejudicial to the interests and/or purposes of the Institute, including failing to certify work that is contractually required by the contract documents, (AMC will be barred from reapplying for a period of twelve (12) months)
- Change of ownership exceeding fifty percent (50%)
- Certification or inspection failure of any four (4) projects in a twelve (12) month period
- Misuse of Certified Compliance Labels
- Fraudulent fabrication and/or use of unofficial certificates or labels
- Failure to have a CMP on staff. If a firm loses its only CMP, it will be given a 30-day grace period to allow time to replace the CMP

CERTIFIED MILLWORK PROFESSIONAL (CMP) affiliation is available to those individuals that meet the minimum qualifications and accept the responsibility of serving as a CMP.

Application requires:

- Payment of application and annual fees (first year requires full payment of annual fees, proration on a quarterly basis at 25% for each quarter shall be applied towards the next year's dues, credited at time of annual dues renewal)
- Signing the Woodwork Institute Code of Ethics
- Taking an open book examination on knowledge of the NAAWS and the Woodwork Institute Program and Services Manual, with a passing score of 85% or better. The exam may be retaken until passed
- Agreeing to Disciplinary Actions for certification avoidance and/or multiple failed Inspections (Section 6)

A CMP in good standing is entitled to:

- Be a CMP representative:

- Hold office
- Serve as director
- Vote
- Display the Woodwork Institute’s CMP logo
- Receive an annual certificate of CMP status
- Serve as Inspector of Record for employer AMC
- Unlimited digital copies of each published edition of our standards
- Website, Roster, and Archetype listing of CMP Status

CMP affiliation may be transferred between AMCs for a one-time fee of \$150 or maintained when not employed by an AMC for an annual fee of \$150.

When a CMP maintains his/her status while not being employed by an AMC, the CMP is NOT entitled to self-certify projects requiring Woodwork Institute Certified Compliance.

A CMPs affiliation may be terminated for failure to adhere to the Woodwork Institute Code of Ethics, including engagement in conduct which is deemed contrary or prejudicial to the interests and/or purposes of the Institute and/or failure to adhere to the AMC’s CCP License requirements when serving as inspector of record.

MILLWORK INDUSTRY PARTNER (MIP) affiliation is available to those entities engaged primarily in the supplying of goods and services to AMC affiliates, which are not manufacturers or installers of fabricated architectural millwork products such as casework, countertops, and passage doors. They shall not be direct suppliers of goods or services directly to an end user or the end user’s contractor, nor hold a general contractors license.

Application requires:

- Payment of application and annual fees (first year requires full payment of annual fees, proration on a quarterly basis at 25% for each quarter shall be applied towards the next year’s dues, credited at time of annual dues renewal)
- Completing, signing, and remitting application
- Signing the Woodwork Institute Code of Ethics

A MIP in good standing is entitled to have one company representative

- Hold office
- Serve as director
- Vote
- Display the Woodwork Institute’s MIP logo
- Receive an annual certificate of MIP status for primary and branch locations
- Access to the Woodwork Institute’s AMC and/or CMP mailing lists
- Unlimited digital copies of each published edition of our standards
- Website and Roster listing including primary and branch locations
- Unlimited MIP Acknowledged Product listings and
- promotion and use of the Woodwork Institute’s Listed Product logo

A MIP's affiliation with the Institute may be terminated for failure to adhere to the Woodwork Institute Code of Ethics, including engagement in conduct which is deemed contrary or prejudicial to the interests and/or purposes of the Institute.

If a MIP lets its affiliation lapse for longer than a year and requests reinstatement, it will be considered a request to reapply. Reapplication will be subject to all application requirements. Any previously acknowledged products for which the firm wishes to continue acknowledgment will need to be retested.

SECTION THREE – AWARD RECOGNITION

EXCEPTIONAL SERVICE, SUPPORT, EXPERTISE and ARTISTRY in architectural woodwork is recognized by the Institute in the following programs:

EXCEPTIONAL AFFILIATE LONGEVITY RECOGNITION honors Woodwork Institute affiliates for their continuous partnership with the Institute, equal to or exceeding 5 years. Recognition is continuous on the Woodwork Institute’s website and administered by Woodwork Institute staff.

BERNARD B BARBER JR AWARD OF EXCELLENCE honors design professionals for outstanding projects in which architectural woodwork is a predominant feature.

Recipients are presented with a picture and recognized on the Woodwork Institute’s website.

Design professionals and Woodwork Institute affiliates are encouraged to apply. Application requires either Certified or Monitored Compliance certification, at least six (6) high-resolution (300 dpi or higher) digital photos sent digitally, design professional and millwork firm statements, (see application for required inclusions).

