



GUARANTEE AND INSPECTION SERVICE



POLICY AND PROCEDURES MANUAL

EDITION 2.1 - MARCH 1, 2019



ARCHITECTURAL WOODWORK
MANUFACTURERS ASSOCIATION
OF CANADA

ASSOCIATION DES MANUFACTURIERS
DE MENUISERIE ARCHITECTURALE
DU CANADA

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The French version of this GIS Policy and Procedures Manual is available at <http://awmac.com/fr/sig>

A special thanks to the founders of the AWMAC GIS Program: Denis Meade, Gary Nikolai, Jack Russell, Werner Schmid, Knute Soros, Frank VanDonzel and Ted Wheatley.

GLOSSARY AND ACRONYMS

AWMAC	Architectural Woodwork Manufacturers Association of Canada	
AWMAC's STANDARDS	The Architectural Woodwork Manufacturers Association of Canada's quality standards manual (current edition at time of tender)	
BOD	Board of Directors	
Chapter	One of eight AWMAC Chapters	
DP	Design Professional	Architect, Interior Designer, Specification Writer
GC	General Contractor	
GIS	Guarantee and Inspection Service	
ICQ	Inspector Certification Questionnaire	
Inspector	An AWMAC Certified GIS Inspector	
Installer	Architectural Woodwork Installer	
IQ	Installer Questionnaire	
Manufacturer	Architectural Woodwork Manufacturer	A person or organization that regularly engages in the practice of manufacturing, pre-finishing and/or installing architectural woodwork
MSQ	Manufacturer Standards Questionnaire	
Owner's Agent	Architect	
RFI	Request for Inspection Form	
RFFI	Request for Final Inspection form	

Foreword

AWMAC, the AWMAC Chapters and their GIS Inspectors operate independently and interdependently to provide the Guarantee and Inspection Service (GIS). Since each Chapter and Inspector has unique attributes and experiences, it is important to ensure a high degree of consistency of method and approach for the GIS program across Canada. This GIS Policies and Procedures Manual has been produced to advise and support AWMAC, AWMAC chapters, AWMAC members, Inspectors, Design Professionals and other interested parties involved in the GIS. It outlines standardized policies and procedures for the GIS program across Canada.

GIS Mandate

The GIS mandate is to ensure that the quality of materials and workmanship of the specified architectural woodwork is in compliance with the Architectural Woodwork Manufacturers Association of Canada's quality standards manual, current edition at time of tender, hereinafter referred to as AWMAC's STANDARDS. The AWMAC GIS program must be specified and be considered an integral component of the scope of work.

GIS Objective

The objectives of the GIS program are:

1. To assist the Design Professional in achieving "good architectural woodwork".
2. To offer an assurance to the Owner, Owner's Agent, Design Professional and Manufacturer that strict monitoring will ensure that the architectural woodwork requirements on any given project will meet the current AWMAC's STANDARDS.
3. To provide clarification and improvement to subsequent editions of the AWMAC's STANDARDS by way of observations made while monitoring and inspecting on-going GIS projects.

The Guarantee Certificate

AWMAC will issue Guarantee Certificates to AWMAC Manufacturer members in good standing, certifying the architectural woodwork has been manufactured and/or installed in accordance with the standards incorporated in the current AWMAC's STANDARDS manual at time of tender. Subject to mandatory inspections and certain terms and limitations, the Manufacturer (primary guarantor), AWMAC Chapter(s) (second guarantor(s)) and AWMAC (third guarantor) will guarantee the architectural woodwork in a project for a period of two (2) years. The Guarantee will cover replacing, reworking and/or refinishing to make good any defects in architectural woodwork due to faulty workmanship or defective materials supplied by the Manufacturer, which appear during the two (2) year period following the date of substantial completion.

Tips for Reading and Understanding this Policy and Procedures Manual

1. The GIS participants are identified in Section 1 *Owners*, through Section 6 *Inspectors*. Each section states the relationship and responsibilities between itself and the other connected firms, associations, committees, members and contractors and are numbered in identical format. Each of these sections can be used as a stand-alone document and states the procedures for that participant.
2. Section 7 *Financial*, through Section 9 *Compliance* state the policies and procedures for these GIS components.
3. The Appendix contains Errata and Amendments.
4. The most current edition of this GIS Policy and Procedures manual can be found at <http://awmac.com/gis>.

1. Owner and Owner's Agent**Introduction**

In the pursuit of quality architectural woodwork, the Architectural Woodwork Manufacturers Association of Canada (AWMAC) published the first AWMAC architectural woodwork quality standards manual in 1963. These standards are reviewed and updated every few years. Consequently, AWMAC became recognized as the Canadian authority for architectural woodwork materials and methods. Although AWMAC standards were often cited, too often the installed architectural woodwork fell short of the specified criteria due to ignorance, economic survival and/or profit. Adherence to standards can only be maintained and established by a monitored inspection review process, just like our society's laws are of very little use without police and a judicial system. To fill this void AWMAC created the Guarantee and Inspection Service (GIS) to inspect and report on architectural woodwork projects. The sole reference for inspections is AWMAC's STANDARDS. After the final inspection and report stating compliance, a three party (Manufacturer, AWMAC local chapter & AWMAC national) Guarantee will be issued for AWMAC members.

1.1. Policy

- 1.1.1. The Owner is the project sponsor who engages the Design Professional (Architect, Interior Designer, Specification Writer), General Contractor (GC), Construction Manager, etc. to develop the space or property.
- 1.1.2. The project Owner's Agent is any firm or person that has contractual agreements with the project Owner in regard to architectural woodwork; e.g. Design Professional (Architect, Interior Designer, Specification Writer), GC, Project Manager.
- 1.1.3. The Owner and the Owner's Agent are AWMAC and the AWMAC Chapter's clients.
- 1.1.4. AWMAC's Guarantee and Inspection Service (GIS) provides a multistage monitored/reporting process utilizing AWMAC Certified Inspectors. At all stages the review process will determine compliance or lack of compliance to AWMAC's STANDARDS. The GIS stages are: pre-tender review (if requested), inspections (submittals, mock-up & final inspection(s)) and Guarantee.
 - 1.1.4.1. The inspection procedure is the same for AWMAC Manufacturer members and non-members.
- 1.1.5. The Guarantee is issued if the Woodwork Manufacturer is an AWMAC member in good standing. AWMAC strongly suggests that the Owner specify that Manufacturers that are not AWMAC members supply a maintenance bond in lieu of the AWMAC Guarantee.
- 1.1.6. The AWMAC Guarantee is underwritten by three parties. In order or default:
 - 1.1.6.1. Manufacturer
 - 1.1.6.2. Local AWMAC Chapter
 - 1.1.6.3. AWMAC (national)
- 1.1.7. AWMAC and the AWMAC Chapters have each established and maintain liability funds.
- 1.1.8. The GIS Program is only effective when the tender documents specify the requirements for the GIS. The inspection is an integral part of the GIS process; therefore, the Guarantee will be issued only if the process is followed completely.

- 1.1.9. Specifying the GIS program relieves the Owner and the Owner's Agent of the work and liability of ensuring the specified project meets AWMAC's STANDARDS and does not replace the review by the Design Professional and may be done before, during or after the Design Professional's review.

1.2. Procedures

- 1.2.1. Pre-tender review (a review of specifications and plans). Contact your local chapter when required.
- 1.2.2. Contract and/or tender documents. Specify the Guarantee and Inspection Service within these contract/tender documents and notify your local chapter office.
 - 1.2.2.1. Suggested wording:

Architectural woodwork will be manufactured and/or installed to the current AWMAC quality standards manual (current edition at time of tender), hereinafter called AWMAC's STANDARDS, and will be subject to an inspection at the Manufacturer's facility and/or site by an appointed AWMAC Certified Inspector. Inspection costs will be included in the tender price for this project. (Contact your local AWMAC Chapter for details of inspection costs). Shop drawings will be submitted to the AWMAC Chapter office for review before work commences. Work that does not meet the current AWMAC's STANDARDS, as specified, will be replaced, reworked and/or refinished by the Architectural Woodwork Contractor, to the approval of AWMAC, at no additional cost to the Owner.

If the Architectural Woodwork Contractor is an AWMAC Manufacturer member in good standing, a two (2) year AWMAC Guarantee Certificate will be issued. The AWMAC Guarantee will cover replacing, reworking and/or refinishing any deficient architectural woodwork due to faulty workmanship or defective materials supplied and/or installed by the architectural woodwork contractor, which may appear during a two (2) year period following the date of issuance.

If the Architectural Woodwork Contractor is not an AWMAC Manufacturer member they will provide the Owner with a two (2) year maintenance bond, in lieu of the AWMAC Guarantee Certificate, to the full value of the architectural woodwork contract.

- 1.2.3. Notify your local AWMAC chapter office upon contract award.
- 1.2.4. Inspections:
 - 1.2.4.1. Submittal Review report. The Inspector will note any proposed material, joinery, finishing and installation items including shop drawings/schedules, as well as contract documents that are not in compliance and which could be due to any of the following:
 - 1.2.4.1.1. Manufacturer's failure to comply.

- 1.2.4.1.2. Design Professional specifications/plans deviate from the AWMAC's STANDARDS. If desired, at this stage, there is an opportunity for design changes to make the project compliant to AWMAC's STANDARDS prior to manufacture.
- 1.2.4.1.3. Review and if in agreement, sign and return report. If not, contact the AWMAC Chapter office with your concerns for resolution.
- 1.2.4.2. Mock-up (sample) review and report (if specified). The mock-up will be inspected (visual and measured) referencing AWMAC's STANDARDS and AWMAC approved Manufacturer's submissions.
 - 1.2.4.2.1. A written report will be issued to the Owner's Agent. Review and if in agreement, sign and return report. If not, contact the AWMAC Chapter office with your concerns for resolution.
- 1.2.4.3. Final inspection and report. Each architectural woodwork element and item to be inspected. Any noncompliant issues will be noted in the report.
 - 1.2.4.3.1. If there are noncompliant issue(s) that are considered to be major (not minor, i.e. cabinet door hinge adjustment) a secondary final inspection and report will be done.
 - 1.2.4.3.2. Final report, when compliant, will invoke an application for a guarantee (to members in good standing) or notice that the Manufacturer is not an AWMAC member and suggest that a two-year maintenance bond be requested.