Applications are first reviewed and approved by the Institute’s Architectural Services before they are sent to the Awards Committee for review. Awards Committee Decision is final.

RALPH B McCLURE CRAFTSMANSHIP AWARD honors Woodwork Institute affiliates for their exceptional craftsmanship and/or installation of architectural millwork projects, and:

Recipients are presented with a picture of the project and recognized on the Woodwork Institute’s website.

Woodwork Institute affiliates are encouraged to apply. Application requires either Certified or Monitored Compliance certification, at least six (6) high-resolution (300 dpi or higher) digital photos sent digitally,

Applications are first reviewed and approved by the Institute’s Architectural Services Representatives before they are sent to the Awards Committee for review. Awards Committee Decision is final.

FELLOWSHIP AWARD PROGRAM honors individuals for their lifetime of significant achievements and service to the woodworking industry

A nominee may be a Woodwork Institute affiliate or a non-affiliate with at least 10 years in the industry, having made notable:

- Lifetime achievements, innovations, and/or contributions to the advancement of the woodworking industry
- Service contributions to the Woodwork Institute
- Educational activities and achievements, including organizational and instructional efforts and/or published work(s), that have had significant influence on the woodworking industry

Application may be digital or hard copy and completed applications will be sent to the Fellowship Selection Committee or the Board. Either will review the applications and make recommendations. Selection of a Fellow will be on an achievement or merit basis as determined by the application and moral and leadership qualities.

Recognition may include:

- Framed award certificate
- Donation as may be approved by the Board to the Scholarship Fund by the Woodwork Institute in honor of the Fellow
- Article highlighting the award winner in publicity materials
- A Woodwork Institute web page highlighting the recipient of the Fellowship Award
- Perpetual plaque with engraved nameplate

C.E. BERNHAUER JR SCHOLARSHIP FOUNDATION offers scholarships to individuals interested in pursuing or furthering a career in the architectural millwork industry.

Application may be made by students entering or continuing enrollment in a university, state or private college, community college, or trade school, or from individuals already working in the industry. Application shall include written recommendations from previous academic instructors or employers.

Applications post-marked or received on or before April 30th will be considered for the current year. Applications received on or after May 1st will be considered for the upcoming year.

Recipients are selected on an achievement and/or merit basis as determined by transcripts and moral and leadership qualities, and: Scholarship awards will be distributed directly to the school of the student's choice upon receiving proof of enrollment and must be distributed within two (2) years of award or the award will be forfeited.

SECTION FOUR – LOGOS AND USAGE

LOGOS ARE TRADEMARKED and owned by Woodwork Institute.

The Woodwork Institute logo is an abstraction of two triangles, one a solid blue with a white line angled through it, the other a continuation of the white line, now in brown, angled upward and across to meet the blue triangle, both combine to form a W. Underneath are the words Woodwork Institute. Woodwork is in brown, and Institute is in blue.

Every shape has purpose. Every line is deliberate to associate the brand with standards and quality. The abstraction creates primary shapes yet preserves the defining characteristics of the W. The colors are found in nature, blue is true as the sky and brown ties into the natural color of wood. The mark is architectural in feel and alludes to drawings and plans, tying the logo with assurance and certification.

The current logo shall replace all instances of older logos on websites, stationery, forms, memos, mailings, etc. Items bearing the old logo, such as pins, belt buckles, and rings, are considered historical items and may be worn or used indefinitely.

By using the Institute’s logo in printed or electronic format, affiliates are agreeing to accept the following terms and conditions:

Use of the logo by itself, with or without the words “Woodwork Institute” or “Assurance” next to it shall only be used by the Woodwork Institute. Altering or misusing the logo in any way may result in legal action.

The logo may not be placed on shop drawings or fabricated products in such a manner as to make it appear that shop drawings or fabricated products have been certified.

Firms and people who have affiliation with the Institute are granted permission to use affiliation specific logos.

Logos must be obtained from the Woodwork Institute (recreation of the logo is NOT allowed). Affiliate specific logo downloads are available in the Affiliates Only portion of the Woodwork Institute’s website in multiple formats and color options. Upon discontinuance or termination from the Woodwork Institute, all use of logos, including on stationary, business cards, promotional materials, websites, etc., must immediately cease. Failure to do so may result in legal action.

Quality shall be the first consideration when reproducing the logo. A fuzzy, pixilated, or otherwise poor-quality logo is unacceptable. Logos shall not be altered in color, shape, orientation, font, etc. The logo should never be set at an angle but should always be square to the page or the object upon which it will be printed. Logos may be re-sized, but the image must remain sharp and clear. The minimum size for the logomark is 0.5” wide by 0.25” tall.