1.2.5. Guarantee Front



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CERTIFICATE OF GUARANTEE

COMMUNITY HEALTH CENTRE, SECOND FLOOR

Owner
Design Professional
Architectural Woodwork Manufacturer

REGIONAL HEALTH AUTHORITY
CREATIVE ARCHITECTURE Ltd.
FINE CUSTOM CABINETS Inc.

The Architectural Woodwork Manufacturers Association of Canada (AWMAC) hereby certifies that the architectural woodwork supplied by the above noted Architectural Woodwork Manufacturer, a member in good standing, has been manufactured and/or installed to premium, custom, or economy grade as specified in the AWMAC Quality Standards Manual.

Pursuant to the terms and limitations appearing on the reverse side of this document and including the repair and/or replacement of any damages to the owners premises which result from the repair and/or replacement of defective millwork, the Architectural Woodwork Manufacturer (Primary Guarantor), AWMAC Chapter (Second Guarantor) and AWMAC (Third Guarantor) guarantee the architectural woodwork in this project, for a period of two years commencing on the date of guarantee issuance or substantial completion, whichever comes first.

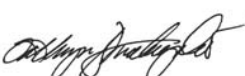
Dated this 17th day of April, 2017
AWMAC chapter: AWMAC - British Columbia
Authorized by



ARCHITECTURAL WOODWORK MANUFACTURER



AWMAC CHAPTER PRESIDENT



AWMAC PRESIDENT

1.2.6. Guarantee Back

ARCHITECTURAL WOODWORK GUARANTEE TERMS OF AWMAC GUARANTEE FOR ARCHITECTURAL WOODWORK PURSUANT TO CURRENT AWMAC'S STANDARDS AT TIME OF TENDER Subject to the following conditions, this Guarantee is limited to repair and/or replacement of deficient architectural woodwork supplied and/or installed on this project, provided that the cause of the deficiency of the architectural woodwork is wholly a result of faulty workmanship or defective material supplied by the Architectural Woodwork Manufacturer. The Owner shall exhaust all remedies for defective architectural woodwork against the Architectural Woodwork Manufacturer (primary guarantor) before requesting the AWMAC Chapter (second guarantor) to repair or replace defective architectural woodwork. Only when the first and second guarantors have not honoured this guarantee will AWMAC (third guarantor) be liable to repair or replace defective architectural woodwork. Furthermore, AWMAC and AWMAC Chapters will not be responsible (except to repair and/or replace deficient architectural woodwork supplied and/or installed) for any other direct, indirect or consequential damages, claims or suits as a result of faulty workmanship, defective material or from inadequate or negligent inspections and any exclusions stated. In order for AWMAC to be responsible pursuant to this guarantee the following conditions shall apply: 1. The elements of this Guarantee are subject to the maintenance of temperature and relative humidity per AWMAC's STANDARDS specified range. The maintenance of temperature and relative humidity is the sole responsibility of the owner. 2. This Guarantee shall not apply to any scratches or marks caused by improper storage or handling or damage caused after installation. 3. Failure by the owner to notify AWMAC and the AWMAC chapter offices in writing of any potential claim under this Guarantee within one month of the discovery of the alleged or actual defects will relieve AWMAC and the AWMAC chapter of their obligations. 4. This certificate is not binding unless signed by the Architectural Woodwork Manufacturer, the AWMAC chapter and AWMAC after final inspection. 5. If any component (material and/or method) of this project does not comply with the current AWMAC's STANDARDS manual and it is so stated in the attached inspection report or itemized here, then that part will not be subject to this guarantee.

For more information about AWMAC and the GIS Program visit our website at <http://awmac.com/gis> and contact your local AWMAC Chapter office.

2. AWMAC

2.1. Policy

- 2.1.1. The GIS Program is directed by the AWMAC Board of Directors (AWMAC BOD).
- 2.1.2. The AWMAC BOD founded the GIS Committee, which reports to the AWMAC BOD and is composed of:
 - 2.1.2.1. One GIS Representative appointed by each chapter (voting).
 - 2.1.2.2. One AWMAC Director appointed by the AWMAC BOD (voting only to break a tie vote).
 - 2.1.2.3. Secretary appointed by the GIS Committee (non-voting).
- 2.1.3. The AWMAC BOD mandates the GIS Committee to maintain and update standardized national GIS Policies and Procedures for both AWMAC members and non-members, for AWMAC and project owners within the following tenets:
 - 2.1.3.1. Changes to policies within the GIS Policy and Procedures Manual must first be approved by the AWMAC BOD.
 - 2.1.3.1.1. "Policy" change is defined as any alteration to the GIS Policy and Procedures Manual that is likely to impact the liability or revenue generation of AWMAC or it's Chapters; alters the delegated authority of the GIS Committee or the Chapters; or will manifestly affect the perception and/or acceptance of the GIS Program by an Owner, Owner's Agent or Design Professional.
 - 2.1.3.2. Procedural changes and/or additions or deletions are the sole responsibility of the GIS Committee.
 - 2.1.3.2.1. "Procedural" change is defined as any alteration to the GIS Policy and Procedures Manual that clarifies, augments, streamlines, or otherwise effects change to the operational procedures of Inspectors, Chapter Reps or Admins, the GIS Committee, or Manufacturers engaged in GIS projects.
 - 2.1.3.3. Inspect GIS specified projects from inception to completion.
 - 2.1.3.3.1. Inspection for project compliance will solely reference the current AWMAC's STANDARDS at time of tender.
 - 2.1.3.3.2. Inspection will be conducted by independent AWMAC Certified Inspectors.
 - 2.1.3.3.3. Document inspections and distribute reports.
 - 2.1.3.4. Establish and maintain individual member GIS competency programs such as the Inspector Certification Questionnaire, the Manufacturer Standards Questionnaire and the Installer Questionnaire.
 - 2.1.3.5. Liaise with AWMAC's Manual, Marketing, Education and other committees as deemed necessary.
 - 2.1.3.6. Monitor and assist Chapter administration.
 - 2.1.3.7. Monitor member GIS compliance and/or non-compliance.
 - 2.1.3.7.1. Member non-compliance to be reviewed and established disciplinary procedures applied per GIS Policies and Procedures.
 - 2.1.3.8. Maintain and update a GIS Project Database.
 - 2.1.3.9. All information will be confidential and used only for GIS purposes.
- 2.1.4. The AWMAC BOD authorizes the Chapters to administer the GIS for all projects located in the Chapter's territory provided the administration is compliant with the current GIS Policies and Procedures.
 - 2.1.4.1. AWMAC to provide Certified Inspectors Errors and Omissions Insurance.

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AWMAC

Section 2

- 2.1.5. AWMAC issues the Guarantee certificates.
- 2.1.6. AWMAC collects an annual GIS fee from the Chapters for all GIS projects and/or sets a member levy for:
 - 2.1.6.1. GIS in-house administration costs.

- 2.1.6.2. Maintenance and enhancement of the Guarantee liability fund.
- 2.1.6.3. AWMAC GIS Committee expenses.
- 2.1.6.4. Assisting AWMAC financially for other AWMAC initiatives deemed to support and assist the GIS Program.

2.2. Procedures

- 2.2.1. AWMAC BOD to appoint an AWMAC Director to the GIS Committee whose duties will be, but not limited to:
 - 2.2.1.1. Convey AWMAC BOD directions, concepts, concerns, etc. to the GIS Committee and specifically:
 - 2.2.1.1.1. Inform the AWMAC GIS Committee of new AWMAC's STANDARDS errata.
 - 2.2.1.1.2. Ensure there is a direct line of communication between the GIS Committee and other AWMAC Committees, such as Manual, Marketing, Education and others as deemed necessary.
 - 2.2.1.2. Convey GIS Committee's policy and procedures updates, initiatives and issues to the AWMAC BOD.
 - 2.2.1.2.1. Review any updates or changes and confirm their classification as "Policy" or "Procedural"
 - 2.2.1.3. Submit the GIS Committee's annual one and five year plans plus the annual budget to the AWMAC BOD.
 - 2.2.1.4. Assist the GIS Committee.
- 2.2.2. AWMAC is responsible for Guarantee Issuance which includes:
 - 2.2.2.1. Review of all documentation received prior to issuing a Guarantee. The documents must include:
 - 2.2.2.1.1. Final site inspection signed off by the woodworker and Design Professional.
 - 2.2.2.1.2. Minor deficiencies, if any, are signed off and dated.
 - 2.2.2.1.3. Major deficiencies, when not contract specified, will be referred to the GIS Committee Chair for review and finding prior to Guarantee issuance.
 - 2.2.2.1.4. Temperature and humidity reports from the Manufacturer and Inspector.
 - 2.2.2.2. Guarantee Application form.
 - 2.2.2.2.1. Check the Manufacturer member is in good standing.
 - 2.2.2.2.2. Check that either an owner or manager has completed the current MSQ.
 - 2.2.2.3. If any documentation is missing and/or incorrect (or believed to be), request missing and/or corrected documentation from the project Chapter's GIS administrator.
 - 2.2.2.4. The project must be complete or, if a phased project, each phase must be complete and include the final inspection report.

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- 2.2.2.5. If there are any Chapter forwarded exclusions, the exclusions will be noted on the Guarantee in general terms as well as referencing the final inspection report and report date.
 - 2.2.2.5.1. If Chapter forwarded exclusion is not clear or is too long, forward to the GIS Chair for review and possible rewording.
- 2.2.2.6. Forward the Guarantee to the AWMAC President for his/her signature except if the project was completed by the President's firm wherein an Executive Director will be the signing officer.
 - 2.2.2.6.1. The President may authorize an AWMAC staff person to add his electronic signature if the final inspection report is deficiency free.
- 2.2.2.7. Forward the Guarantee Certificate to the project's Chapter to be processed.
 - 2.2.2.7.1. If an AWMAC Manufacturer member has completed a project in another Chapter, both AWMAC Chapters involved will sign the Certificate of Guarantee. The project's Chapter applies for the Guarantee, attaches all the appropriate signatures and emails a copy with a memo stating that the Guarantee is to be signed by the Manufacturer Chapter's President and returned to the project's Chapter.
 - 2.2.2.7.2. Request the Chapter to review the Guarantee for accuracy.
 - 2.2.2.7.3. Request the Chapter to send a copy of the signed Guarantee back to AWMAC.
- 2.2.2.8. Record and archive:
 - 2.2.2.8.1. The signed Guarantee.
 - 2.2.2.8.2. The Guarantee number, date and value and forward this data to the AWMAC Treasurer.
- 2.2.3. Financial
 - 2.2.3.1. AWMAC BOD, after consulting with the GIS Committee, to set the annual GIS Administration Fee and the GIS Committee's Operating Budget
 - 2.2.3.2. AWMAC Association Manager to:
 - 2.2.3.2.1. Monitor GIS Committee Budget
 - 2.2.3.2.2. Semiannually invoice each Chapter 50% of the GIS Annual Administration fee.
 - 2.2.3.2.3. Transfer funds to AWMAC Liability Trust Account.
 - 2.2.3.2.4. Prepare a report on the AWMAC GIS Liability Trust Account, to be presented at the AWMAC AGM.
- 2.2.4. AWMAC Manual Committee
 - 2.2.4.1. All manual interpretation questions will be forwarded to the AWMAC Manual Committee members for review and findings.
- 2.2.5. GIS Policy & Procedures Manual and all relevant forms will be posted on the AWMAC website.

- 2.2.6. GIS Interpretations, Mediation and Appeals (see Section 8)
 - 2.2.6.1. The AWMAC BOD, when called upon, will only consider resolving a dispute that has not been resolved through GIS dispute resolution procedures.
 - 2.2.6.1.1. Initially by the Chapter.
 - 2.2.6.1.2. If not resolved, then by the AWMAC GIS Committee.
 - 2.2.6.2. The AWMAC BOD findings will be considered final.
- 2.2.7. GIS Policy and Procedures
 - 2.2.7.1. AWMAC to review the AWMAC GIS Committee revisions to the GIS Policy and Procedures and approve the revisions with or without changes.

3. GIS Committee

3.1. Policy

- 3.1.1. The AWMAC GIS Committee, hereinafter referred to as the Committee, will serve and operate per the AWMAC policies and tenets as stated in Section 2.1.
- 3.1.2. A majority of the Committee voting members will be AWMAC manufacturer members.
- 3.1.3. AWMAC and each Chapter will appoint one representative to the Committee.
- 3.1.4. Representatives are the primary information conduit between their regional and national associations to the Committee.
- 3.1.5. Committee meetings require a quorum that is greater than 60% of the Committee and have a Manufacturer member's majority.
- 3.1.6. Committee meetings are open to AWMAC members unless there is confidential business.
- 3.1.7. Non-AWMAC members may be invited to meetings at the Committee's discretion.

3.2. Procedures

3.2.1. Committee Structure

- 3.2.1.1. The Chapters and AWMAC appoint representatives to the Committee. It is preferable for Chapters to appoint Manufacturer members in order to maintain and adhere to the GIS Committee's Manufacturer majority policy. If a Chapter chooses to appoint a Representative which would adversely affect the Manufacturer majority policy the following procedure will be followed:
 - 3.2.1.1.1. The GIS Chair and the Chapter President will endeavour to find a resolution.
 - 3.2.1.1.2. If the Chapter still wishes to appoint a non-Manufacturer, the GIS Committee may ask an existing Representative (and their Chapter) who is not a Manufacturer to step down and appoint a new Representative who is a Manufacturer.
 - 3.2.1.1.3. If no resolution is found, the AWMAC BOD shall make a determination.
- 3.2.1.2. At the first calendar meeting, or when necessary, the Committee will annually elect:
 - 3.2.1.2.1. Chair
 - 3.2.1.2.2. Vice-Chair (either rotating or for a one year term, Committee to determine annually)
 - 3.2.1.2.3. Secretary (non-voting)
 - 3.2.1.2.4. The Chair, Vice-Chair and/or Secretary may stand for re-election.
 - 3.2.1.2.5. In the interest of continuity, the Past Chair (if no longer sitting as a Representative on the Committee) may be invited to sit on the Committee at GoToMeetings as a guest in an advisory capacity, but not as a voting member. If the previous Past Chair is not available, unwilling or otherwise not eligible, a previous Past Chair, or other Director may be invited to sit in the advisory capacity. The position of Past Chair will not be eligible to vote on matters before committee; but may bring forward motions and action items for consideration. There will be no cost associated with this position
- 3.2.1.3. If the vote is not unanimous the minority opinion will be recorded in the minutes, if requested, with the name(s) of those who opposed the motion.
- 3.2.1.4. The Committee, unless stated otherwise in this document, will conduct meetings in accordance with Roberts Rules of Order.

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3.2.2. Meetings

- 3.2.2.1. One face to face two-day meeting, typically mid-January. The face to face meetings are to be coordinated with, and at the convenience of, the local Chapter.
- 3.2.2.2. Five video conference (online) meetings, every other month. Dates to be set at the annual face to face meeting. Additional meetings as deemed necessary by Chair or Committee.
- 3.2.2.3. The Chair and Secretary to draft meeting agendas, Vice-Chair to review and then agenda is to be forwarded to the Committee no less than three days prior to meeting.
 - 3.2.2.3.1. Chair to approve Secretary's draft minutes.
 - 3.2.2.3.2. GIS Secretary to send approved Committee Meetings minutes to:
 - 3.2.2.3.2.1. Committee members.
 - 3.2.2.3.2.1. AWMAC Directors and Officers.
 - 3.2.2.3.2.2. AWMAC Chapter Presidents, Managers and GIS Administrators.
 - 3.2.2.3.2.3. Guests that attended the meeting if deemed appropriate.
- 3.2.2.4. The Chair and/or Committee will determine when an in-camera meeting is required.

3.2.3. Committee Members

- 3.2.3.1. Should serve a minimum of two years.
- 3.2.3.2. For continuity, have a maximum change of three (3) members per year.
- 3.2.3.3. Be responsible when resigning from the Committee by ensuring that your replacement is well briefed with the GIS Policies and Procedures and current issues. All documents are to be handed over to the incoming Representative.
- 3.2.3.4. Each Representative will appoint an alternate, notwithstanding 3.1.3.
- 3.2.3.5. The Representative or their appointee will endeavour to resolve any GIS and AWMAC's STANDARDS issues in conjunction with the relevant AWMAC GIS or Manual Committee and report back to the Inspector, copied to the Chapter, in a timely fashion.
- 3.2.3.6. Will report any AWMAC's STANDARDS and/or GIS P&P compliance issues to the Committee as stated in Section 9, Compliance.
- 3.2.3.7. Will Communicate Chapter and AWMAC changes, successes, challenges and problem issues (projects, Manufacturers, administration, inspectors, clients, marketing strategies etc.) to the Committee.
- 3.2.3.8. Will impartially report to the local Chapter the Committee's activities. This reporting will include:
 - 3.2.3.8.1. Meeting agendas and minutes.
 - 3.2.3.8.2. Financials.
 - 3.2.3.8.3. Annual Business Plan.
 - 3.2.3.8.4. Policy and Procedures amendments, additions and deletions.

- 3.2.3.8.5. Any other information deemed necessary.
- 3.2.3.9. Committee Member Proficiency (leniency of this procedure is the sole purview of the GIS Committee).
- 11/09/17 3.2.3.9.1. All ~~new~~ committee members and alternates must pass (95% correct) the current GIS P&P Questionnaire (PPQ) of approximately forty questions within one month of becoming a committee member. The GIS Chair shall be responsible for PPQ maintenance. The GIS Secretary/Manager shall administer the PPQ.
- 07/02/19 3.2.3.9.2. Except for those that have passed the current ICQ.
- 3.2.3.9.3. All committee members that are Manufacturer members must have successfully written the current MSQ or MSQ upgrade
- 3.2.3.10. Meeting expenses (per AWMAC Policy) will be submitted to the GIS Secretary using the AWMAC expense form complete with supporting documents.
- 18/01/19 3.2.3.11. National Reimbursement for GIS related expenses is conditional upon the committee member having completed the requirements outlined in 3.2.3.9
- 3.2.4. Communication
 - 3.2.4.1. All documents to be in Microsoft Word or Excel (Arial 11 font as a default).
 - 3.2.4.2. All communication should be by email, cc'd to the Chair, Secretary and whoever else may be deemed necessary. A prompt (48 hours) reply is expected or an acknowledgement of the communication along with anticipated time of reply.
 - 3.2.4.3. Approved documents to be filed in "Dropbox" in PDF format by the GIS Secretary.
 - 3.2.4.4. Committee members to be notified by email of any new or modified documents.
- 3.2.5. Committee
 - 3.2.5.1. GIS Policy and Procedures:
 - 3.2.5.1.1. Update and post errata on the AWMAC website.
 - 3.2.5.1.2. Submit draft policy amendments for AWMAC BOD approval.
 - 3.2.5.1.2.1. Approved amendments to be posted on the AWMAC website and forwarded to AWMAC & Chapter Presidents, Chapter Administrators and when necessary to Inspectors.
 - 3.2.5.1.3. Draft new version when directed by AWMAC BOD.
 - 3.2.5.2. Draft annual and five-year business plan for AWMAC BOD review or revision and approval.
 - 3.2.5.3. Draft annual Committee budget for AWMAC BOD review or revision and approval.
 - 3.2.5.4. Oversee the administration of the ICQ, MSQ and IQ.
 - 3.2.5.5. Oversee the administration of the GIS Database.
 - 3.2.5.6. Oversee the administration of Inspector Certification
 - 3.2.5.6.1. Inspectors
 - 3.2.5.6.1.1. The GIS Committee Chair may certify Inspectors upon review of Chapters request and interim Inspector's reports and associated documents
 - 3.2.5.6.1.2. The Vice Chair (or GIS Committee in the case of a non-standing Vice Chair) to review an application from the Chair's chapter.
 - 22/03/18 3.2.5.6.2. Any variance of the Inspector certifying procedures requires GIS Committee approval by motion.

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3.2.5.6.3. An inspector roster shall be kept and updated as necessary by the GIS Secretary/Manager containing name, contact information, date certified and ICQ date

3.2.6. Sub-Committees

3.2.6.1. AWMAC's STANDARDS: two Committee Representatives to liaise with the AWMAC Manual Committee and report findings back to Committee in regards to Standards' interpretation, suggested changes and errata.