Placement is an additional consideration. Woodwork Institute logos should never be on a textured or “busy” background, shall always have ample space surrounding it and shall not be crowded with other logos or artwork.

If a color version of the logo is used in print, only two solid colors shall be used:

- Blue: Pantone 3025, CMYK 100.27.10.56, RGB 0.79.113, HTML #004F71
- Brown: Pantone 7567, CMYK 10.66.98.57, RGB 137.83.47, HTML #89532F

On dark backgrounds a white logo may be used, on lighter backgrounds the original logo shall be used.

Halis Bold (headings), Josefin Sans and Amiri Regular (body copy) fonts are to be used in conjunction with the Woodwork Institute brand. If these fonts are not available, Arial (headings and body copy) or Times New Roman (body copy) are acceptable substitutes.

Millwork Industry Partners (MIPs) are granted permission to use the Woodwork Institute Listed Product logo in its collateral materials and to share its Listed Product logo with industry suppliers for use in industry supplier marketing materials/catalogues to identify (an) acknowledged product(s). The logo **MAY NOT** be placed in marketing materials in such a manner as to make it appear that products have been acknowledged. If MIP affiliation is discontinued, use of the logo is not permitted in subsequent reprinted or newly created collateral materials.

SECTION FIVE – FINANCIAL CONSIDERATIONS

AFFILIATION FEES (posted on the Woodwork Institute website) are invoiced annually in November and required to be paid by December 10th for the following year. Fees are considered delinquent after January 1st and will be assessed a fifteen percent (15%) late fee until February 28th or 29th, benefits or services will be suspended, and affiliate listing on the Woodwork Institute website will be removed.

Failure to pay annual fees prior to March 1 will result in affiliation termination. Reinstatement after March 1 is permitted only during the year of termination and requires payment of the entire year's fees along with a thirty-five percent (35%) penalty (and for AMCs, requires submitting a credit report from a national credit reporting agency with a Low to Low-Medium risk designation, good payment history and no liens).

CERTIFICATION AND INSPECTION SERVICE fees are posted on the Woodwork Institute website. Fees are subject to change and are required to be paid in full at time of request, prior to service. Additional inspection charges shall be paid in full before certificates/inspection reports will be sent. It is the responsibility of the architectural millwork fabricator and/or installer to include within its bid all costs for Woodwork Institute Certification programs.

Drawings 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 inspection fee, plus all additional inspection time required to complete the inspection, subject to one-hour minimum charge per additional review. Shop drawing re-inspections will be charged as a new inspection.

Products, finishing and/or installation inspection fees are predicated on the inspection being conducted at the project site and/or the manufacturers shop.

Requests for mock-up or partial product/installation inspections are subject to additional charges .

If an inspection is scheduled but upon arrival it is determined that fabrication and/or additional installation is not ready for an inspection a trip fee (a minimum of two hours) will be charged.

Certification fees are based on project location. If a contract covers multiple sites, each site will require a separate certification and will be charged the full base fee without any discount, even if they are under one contract. Projects that are phased or inspected in more than one visit, and whose scope is under one contract, will be charged a base inspection fee, subject to a two-hour minimum charge per additional on-site inspection required.

A cancelled project fee equal to expenses incurred, but not less than \$100.00, will be assessed when certification has been waived or a project has been cancelled.

A processing fee of \$75.00 will be assessed for any corrections required on issued certificates because of improper or incomplete request submissions.

The Certified Compliance Program is a flat rate fee program.

On all project specifications only requiring certification of shop drawings, without the requirement for certification of product, and/or installation – “stand-alone” shop drawing certification is available.

On project specifications only requiring certification of product and/or installation, without requirement for certification of shop drawings - full certification, including shop drawings is required.

Additional fees may apply on phased projects (including up to two hours of on-site inspection time) for each additional phase.

The Woodwork Institute may be asked to inspect shop drawings, product, fabrication and/or installation of an AMC. This inspection is considered a **validation inspection**. If all findings are compliant there will be no charge for the inspection. Validation inspections with non-compliant findings will be charged based on the actual inspection time in quarter hour increments, subject to a one-hour minimum charge for shop drawing inspections and a two-hour minimum charge for product and/or installation inspections.

The Monitored Compliance Program is a **structured** fee program, based on the millwork portion of the contract (with a minimum fee for projects less than \$100,000) encompassing review of shop drawing, fabrication, and installation.