3.2.6.1.1. All errata to be forwarded immediately to Inspectors and other Committee Representatives.

3.2.6.2. Marketing: two Committee Representatives to liaise with AWMAC Marketing Committee and/or any designated marketing sub-committees.

3.2.6.3. Education: two Committee Representatives to liaise with AWMAC Manual Committee to review and update the ICQ, MSQ and IQ.

3.2.6.3.1. Will ensure that Inspectors complete an updated ICQ within three (3) months of the effective date of a new edition of the AWMAC's STANDARDS and/or every five years, whichever comes first, or at the discretion of the AWMAC GIS Committee.

3.2.6.4. Non-Standing Sub-Committees:

3.2.6.4.1. Adjudicating: three Committee Representatives who are not from the Member or Project Chapter to review, ascertain and, if warranted, to reprimand and if necessary discipline as determined in Section 9, Compliance.

3.2.6.4.2. Other non-standing sub-committees as required.

3.2.7. Financial

3.2.7.1. All invoices must be approved by the GIS Secretary prior to being forwarded to the AWMAC AP except:

3.2.7.1.1. GIS Secretary invoices to be approved by Committee Chair.

3.2.7.1.2. When GIS Secretary is unavailable, then by Committee Chair and Vice Chair.

3.2.8. Annual

3.2.8.1. Inspector reviews bi-annually.

3.2.8.2. Chapter GIS activities report per template.

3.2.8.3. Chapter GIS financial review. Annually provide their chapter's statistics, previous year to date and projection for the following year, per the reporting template:

3.2.8.3.1. Completed projects.

3.2.8.3.2. Projects in progress.

3.2.8.3.3. Revenue, costs and profit/loss.

3.2.8.3.4. Local liability fund.

4. AWMAC Chapter

4.1. Policy

4.1.1. The GIS client is the project owner.

The project owner has engaged AWMAC to perform a service (inspections & reports) and to guarantee the end-product to AWMAC's STANDARDS. AWMAC, the Chapters and the Members have agreed to the GIS Policies and Procedures. Therefore, providing an unencumbered Guarantee is not only ethical but also paramount for AWMAC and the Member's credibility. The suggestion that the Guarantee be granted for a lesser quality standard is not a viable option because the specific quality grades are determined when the contract documents reference AWMAC's STANDARDS. If no grade is stated in the contract documents the default is Custom Grade.

4.1.2. The AWMAC Chapters will administer the GIS for all projects located in the Chapter's territory provided the administration is compliant with the current GIS Policies and Procedures per Section 2.1.4.

4.2. Procedures

4.2.1. Chapter GIS Structure

4.2.1.1. Chapter will nominate one chapter Representative to oversee the local GIS Program.

4.2.1.1.1. The Representative will appoint an Alternate.

4.2.1.1.2. The Chapter Representative's duties and responsibilities as a GIS Committee Representative are per Section 3.2.3.

4.2.1.1.3. The Chapter Representative and Alternate will ensure the GIS is administered per the GIS Program and report to the Chapter President.

4.2.1.2. The Chapter may employ a GIS Administrator who will manage the GIS and

22/03/18 report to the Chapter Representative ~~and Chapter President~~, Chapter President and Chapter Manager when appointed by the Chapter Directors.

4.2.1.2.1. If there is no Chapter GIS administration in place, then the GIS Representative will manage the GIS Program

4.2.1.2.2. The GIS Administrator will forward any issues regarding AWMAC's STANDARDS to the GIS Representative who will work in conjunction with the AWMAC's Manual Committee to resolve the issue.

4.2.1.2.3. GIS Administrator Proficiency. The administrator must pass (95% correct) the current GIS P&P Questionnaire (PPQ) of approximately forty questions within one month from date of hire. The GIS Chair shall be responsible for PPQ maintenance. The GIS Secretary/Manager shall administer the PPQ.

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4.2.1.3. The Chapter to contract out GIS Inspections and Reports to independent AWMAC Certified Inspectors hereinafter referred to as Inspectors.

4.2.1.3.1. Inspectors, due to their independent requirement, will not partake in any other aspect of the GIS program beyond their inspection duties.

4.2.2. Reference

4.2.2.1. Projects will be inspected using the AWMAC quality standards manual (current edition at date of tender), hereinafter referenced as AWMAC's STANDARDS.

4.2.3. Marketing

4.2.3.1. All GIS Marketing to be approved by the AWMAC Marketing in accordance with the Marketing GIS sub-committee.

4.2.4. Communication

4.2.4.1. All documents to be in Microsoft Word or Excel (Arial 11 font as a default).

4.2.5. Certified Inspectors

4.2.5.1. The AWMAC Chapters appoint, direct, train, ~~certify~~ and reimburse Inspectors, under the authority of AWMAC, for services required and/or rendered.

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4.2.5.1.1. Inspector Criteria and Training will comply with Section 6, Inspector.

4.2.5.1.2. Chapter President and Chapter GIS Representative to apply in writing to the GIS Committee when the Interim Inspector has successfully completed the training process for AWMAC Inspector Certification.

4.2.5.2. AWMAC mandates that an Inspector be an independent consultant contracted by the Chapter on a per-project basis. The Inspector invoices their Chapter based on an hourly rate, travel time, vehicle mileage allowance and reimbursements of relevant out-of-pocket expenses as determined by the Chapter.

4.2.5.2.1. Invoices may be on the basis of one (1) invoice per-inspection, or one (1) invoice for a number of inspections on the same project as negotiated with the office.

4.2.5.2.2. The Inspectors will submit reports only to the Chapter, as outlined in Section 6, Inspector.

4.2.5.3. If a Chapter does not have an Inspector, the Chapter will contract an Inspector from an existing GIS program in a neighbouring Chapter.

4.2.5.4. For Inspectors to provide consultations/expert opinions (outside of the GIS program) the following conditions must be met:

4.2.5.4.1. An Inspector will only reference the current AWMAC's STANDARDS, regardless of which AWMAC's STANDARDS are or are not cited in the project specifications.

4.2.5.4.2. Prior to being submitted, expert reports are to be reviewed by the Chapter President, Vice President or GIS Director.

4.2.5.5. The Chapter will manage the Inspector Review process as stated in Section 6, Inspector.

4.2.5.6. The Chapter will ensure that each Certified Inspector within its jurisdiction is covered by Errors and Omissions Insurance by participating in AWMAC's umbrella insurance binder (policy).

4.2.5.6.1. If a Chapter does not have its own Certified Inspector and requires an Inspector from another jurisdiction the Inspectors home Chapter must ensure that their Errors and Omissions Insurance covers the Certified Inspector within the requesting Chapter's jurisdiction.

4.2.5.7. In the event the previously assigned Inspector is unable to complete the inspection process, the Chapter GIS Administrator may assign another Inspector to complete the inspection process in a timely manner.

4.2.5.8. The Chapter will be responsible for maintenance of the Inspectors temperature and humidity meter. Each chapter must maintain at least one temperature and humidity meter that has received a National Institute of Standards and Technology (NIST) Certificate of Calibration. This certificate must be maintained on an annual basis. The Inspectors' temperature and humidity meters within the chapter must be checked against the certified unit on a semi-annual basis.

4.2.6. Pre-Tender Inspection Review

4.2.6.1. The AWMAC Chapter offers a pre-tender inspection review of the architectural plans and specifications prior to tender call on projects that have the GIS specified. An AWMAC Inspector will review the architectural plans and specifications to flag any apparent errors, omissions, contradictions, or other concerns, which could result in confusion during the tendering, manufacturing or installation stage of the project.

4.2.6.1.1. There will be no charge for this service provided the GIS is maintained throughout the duration of the project.

4.2.7. GIS Project Administration

4.2.7.1. The Chapters will administer the inspection service and all projects will only be inspected by AWMAC Certified Inspectors within the Chapter's geographical area unless none are available, subject to the procedures stated previously.

4.2.7.1.1. An Inter-Chapter project is a GIS project located within one Chapter's geographical area but that is manufactured in another Chapter's geographical area.

4.2.7.1.1.1. The Chapter where the project is located will administer the GIS.

4.2.7.1.1.2. The Guarantee will have four guarantors; Manufacturer, Project Chapter, Manufacturer Chapter and AWMAC.

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4.2.7.1.1.3. The Project Chapter shall apply for the Guarantee after confirming that Manufacturer has no outstanding invoices in the Manufacturer's Chapter beyond sixty (60) days

4.2.7.1.1.4. The Manufacturer Chapter to invoice 5% of the GIS fee to the Project Chapter and deposit the same in its liability fund.

4.2.7.1.2. If the GIS project is within Canada but beyond Chapter boundaries the inspection will be usually arranged by:

4.2.7.1.2.1. British Columbia

Yukon

4.2.7.1.2.2. Northern Alberta

Northwest Territories

4.2.7.1.2.3. Ontario

Nunavut

4.2.7.2. Track all project from pre-tender to close out and enter the project data into the GIS database.

4.2.7.3. All communication to be filed electronically.

4.2.7.4. Requests for deletion of the GIS specification (pre or post tender) - the Chapter to contact the Manufacturer(s), Design Professional or Owner's Representative to inform them of the benefits of the GIS program and any relevant pre-tender fees that may apply.

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4.2.7.5. Where the Manufacturer is a non-Member, or a Member not in Good Standing, the Chapter shall request proof that the 3rd party bonding has or has not been secured, and shall note same on inspection reports and client correspondence..

4.2.8. Inspection and Reports General

4.2.8.1. Upon receipt of the manufacturer's submission package the Chapter will appoint an Inspector.

4.2.8.1.1. The GIS Administrator will monitor that inspections are within the Request for Inspection form timelines. (The Inspector tracks their projects and will coordinate with the manufacturer to arrange for an inspection.

- 4.2.8.2. Inspections – Phase 1 Submittals
 - 4.2.8.2.1. Upon receipt of a manufacturer's submittals package check that these documents are included:
 - 4.2.8.2.1.1. A completed Request for Inspection (RFI) form
 - 4.2.8.2.1.2. A copy of the shop drawings, listings and schedules in accordance with AWMAC's STANDARDS Section 1, Submissions that include this minimum information:
 - 4.2.8.2.1.3. Project name and address
 - 4.2.8.2.1.4. Contact information (phone and email) for
 - 4.2.8.2.1.4.1. Design Professional
 - 4.2.8.2.1.4.2. General Contractor
 - 4.2.8.2.1.4.3. Manufacturer
 - 4.2.8.2.1.4.4. Installer
 - 4.2.8.2.1.4.5. Finisher
 - 4.2.8.2.1.5. AWMAC's STANDARDS Grade
 - 4.2.8.2.1.6. Table of Contents
 - 4.2.8.2.1.7. The relevant section(s) of the specifications
 - 4.2.8.2.1.8. Floor plans with the contracted items highlighted
 - 4.2.8.2.1.9. The Design Professional Review, if completed.
 - 4.2.8.2.2. Refer to Section 7, Financial Procedures, regarding non-members or members not in good standing for invoicing procedures.
 - 4.2.8.2.3. If all the documents are in order, forward the documents to the Inspector.
 - 4.2.8.2.3.1. If the documents are not in order or incomplete, request the Manufacturer to provide the correct information. If the Manufacturer does not fulfill the request after three business days, submit all documents to the Inspector who will write the submissions report, indicating the missing information.
 - 4.2.8.2.4. Inspector Submittal Review Report, utilizing the latest AWMAC inspection report template, will contain all pertinent information about the project and the parties involved. (See sample - Section 9, GIS Forms and Reports) The GIS Administrator to contact the Inspector if no report is received within one week.
 - 4.2.8.2.5. The Inspector submits his inspection report to the GIS Administrator. The GIS Administrator edits the report for grammar and uniform format only. If the report is substantially changed due to grammar or unclear writing, the original report is saved on the computer, the revised report is labelled "...R2" and is sent to the Inspector for review. (No changes to the meaning or content of the report are allowed and minor changes to the report do not need to be sent back to the Inspector).
 - 4.2.8.2.6. The GIS Administrator will send a copy of the Submittal Review Report to the manufacturer first. The manufacturer has three (3) business days to respond to this report. The manufacturer's comments (if any) are then sent with the report to the DP and GC.
 - 4.2.8.2.6.1. When Inspection Reports are sent to the manufacturer the following text will be used on the cover: "Please review the attached Inspection report and provide a written response as to any errors or changes. Your response will be included with the Inspection Report to the DP and GC. We will hold this report for three (3) business days, to give you the opportunity to review and respond before releasing it. Reports are to be released only from the local AWMAC Chapter office."
 - 4.2.8.2.6.1.1. The Manufacturer's response will be reviewed by the GIS Administrator and if necessary forwarded to the Inspector for discussion.

- 4.2.8.2.6.2. The Inspection Reports will then be forwarded to the DP and GC for their review and the Design Professional's signature.
- 4.2.8.2.6.3. If there are any non-compliant items, ensure that a signed copy is returned to the Chapter office.
- 4.2.8.3. Inspections – Phase 2 Mock-Up (Sample) Unit
 - 4.2.8.3.1. Phase Two will apply only if the Design Professional specifies a mock-up unit.
 - 4.2.8.3.2. The Manufacturer will arrange with the GIS Administrator and the Inspector a time to inspect the sample or prototype unit either on site, at the Manufacturer's plant or at another practical location.
 - 4.2.8.3.3. The Inspector keeps track of his projects and will arrange for an inspection if the Manufacturer fails to contact the Chapter office or the Inspector in a timely fashion per the Request for Inspection form.
 - 4.2.8.3.4. Inspection and reporting process will be the same as 4.2.8.2.5. & 6.
- 4.2.8.4. Inspections – Phase 3 Final (Site or Plant if supply only)
 - 4.2.8.4.1. The GIS Administrator, in consultation with the Manufacturer, may decide that on larger projects, specific areas or phases will be inspected as they become available.
 - 4.2.8.4.2. The Manufacturer will submit to the Chapter office the completed Final Site Inspection Request and Temperature and Humidity forms only when the following conditions are met:
 - 4.2.8.4.2.1. The project is ready for final site inspection.
 - 4.2.8.4.2.2. The Manufacturer believes the project will conform to the AWMAC's STANDARDS.
 - 4.2.8.4.2.3. All known deficiencies have been corrected.
 - 4.2.8.4.2.3.1 If the Temperature and Humidity readings are beyond the specified range, the manufacturer shall submit communication documents that inform the GC, Owner & Design Professional of the variances.
 - 4.2.8.4.2.3.2 The GIS Administrator to report to the GIS Representative if the manufacturer fails to document.
 - 22/03/18 4.2.8.4.3. The GIS Administrator forwards the Request for Final Inspection Form (RFFI) and Temperature and Humidity forms to the Inspector.
 - 4.2.8.4.4. Inspection and reporting process will be the same as 4.2.8.2.5. & 6.
 - 4.2.8.4.5. Required documents prior to Guarantee Application:
 - 4.2.8.4.5.1. Final Inspection Report.
 - 4.2.8.4.5.2. Final Site Inspection Checklist.
 - 4.2.8.4.5.3. Manufacturer's site Humidity and Temperature Report form.
- 4.2.8.5. Guarantee Application
 - 4.2.8.5.1. Application documents to be forwarded to the AWMAC office:
 - 4.2.8.5.1.1. Guarantee Application Form.
 - 4.2.8.5.1.2. Final Inspection Report signed by the Design Professional
 - 4.2.8.5.1.3. The Inspector and Manufacturer's temperature and humidity records.
 - 4.2.8.5.1.4. Reply from the Manufacturer member, where appropriate,
 - 4.2.8.5.2. After receiving the Final Inspection Report, which is signed by the Manufacturer and Design Professional, proceed as follow:
 - 4.2.8.5.2.1. Report with no deficiencies and/or variances. Check for:
 - 4.2.8.5.2.1.1. Manufacturer's and Inspector's temperature and humidity readings are within the prescribed range for the project's geographical area.
 - 4.2.8.5.2.1.2. No minor deficiencies.
 - 4.2.8.5.2.1.3. No major deficiencies.
 - 4.2.8.5.2.1.4. No contract specified items in variance to AWMAC's

STANDARDS.

- 4.2.8.5.2.1.5. Then forward the guarantee application documents to AWMAC for guarantee issuance.
- 4.2.8.5.2.2. Reports with deficiencies and/or variances.
 - 4.2.8.5.2.2.1. Report with minor deficiencies (not major) and with or without contract specified AWMAC's STANDARDS variances; Final Inspection Report with each rectified deficiency initialed and dated.
 - 4.2.8.5.2.2.1.1. Forward the documents to the Chapter GIS Representative (copy to Chapter President) for review and approval.
 - 4.2.8.5.2.2.1.2. If the Manufacturer disputes the minor deficiencies or remedial action has not taken place within two weeks contact the Chapter GIS Representative.
 - 4.2.8.5.2.2.1.3. Upon GIS Representative approval, forward the guarantee application documents to AWMAC for guarantee issuance.
 - 4.2.8.5.2.2.2. Reports with major deficiencies and with or without minor deficiencies and/or contract specified AWMAC's STANDARDS variances; do not apply for the guarantee until a future Final Inspection report states there are no major deficiencies.
 - 4.2.8.5.2.2.2.1. If the Manufacturer disputes the major deficiencies, or remedial action has not taken place with one month, contact the Chapter GIS Representative.
 - 4.2.8.5.2.2.3. Report with contract specified AWMAC's STANDARDS variances or items that are not under control of the Manufacturer.
 - 4.2.8.5.2.2.3.1. Forward the documents to the Chapter GIS Representative (copy to Chapter President) for review and approval.
 - 4.2.8.5.2.2.3.2. Upon GIS Representative approval forward the guarantee application documents to AWMAC for guarantee issuance.

07/13/17 4.2.8.6 When the Chapter Administrator is also the AWMAC Guarantee **Primary** Issuer (**AWMAC national staff**), all documentation for Guarantee Application will be reviewed by the **Chapter GIS Representative GIS Chair**.

4.2.8.7 Guarantee Issuance

- 4.2.8.7.1 Upon receipt of the AWMAC Guarantee, review for possible errors and check any exclusion wording.
- 4.2.8.7.2 Within Chapter: Print three (3) original Certificates on certificate paper, provided by the AWMAC office, of the certificate document that has been forwarded by electronic mail.
 - 4.2.8.7.2.1. Arrange for Chapter and Manufacturer's signature on all three (3) original Certificates.
- 4.2.8.7.3 Inter-chapter (Project & Manufacturer are in different chapters): Print four (4) original Certificates on certificate paper provided by the AWMAC office of the certificate document that has been forwarded by electronic mail.

- 4.2.8.7.3.1. Arrange for Chapters and Manufacturer's signature on all four (4) original Certificates.
- 4.2.8.7.4 Distribute Certificates as required and ensure that one (1) electronic signed certificate is returned to the AWMAC office.
- 4.2.8.7.5 Deposit payment to the local Chapter Liability Fund.
- 4.2.9 Financial
 - 4.2.9.1 Invoice will be per Financial Procedures, Section 7 which includes:
 - 4.2.9.7.1 Revenue stream.
 - 4.2.9.7.2 Project Rates (includes small projects).
 - 4.2.9.7.3 Chapter Liability Fund.
 - 4.2.9.7.4 Inter-Chapter project revenue and liability
 - 4.2.9.2 Payment from non-members or members not in good standing.
 - 4.2.9.2.1 Invoice payee for total amount before Submittal Report is released. Payments must be received before Submittal Report is released.
 - 4.2.9.2.2 If payment is not received within one week from invoicing, contact the woodworker with a reminder.
 - 4.2.9.2.3 If payment is not received within three (3) business days contact the Owner's Agent (Design Professional) and the GC.
- 4.2.10 Compliance
 - 4.2.10.1 Any member issues (suspected or real) regarding:
 - 4.2.10.1.1 Compliance to AWMAC's STANDARDS for a GIS project
 - 4.2.10.1.2 Adherence to the GIS Policies and Procedures
 - 4.2.10.2 Above issues will be forwarded to the GIS Representative for their determination.