Fees exceeding \$6,000, may be made in payments. The first payment shall be a **flat** rate of \$3,000 **AND** 1/3 of the certification fees, payable at the time the request to monitor is made. The second payment shall be for ½ the remainder of unpaid certification fees, payable at the midpoint of inspections, as determined by the Architectural Services Representative. The third and final payment shall be for the remainder of certification fees including any adjustments for modifications or change orders, payable prior to the final inspection.

The Certified Seismic Installation Program is a flat rate fee program.

Additional fees may apply on phased projects (including up to two hours of on-site inspection time) for each additional phase.

Independent Inspection Service is a flat rate fee program. The service covers 4 hours of on-site inspection, Architectural Services Representative travel, and administrative processing time. Architectural Services Representative time incurred beyond the basic program allowances is, or failed inspections are, billed at an hourly rate in quarter-hour increments.

Expert Witness Service requires inspection based on the Woodwork Institute Certified Compliance Program. The service covers 4 hours of research and/or preparation, deposition, witness and/or testimony time, 2 hours of travel or standby time and all administrative processing fees. Architectural Services Representative time incurred beyond the basic program allowances is billed at an hourly rate in quarter-hour increments. Affiliation discounts may apply.

Site Compliance Inspection Service covers 1 hour of inspection, Architectural Services Representative travel and administrative processing time. Architectural Services Representative time incurred beyond the basic program allowances is billed at an hourly rate of \$235 in quarter-hour increments.

Acknowledged Product Program is free for Millwork Industry Partners and a flat rate fee for non-affiliates. Non-affiliates are permitted to have 4 slides in a series acknowledged per fee.

CREDIT LINES Accredited Millwork Companies (AMCs) in good standing may apply for a credit line.

Application requires:

- Executed Woodwork Institute Credit Application, including:
 - Detailed ownership and contact information
 - Bank and trade information
 - Minimum of three (3) trade references, two (2) of which shall be from within the construction industry
 - If needed, a signed personal guarantee
- Verification of all references
- Receipt and review of a valid credit report for the applicant from a national reporting agency, requested and paid for by the Woodwork Institute, (if a personal guarantee is being provided in lieu of the above, guarantor shall provide their own personal credit report) with reasonable explanation of any bankruptcies, tax liens, judgments or collections and a maximum of 10% of the Trade Accounts, during the last six (6) months, at no more than thirty-one (31) to sixty (60) days beyond term

Credit limits are:

- \$3,000 if the firm has a Low to Medium Risk commercial credit score designation, or a Guarantors FICA score between 675 to 739
- \$6,000 if the firm has a Low-Risk commercial credit score designation or a Guarantors FICA score of 740 or higher

Payment of charged invoices are due in full by the 10th of the month, following the date of invoice. Invoices not paid by the 15th of the month are considered delinquent and will be assessed a 10% late fee.

Requests for service, which when including charges already on the books, exceed a firm's credit limit, will require COD payment or pay-down of the firm's account.

Credit lines are subject to biannual review and limits may be adjusted as may be appropriate based on new credit review.

These may be terminated for failing to maintain minimum credit limit requirements or follow payment terms resulting in two (2) or more delinquent invoices beyond sixty (60) days within a four (4) month time frame, which is further subject to small claims actions and/or collection procedures.

Termination shall be for a period of 12 months, after which time a new application may be submitted.

SECTION SIX – DISCIPLINARY ACTIONS

AFFILIATION and LICENSING are privileges granted by the Woodwork Institute and require adherence to its Programs & Services Manual, Code of Ethics, CCP Licensing Agreement and Contract Documents, including specifications for projects requiring compliance to Woodwork Institute Certification and/or the NAAWS. Failure to follow any of these may result in disciplinary procedures as outlined below.

CERTIFICATION AVOIDANCE Any AMC not properly and/or timely certifying shop drawings (before submittal), product and/or installation will be subject to:

- At First Occurrence, payment of the contractually specified certification fee and a one-time penalty payment of \$500 due within 30 days of notice; failure to pay penalty fee may result in suspension of self-certification privileges
- At Second Occurrence, payment of the contractually specified certification fee at a non-discounted price, and fifty percent (50%) penalty on such certification fee, and **suspension** for twelve (12) months during which time all certification fees will be charged at the non-affiliate rate
- At Third Occurrence, at Affiliates option:
 - **Terminated**, subject to a twenty-four (24) month waiting period before being allowed to reapply for Affiliation, or
 - Payment of the contractually specified certification fee at a non-discounted price, as well as a **fifty percent (50%) penalty** on such certification fee, and **suspension** for twelve (12) months during which time all certification costs will be charged at the non-affiliate rate, and audit of all contracted work for the twelve (12) months prior and after the identified non-certification incident, subject to audit evidence being furnished by a CPA, on its letterhead at the affiliates expense. **IF**, during the audit process additional non-certification is discovered in the twelve (12) months prior, the Affiliate, to maintain its status, will have to pay the certification fees on the discovered projects at the non-affiliate rate
- At Fourth Occurrence, **termination** subject to a twenty-four (24) month waiting period before being allowed to reapply for AMC affiliation