5. Architectural Woodwork Manufacturer**5.1. Policy**

- 5.1.1. The project Owner or Owner's Agent may stipulate the GIS in the contract documents.
 - 5.1.1.1. The Manufacturer may elect to include the GIS in their tender if not so stipulated.
 - 5.1.1.1.1. To alleviate any misunderstanding regarding perceived quality.
 - 5.1.1.1.2. When the Manufacturer is also an AWMAC Member, the Owner will be assured of the issuance of a two (2) year AWMAC Guarantee.
- 5.1.2. When the GIS is stipulated in the contract documents, the Manufacturer (AWMAC member or non-member):
 - 5.1.2.1. Assures the competitors tendering the project that the materials and processes will comply with the AWMAC quality standards manual (current edition at date of tender) hereinafter referenced as AWMAC's STANDARDS.
 - 5.1.2.2. Ensures the inspection and reporting of the project's materials, processes and workmanship will solely reference AWMAC's STANDARDS from submittals (shop drawings etc.) through to completion.
- 5.1.3. If there is imprecise reference to the GIS in the contract documents, AWMAC members will include the GIS program.
- 5.1.4. AWMAC members will not negotiate or request the GIS specification be deleted.
- 5.1.5. **Submittal Reviews and Project Inspection Reports** will include notification to the Owner, General Contractor and Manufacturer of any AWMAC's STANDARDS and/or GIS document procedures, compliance and/or issues.
- 5.1.6. AWMAC members will also be subject to:
 - 5.1.6.1. Compliance procedures when the architectural woodwork does not meet AWMAC's STANDARDS and/or
 - 5.1.6.2. GIS Policy & Procedure Compliance Procedures (go to Section 9, Compliance).
- 5.1.7. AWMAC and their local Chapter(s) will guarantee the project for two years, in lieu of a maintenance bond, to AWMAC Manufacturer Members as a privilege and benefit, if the following conditions are met:
 - 5.1.7.1. The project's woodwork meets or exceeds the AWMAC's STANDARDS.
 - 5.1.7.2. The Member is in good standing.
 - 5.1.7.3. The Member is Manufacturer Standards Questionnaire (MSQ) compliant.
- 5.1.8. AWMAC Manufacturer Members who are not in good standing and non-members will provide a maintenance bond or warranty as per the contract specifications.
 - 5.1.8.1. **Proof of warranty/maintenance bonding to be provided to Chapter GIS Administrator or Inspector upon request.**
- 5.1.9. **Guarantee Exclusion:** The project Owner has engaged AWMAC to perform a service (inspections & reports) and to guarantee the end-product to AWMAC's STANDARDS. AWMAC, the Chapters and Members have agreed to the GIS Policies and Procedures. Therefore, providing an unencumbered Guarantee is not only ethical but also paramount for AWMAC and the member's credibility. The suggestion that the Guarantee be granted for a lesser quality standard is not a viable option because the specific quality grades are

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determined when the contract documents reference AWMAC's STANDARDS. If no grade is stated in the contract documents, the default is Custom Grade.

There are three (3) distinct and different types of exclusions that may be included in a Guarantee:

- 5.1.9.1. Contract specified item(s) in variance to the AWMAC's STANDARDS.
 - 5.1.9.2. Project conditions that are beyond the Manufacturer's control.
 - 5.1.9.3. Manufacturer compliance issues.
- 5.1.10. All GIS related documentation must be submitted to the Chapter office without undue delay.

5.2. Procedures – At Tender

- 5.2.1. Notify project's Chapter office of pending project and details (project name, General Contractor, Design Professional, tender date, etc.)
Advisory Note: It is to your benefit to be supportive of your local Chapter, ensuring competitors will also provide the same quality of work and include the GIS.
- 5.2.2. Include the cost of the GIS as part of the tendered lump sum, not as a separate line item. See <http://awmac.com/gis> for GIS rate schedule.
 - 5.2.2.1. Travel Expenses will be charged for projects outside the Chapter's core area(s) of inspection, for each inspection. (see Section 7, Financial, Travel)
 - 5.2.2.2. Any additional inspections due to non-compliance, or other relevant issues not conforming to AWMAC's STANDARDS or GIS Policy and Procedures, will be invoiced at an additional fee and will be paid prior to release of the inspection report.
- 5.2.3. If the contract GIS reference is not clear but has words such as, Guarantee, AWMAC Inspection, Inspections, Reports etc., AWMAC members will:
 - 5.2.3.1. Include the GIS cost at tender.
 - 5.2.3.2. Advise the project's Chapter Administrator of the imprecise wording.
 - 5.2.3.3. Supply the Design Professional with the correct wording and request an addendum.
 - 5.2.3.4. The member may remove the cost only if an addendum clearly states the GIS is excluded.
 - 5.2.3.4.1. The member will notify the project AWMAC Chapter office when the GIS is deleted for AWMAC follow up.
- 5.2.4. In markets where (or tender documents that state) the supply and install scopes of work are different contracts, the supplier Manufacturer and Installer contractor must include the cost of the GIS in their separate tenders. Therefore, the Manufacturer should consider completing the Separate Contracts for Supply and Installation Form. (See GIS Forms and Reports,).
- 5.2.5. Pre-tender or post-tender request for deletion of the GIS specification:
 - 5.2.5.1. AWMAC recommends that the Manufacturer refer the request to the Chapter office, which will negotiate and resolve the request with the Owner or Owner's Agent. (AWMAC Manufacturer members are committed to the GIS program)

and are required to refer any questions for deletion to the Chapter office.)

5.3. After Contract Award and Prior to Manufacture

5.3.1. The Manufacturer is required to forward the Request for Inspection Package (RIP) containing the following documents to the Chapter office:

5.3.1.1. Request for Inspection Form (RFI)

Advisory Note: Please submit the RFI immediately. If there is no firm construction schedule enter approximate dates for submittals, typical unit & installation start and completion.

5.3.1.2. Submittals per AWMAC's STANDARDS (Section 1, Submittals) which include but are not limited to:

5.3.1.2.1. Cover page, plans, elevations, sections, joinery details listings (include all non-compliant items), schedules & highlighted floor plan for all woodwork.

Advisory Note: Carefully review AWMAC's STANDARDS, Section 1, Submittals to ensure your drawings conform to these standards. Cover page, listings & schedules examples are available to members in Excel format and non-members in PDF from your local chapter or at <http://awmac.com/awmac-members/guarantee-and-inspection-service-gis-program>

5.3.1.3. Design Professional review of shop drawings (redline), if available.

5.3.1.4. Project specifications and applicable addendum

5.3.1.4.1. If items in the architectural specifications and/or drawings are not AWMAC's STANDARDS compliant, the architectural specifications will prevail. Therefore, such deviations cannot be adjudicated using the standards as a basis. The Manufacturer will list these variances.

5.3.1.5. Any relevant information that may be required to complete the Submittal Review.

5.3.2. Upon RIP receipt, the GIS Administrator will check the RIP is complete and then forward the documents to an independent Certified GIS Inspector. If the RIP is not complete, the GIS Administrator will request the Manufacturer to supply the missing information.

5.3.3. The GIS Inspector reviews the RIP and sends the Submittal Review Report to the GIS Administrator who, in turn, forwards it to the Manufacturer.

5.3.4. The Manufacturer has three working days to comment on the Submittal Review Report.

5.3.5. The GIS Administrator forwards the Submittal Report (with the Manufacturer's comments if any) to the Owner's Agent and GC after three (3) business days.

5.3.6. Exceptions:

5.3.6.1. The Design Professional review of the shop drawings, if not available, the Inspector's review may proceed, at the Chapter's discretion.

5.4. Acceptance of On Site Conditions Prior To and During Installation

5.4.1. When the Manufacturer is on site they are to measure and record daily site temperature and humidity conditions prior to delivery, upon delivery, during installation and at completion. It may be necessary to take more than one (1) reading per day depending on different site areas and exposures.

5.4.1.1. Temperature and humidity readings are to be taken at the centre of the room.

- 5.4.1.2. If the temperature and humidity conditions are in variance to acceptable AWMAC's STANDARDS prior to delivery, notify the GC that delivery will be postponed until the conditions are rectified, or the GC signs off and thereby assumes all liability. Copy this correspondence to the Design Professional and the local AWMAC office.
- 5.4.1.3. If at any other time the temperature and humidity conditions are in variance to AWMAC's STANDARDS, advise the GC immediately, followed with written notification. Copy this correspondence to the Design Professional and the local AWMAC office.

5.4.1.4. Temperature and humidity meters will be calibrated annually.

5.4.2. Prior to installation check and report (see AWMAC's STANDARDS) to the GC if:

- 5.4.2.1. The building is not closed in and/or HVAC system is not working.
- 5.4.2.2. The preparatory work (walls, floors, ceiling, etc.) by others are not plumb, square, primed, etc.

Advisory Note: If site conditions are not to standard and documented notice is not given to the GC and/or Owner and the Manufacturer proceeds, the Manufacturer may be held responsible for any work that does not meet AWMAC's STANDARDS.

5.5. Mock-Up (Sample Unit) Inspection when specified

- 5.5.1. Notify the project Inspector (or Chapter) and coordinate inspection (time & place).
- 5.5.2. Manufacturer's representative should be present for inspection.
- 5.5.3. The GIS Inspector reviews the sample unit and sends the Mock-Up Report to the GIS Administrator who forwards the report to the Manufacturer. The Manufacturer receives the Mock-Up Report and has three (3) business days to comment to the Chapter office before the Chapter forwards the report to the Owners.
- 5.5.4. The GIS Administrator forwards the inspection report along with any comments received from the Manufacturer to the DP and GC.

5.6. Final Inspection

- 5.6.1. Manufacturer's Request for Final Inspection form (RFFI). Send the RFFI to the project's Chapter GIS Administrator when the project requires its final inspection, either at site or at the Manufacturer's plant. Include with this form:
 - 5.6.1.1. Temperature and humidity records.
 - 5.6.1.1.1. If the Temperature and Humidity readings are in variance to AWMAC's specified range, submit communication documents that inform the GC, 22/03/18 Owner & Design Professional of the variances.
 - 5.6.1.2. Final contract value.
 - 5.6.1.3. Percentage value per AWMAC's STANDARDS sections.
 - 5.6.1.4. And these conditions have been met:
 - 5.6.1.4.1. The project is ready for final inspection.
 - 5.6.1.4.2. The Manufacturer has made good all deficiencies.
 - 5.6.1.4.3. The Manufacturer is satisfied that their work will conform to all requirements.
- 5.6.2. It is in the best interest of the Manufacturer to have a qualified agent accompany the Inspector to make minor adjustments etc.
- 5.6.3. The Manufacturer receives the Final Inspection Report and has three (3) working days to comment to the Chapter office before the Chapter forwards the report to the Owners.