FAILED INSPECTIONS When AMCs have failed inspections, the firm is subject to suspension of self-certification or termination as listed below:

Number Failed within 12 months	If All Corrected	One Not Corrected	Two Not Corrected
1	No Action	Suspension Warning Letter	Not applicable
2	Suspension Warning	Suspension, Termination Warning Letter	Termination
3	Suspension, Termination Warning Letter	Termination	
4	Termination		

Failure to correct any non-compliant findings may result in subsequent requests for CCP Certificate and/or Labels being monitored by an Architectural Services Representative.

When an AMCs ability to self-certify is suspended, notice will be sent to the firm and the respective CMPs, advising of the suspension and requesting a list of all outstanding projects requiring certification along with each project’s status. Suspension may also require meeting with an Architectural Services Representative to discuss issues leading to failed projects and how best to prevent these.

AMC’s may be reinstated after passing three consecutive NEW projects requiring Woodwork Institute certification where the millwork equals or exceeds Custom Grade. Projects equal to or exceeding Custom Grade **but not requiring Woodwork Institute certification** may be used in lieu of the above, for a \$500 per project fee.

Architectural Services Representatives will finalize inspections for those projects for which inspection began while the AMCs ability to self-certify was suspended.

When an AMCs affiliation has been terminated, notice will be sent advising of the termination. A terminated firm must wait a minimum of twenty-four (24) months before being eligible to reapply for AMC status.

CMP SUSPENSION As an AMCs initial inspector, CMPs are subject to suspension/termination due to having too many failed inspections as follows:

Number failed within 12 months	Resulting Action
1	Suspension Warning Letter
2	Suspension, Termination Warning Letter
3	Termination

Suspension will be for a period of six months during which time the CMP may not request certificates or labels or sign for such. Suspension may also require meeting with an Architectural Services Representative to discuss issues leading to failed projects and how best to prevent these.

A terminated CMP must wait a minimum of twelve (12) months before being eligible to reapply for CMP status.

SECTION SEVEN – APPEAL PROCEDURES

AFFILIATION APPEALS The board, or its designee may deny Woodwork Institute affiliation for cause. Applicants may appeal this decision in writing first to the CEO of the Institute. If the applicant is dissatisfied with the CEO's decision, then appeal may be made to the Woodwork Institute Executive Committee whose decision will be final.

INSPECTION FINDINGS and CERTIFICATION ISSUES Architectural Services Representatives may make inspection findings affecting certification which may be appealed. Affected millwork firms may appeal these matters in writing, first to the applicable Architectural Services Representative. If the millwork firm is dissatisfied with the Architectural Services Representatives decision, then appeal may be made to the CEO of the Institute. If dissatisfied with the CEO's decision, appeal may be made to the Woodwork Institute Technical Committee. If dissatisfied with the Woodwork Institute Technical Committee, appeal may be made to the Woodwork Institute Board of Directors, whose decision is final.

ACKNOWLEDGED PRODUCTS The Acknowledged Product Task Force reviews products submitted for acknowledgment and may deny acknowledgment for cause. Affected firms may appeal these matters in writing first to the CEO of the Institute. If the firm is dissatisfied with the CEO's decision, appeal may be made to the Hardware Committee. If dissatisfied with the Hardware Committee's decision, appeal may be made to the Woodwork Institute Technical Committee. If dissatisfied with the Technical Committee's decision, appeal may be made to the Woodwork Institute Board of Directors, whose decision is final.

AFFILIATE FINES, SUSPENSION, TERMINATION Affiliates may be fined, have self-certification abilities suspended, or be terminated for cause by the Board or its designee.

For fines or self-certification suspension affiliates may appeal these decisions in writing within fifteen (15) days of receipt of Woodwork Institute notice (appeals submitted after this time will be disregarded) first to the CEO of the Institute. If the affiliate is dissatisfied with the CEO's decision, then appeal may be made to the Woodwork Institute Board or its designee whose decision is final.

For termination for cause, termination shall occur only after the affiliate has been given a fifteen-day prior written notice of the proposed termination and the reasons for such. Appeals shall be in writing and shall be decided by the Woodwork Institute Board or its designee (who shall be an unbiased third party appointed on an ad hoc basis) based on the written record presented by the Affiliate Review Committee and the Affiliate. The decision of the Board or its designee shall be final.