- 5.6.4. The Manufacturer signs off the Final Inspection Report and returns this report to the GIS Administrator.
 - 5.6.5. The GIS Administrator forwards the inspection report along with any comments received from the Manufacturer to the DP and GC.
 - 5.6.6. If the project is subject to a maintenance bond, rather than a Guarantee, the GIS program is complete when the final inspection report is issued.
 - 5.6.7. The Guarantee process is initiated if there are no deficiencies and if the project is subject to a Guarantee,
 - 5.6.8. If the project is subject to a Guarantee and there are minor deficiencies, (i.e. door adjustments) the Guarantee process will be initiated only after the final report has been returned to the AWMAC Chapter office with each rectified deficiency initialed and dated.
 - 5.6.9. The definition of minor deficiencies is as follows:
 - 5.6.9.1. As a guideline, all deficiencies will require re-inspection except those, in the opinion of the Inspector that can be addressed within eight (8) person-hours for projects under \$100,000, or within sixteen (16) person-hours if over \$100,000 and if no:
 - 5.6.9.2. Major material replacement is required.
 - 5.6.9.3. No refinishing is being done.
 - 5.6.9.4. **AMWAC Chapter office may give the manufacturer notice that a re-inspection will take place to confirm the minor deficiencies were addressed satisfactorily and re-inspect. There will be no charge for this spot inspection if deficiencies were addressed satisfactorily.**
 - 5.6.10. If the project is subject to a Guarantee and there are major deficiencies, the Guarantee process will not be initiated. After the remedial work is complete, a re-inspection will be undertaken at the Manufacturer's expense. This inspection will be treated as the final inspection as noted above.
- 5.7. Manufacturer Standards Questionnaire (MSQ)**
- 5.7.1. The MSQ is a series of questions to determine AWMAC's STANDARDS & GIS knowledge and competency.
 - 5.7.2. An AWMAC member must have at least one (1) owner or manager that has successfully passed the current MSQ prior to issuance of the Guarantee.
 - 5.7.2.1. The owner or manager is the MSQ certificate holder (not the AWMAC member).
 - 5.7.2.2. The MSQ certificate is mailed to the certificate holder and copied to the Chapter.
 - 5.7.2.3. The MSQ certificate holder's name and number to be entered in the GIS Database.
 - 5.7.3. The Manufacturer member's primary MSQ application and subsequent updates are a member benefit at no cost.
 - 5.7.3.1. The member will be invoiced for the second and subsequent applications (see Section 7, Financial)
 - 5.7.4. In the event an MSQ certificate holder leaves one member firm (previous) and moves to another member firm (new), the following will apply:
 - 5.7.4.1. The previous firm shall not be charged for a replacement MSQ application.
 - 5.7.4.2. The certificate holder shall inform the local chapter and AWMAC GIS administrator at admin.bc@awmac.com of their employment status (both previous and new).

5.8. Guarantee

- 5.8.1. The Manufacturer member may obtain a Guarantee if the Manufacturer is a member in good standing throughout the project, is MSQ compliant and has submitted a completed Temperature and Humidity form,
- 5.8.2. The local Chapter sends three (3) copies of the Guarantee Certificate (signed by the AWMAC President and AWMAC Chapter President) to the Manufacturer.
- 5.8.3. The Manufacturer signs all copies as the primary guarantor and returns one (1) copy to the Chapter GIS office and sends one (1) copy to the GC / Project Manager.
- 5.8.4. The Chapter GIS office forwards one (1) copy by email (both sides) to the Owner's Agent, the GC / Project Manager and the Inspector.

5.9. Guarantee Exclusions

- 5.9.1. Contract specified item(s) in variance to AWMAC's STANDARDS will be excluded from the AWMAC Guarantee. This exclusion is because contract specified items take precedence over the AWMAC's STANDARDS.
- 5.9.2. Project conditions that are beyond the Manufacturer's control that preclude compliance to AWMAC's STANDARDS will be excluded from the AWMAC Guarantee.
- 5.9.3. Projects that have some AWMAC's STANDARDS sections that are compliant and some sections that are not compliant due to Manufacturer's lack of performance:
 - 5.9.3.1. This lack of performance to be itemized including value of non-compliant sections and therefore will become a contractual item between the Manufacturer / Installer and Owner.
 - 5.9.3.2. It is AWMAC's recommendation that sections that are not compliant be covered by a two (2) year maintenance bond.
 - 5.9.3.3. AWMAC Manufacturers see "Exclusion and Consequence Procedures", Section 9, Compliance.

5.10. Financial

- 5.10.1. The Owner's GIS payment to the Manufacturer is held in trust to be paid to the local Chapter.
- 5.10.2. The GIS cost is based on the architectural subcontract plus all change orders.
 - 5.10.2.1. If the value of the architectural woodwork portion is less than 75% of the total contract, then the GIS fee will be based on the architectural woodwork portion only, when the project value is over \$135,000.
- 5.10.3. AWMAC Manufacturer members are invoiced accordingly.
- 5.10.4. Non-members, prior to Submittal Report issuance, will pay the full GIS inspection cost per contract value. There may be additional costs or credits depending upon the final contract value.
- 5.10.5. Extra charges will be assessed to the Manufacturer if:
 - 5.10.5.1. Shop drawing information is not complete and requires a further review and written report.
 - 5.10.5.2. Final inspection report deficiencies that require a re-inspection.

5.11. Procedures: Interpretations, Mediation and Appeals

- 5.11.1. For GIS issues contact your GIS Committee Representative and/or the GIS Committee Chair.
- 5.11.2. For AWMAC's STANDARDS interpretations contact the GIS Committee Representative and AWMAC Manual Committee

5.12. GIS Forms

- 5.12.1. Forms are available from the AWMAC website: <http://awmac.com/gis>

6. Inspector**6.1. Policy**

- 6.1.1. Inspection will solely reference the current English or French Architectural Woodwork Manufacturers Association of Canada, quality standards manual (current edition at date of tender), hereinafter referenced as AWMAC's STANDARDS, as the technical reference for the GIS Program.
- 6.1.2. Inspection will be conducted by independent AWMAC Certified Inspectors.

6.2. Procedures

- 6.2.1. Inspector Criteria – Profile: the principal requirements for an AWMAC GIS Inspector include the following. They must be:
 - 6.2.1.1. Knowledgeable about building construction in general and specifically, architectural woodwork.
 - 6.2.1.2. Familiar with plans, specifications, and shop drawings.
 - 6.2.1.3. Able to interpret and understand the AWMAC's STANDARDS, current edition.
 - 6.2.1.4. Able to produce a concise, comprehensive and well organized report.
 - 6.2.1.5. Competent in the use of word processing software and electronic mail.
 - 6.2.1.6. Physically able to perform job-site inspections.
 - 6.2.1.7. Available to perform inspections in a timely manner.
 - 6.2.1.8. Impartial and not in conflict with the work being inspected.
 - 6.2.1.8.1. Have read and signed off on the GIS Inspector Conflict of Interest Document annually. See GIS Forms and Reports. (GIS F&R)
 - 6.2.1.8.2. Will not inspect any project/product where they was previously employed by or contracted to any of the contractually involved parties for a minimum of two years unless authorized by the GIS Committee.
 - 6.2.1.8.3. Will not inspect and report on GIS or other deemed AWMAC projects and/or products for other parties unless authorized by the GIS Committee and/or local Chapter GIS administrator.
- 6.2.2. Inspector Responsibilities
 - 6.2.2.1. When assigned to a project, the Inspector will base their report on the information forwarded by the Chapter and complete the three (3) phase inspection process.
 - 6.2.2.2. Inspections and reports are to be completed within seven (7) days upon receipt of documents (submittals inspection) or notification by the Manufacturer (sample and site inspections)
 - 6.2.2.3. All reports are submitted to the Chapter office for distribution, and under no circumstances may they be sent directly to other parties by the Inspector.
 - 6.2.2.4. The use of photography is encouraged at the discretion of the Inspector. Photos should only be used to clarify an issue.

- 6.2.2.5. Inspectors are to retain all project specific documents until the Guarantee for that project has expired.
- 6.2.2.6. The Inspector's kit will include the AWMAC's STANDARDS manual, a temperature and humidity meter, an Inspector badge and hard hat which will be supplied by the Chapter office.
- 6.2.2.7. The temperature and humidity meter is to be calibrated annually. If the meter cannot be calibrated, it will be referenced against a calibrated meter semi-annually.
- 6.2.3. Inspection Kit to include:
 - 6.2.3.1. Folding ruler & a minimum 12' (3.65m) tape with metric and imperial divisions.
 - 6.2.3.2. Multi-driver with bits (Slot, Phillips, and Robertson).
 - 6.2.3.3. Small mirror to check top and bottom of doors (a dental mirror is good).
 - 6.2.3.4. Straight edge (min 7") to check telegraphing of doors (a 12" combination square is good).
 - 6.2.3.5. Set of feeler gauges – flat type, metric preferred.
 - 6.2.3.6. 12" 'Torpedo' level.
 - 6.2.3.7. Plumb bob c/w line.
 - 6.2.3.8. An approximately 4m length of nylon cord, two (2) equal thickness spacer blocks, and masking tape (to check warp or twist of doors).
 - 6.2.3.9. Magnifying glass.
 - 6.2.3.10. Outside calipers.
 - 6.2.3.11. Flashlight.
 - 6.2.3.12. Small metal bar exactly 3mm (1/8") thick to check door/drawer gaps.
 - 6.2.3.13. Sharp pencil(s) and a notebook or clipboard with ruled paper.
 - 6.2.3.14. Sharp pocket knife.
 - 6.2.3.15. Current AWMAC's STANDARDS manual.
 - 6.2.3.16. Hard hat and approved safety boots and safety glasses if required.
 - 6.2.3.17. Temperature and humidity meter.
 - 6.2.3.18. AWMAC GIS Certified Inspector's badge
- 6.2.4. Inspector Certification Procedure
 - 6.2.4.1. The Inspector Certification Questionnaire (ICQ) is administered by AWMAC electronically and kept on file at the Chapter.
 - 6.2.4.2. The ICQ consists of approximately 250 multiple choice questions; approximately 90% from the current edition of the AWMAC's STANDARDS and Errata (as they become available) and approximately 10% from the current edition of the AWMAC GIS Policy and Procedures Manual.
 - 6.2.4.3. The prospective Inspector sends an email to the AWMAC's STANDARDS Certification Administrator at standards.certified@awmac.com requesting an ICQ. When complete the ICQ is emailed back in Excel format to the AWMAC's STANDARDS Certification Administrator for marking.
 - 6.2.4.4. Prospective Inspector must successfully complete the ICQ. If the mark is:

- 6.2.4.4.1. 95% or greater – the prospective Inspector becomes an Interim Inspector.
- 6.2.4.4.2. 85% to less than 95% – the prospective Inspector must do a “Rewrite” based on the problem areas of the first ICQ document and will become an Interim Inspector if the 95% grade is achieved.
- 6.2.4.5. Less than 85% on the initial ICQ or less than 95% on the ICQ plus the Rewrite; the prospective Inspector fails and may apply again to write another complete ICQ after fourteen days.
- 6.2.4.6. At this time the Interim Inspector will invoice the Chapter at the agreed rate.
- 6.2.4.7. An Interim Inspector must complete the inspection of four (4) GIS projects – each including submittals, mock-up and site inspections. Inspections will be done with an existing (mentor) Inspector.
 - 6.2.4.7.1. First project inspections are a learning tool. Interim Inspector observes and shadows mentor Inspector.
 - 6.2.4.7.2. Second project inspections are a collaboration.
 - 6.2.4.7.3. Third project inspections – the Interim Inspector produces independent reports that are assessed by the mentor.
 - 6.2.4.7.4. Fourth project inspections – independent reports are produced and assessed by a second Certified Inspector. If a second Certified Inspector is not available, the GIS committee will make a determination.
- 6.2.4.8. The Interim Inspector will be deemed competent to the satisfaction of the Chapter GIS Representative when they demonstrates the ability to:
 - 6.2.4.8.1. Inspect shop drawings in an acceptable and timely manner.
 - 6.2.4.8.2. Produce GIS forms and reports in an acceptable and timely manner.
 - 6.2.4.8.3. Participate in inspections in a reasonable and timely manner.
 - 6.2.4.8.4. Communicate with the local Chapter and GIS office in an acceptable and timely manner.
 - 6.2.4.8.5. Conduct themselves and represent AWMAC in a professional and unbiased manner.
 - 6.2.4.8.6. Fully utilize the Inspector’s tool kit during an inspection.
 - 6.2.4.8.7. Fully utilize the current editions of AWMAC’s STANDARDS and the GIS Policy and Procedures Manual.
 - 6.2.4.8.8. Be thoroughly familiar with architectural drawings and specification documents.
- 6.2.4.9. The Interim Inspector will now become a Certified AWMAC GIS Inspector upon Chapter approval and recommendation from the AWMAC GIS Committee to AWMAC.
 - 6.2.4.9.1. At this point the Inspector is limited to inspecting projects valued at less than \$100,000.

- 6.2.4.9.2. The GIS Representative will review the Inspector's reports for the following elements and if the reports are acceptable they may waive the \$100,000 for future projects that contain the following elements:
 - 6.2.4.9.2.1. Finishing – stain, transparent and opaque
 - 6.2.4.9.2.2. Millwork – jambs, standing and running trim
 - 6.2.4.9.2.3. Any aspect of stair work and rails
 - 6.2.4.9.2.4. Wall/ceiling surfacing & partitions
 - 6.2.4.9.2.5. Doors
 - 6.2.4.9.2.6. Casework; wood and HPDL
 - 6.2.4.9.2.7. Counters; HPDL and one other
 - 6.2.4.9.2.8. Minimum of one Custom and Premium Grade item. If one of the grades has not been stipulated, the Inspector may inspect and write a separate GIS report for review by the GIS Representative,
- 6.2.4.9.3. With positive report reviews by the GIS Representative as stated above and with Chapter recommendation to the AWMAC GIS Committee, and with the AWMAC GIS Committee's approval, this limitation will be removed.
- 6.2.4.10. Once the Inspector becomes a Certified Inspector the Chapter Representative will request a certificate and badge from the AWMAC's STANDARDS Certification Administrator.
- 6.2.5. Evaluating an Inspector. AWMAC and its Chapters consider the performance of its Certified GIS Inspectors critical to the well-being of the GIS Program.
 - 6.2.5.1. Chapter to review each Inspector once every two years or whenever deemed necessary.
 - 6.2.5.2. Review process:
 - 6.2.5.2.1. Chapter Representative to review a minimum of one (1) current GIS project prior to the evaluation. Review will consist of studying the project specifications and plans, the shop drawings, all inspection reports and includes a walk-through of the project.
 - 6.2.5.2.2. Both the Inspector and Chapter Representative to complete the Evaluation Form prior to meeting. (See GIS Forms and Reports)
 - 6.2.5.2.3. The participants in the evaluation will consist of the Inspector, the Chapter GIS Representative and one (1) other Chapter Representative or another Chapter GIS Representative.
 - 6.2.5.3. Evaluation and any other data to be filed with the AWMAC Chapter and AWMAC GIS Committee secretary.
 - 6.2.5.4. All Inspectors will complete an updated ICQ within three (3) months of the effective date of a new edition of AWMAC's STANDARDS and/or every five years, whichever comes first, or at the discretion of the AWMAC GIS Committee.

6.2.6. Financial Procedures

6.2.6.1. Inspectors are contracted as independent consultants to the Chapter on a per-project basis. Inspectors work on a set Chapter fee involving a set hourly rate, travel time, vehicle mileage allowance and reimbursements of relevant out-of-pocket expenses.

6.2.6.2. Inspectors invoice the Chapter for inspections undertaken. Invoices may be on the basis of one (1) invoice per-inspection or one (1) invoice for a number of inspections on the same project as negotiated with the office.

6.2.6.3. As an independent consultant, the Inspector is liable for all government taxes.

6.2.7. Inspections General

6.2.7.1. The AWMAC Inspection Service is based on a three (3) phase inspection review process, with a written report issued by an AWMAC Certified Inspector at each phase. This process may be preceded by a pre-tender inspection review.

6.2.7.2. Projects will be inspected using the current AWMAC's STANDARDS manual at time of tender as the sole reference.

6.2.7.3. Inspector and Chapter office communication with the Manufacturer is necessary before all physical inspections.

6.2.7.4. The Inspectors will keep track of their projects and will arrange for an inspection if the Manufacturer fails to contact the Chapter office in a timely fashion, according to the Request for Inspection Form.

6.2.7.5. Inform the local Chapter office in writing if there are any disagreements regarding the Inspector's findings, concerns or other issues.

6.2.8. Manual Interpretations & Interim Resolutions

6.2.8.1. Any concerns are forwarded to the local GIS Representative and copied to Chapter office in writing. If there is an urgent need for an interpretation/resolution, the Chapter office will be informed immediately. The GIS Representative or their appointee will endeavour to resolve any GIS and AWMAC's STANDARDS issues in conjunction with the relevant AWMAC GIS or Manual Committee and report back to the Inspector, copied to the Chapter office, in a timely fashion.

6.2.8.2. If the Inspector is asked to comment on a particular AWMAC's STANDARDS issue by any party except the local Chapter office or GIS Committee, the response will be "this area of concern has been (or will be) forwarded to the AWMAC Manual Committee for comment".

6.2.8.3. If the Inspector perceives that this area of concern warrants the submission of an AWMAC's STANDARDS Improvement Suggestion Form, the Inspector will refrain from writing one until the particular area of concern is resolved. Although AWMAC fully supports the Inspector's freedom and encourages the Inspectors to write AWMAC's STANDARDS Improvement Suggestion Forms, the Inspector must not be an advocate for change when inspecting but is to report only on the area of concern.

6.2.9. Pre-Tender Review

- 6.2.9.1. The Inspector will review the architectural plans and specifications to flag any apparent errors, omissions, contradictions, or other concerns, which could result in confusion during the tendering, manufacturing or installation stage of the project. The Inspector will also make sure that all documents meet AWMAC's STANDARDS.

6.2.10. Phase One: Submittal Review

- 6.2.10.1. The AWMAC Chapter office forwards the Manufacturer's submittals (shop drawings, listings and schedules) and relevant contract documents to the assigned Inspector.
- 6.2.10.2. The review of the shop drawings by the Inspector is in addition to, and does not replace the review by the Design Professional and may be done before, during or after the Design Professional's review.
- 6.2.10.3. The submittals must comply with AWMAC's STANDARDS, Section 1 Submittals.
 - 6.2.10.3.1. If the Manufacturer's submittals are deficient of information required for the Inspector to form an opinion for the Submittal Review Report the Inspector will:
 - 6.2.10.3.2. Request clarification in writing. If this information is forthcoming in a timely fashion, the Inspector will complete his review and submit the Submittal Review Report.
 - 6.2.10.3.3. If this information is not received within three (3) working days, the Inspector will submit the Submittal Review Report listing the missing information. Once the Manufacturer submits the missing information it will be forwarded to the DP and GC in the format received.
- 6.2.10.4. The Inspector will determine whether or not the materials and methods indicated on the shop drawings conform to the current AWMAC's STANDARDS manual and may also indicate deviation from architectural drawings and specifications.
- 6.2.10.5. It is important to differentiate between the project documents and AWMAC's STANDARDS. An item may conform to Standards but not to the project documents and vice versa.
 - 6.2.10.5.1. If the Manufacturer's stated materials and/or methods are not AWMAC's STANDARDS compliant, include these findings as not compliant items in the report.
 - 6.2.10.5.2. If the project documents stated materials and/or methods are not AWMAC's STANDARDS compliant include these findings as in variance to AWMAC's STANDARDS.
- 6.2.10.6. The Inspector will write a report outlining their observations regarding the Submittal Review Report.

- 6.2.10.7. The Inspector submits his inspection report to the Chapter office. The office may edit the report for grammar and uniform format. If the report is substantially changed due to grammar or unclear writing, the original report is saved on the computer, the revised report is labelled "R2" and is sent to the Inspector for review. (No changes to the meaning or content of the report are allowed and minor changes to the report do not need to be sent back to the Inspector).
- 6.2.10.8. See Inspection Report inclusions 6.2.15.1.
- 6.2.11. Phase Two: Sample Unit or Mock-Up Inspection (if specified)
 - 6.2.11.1. The Manufacturer will arrange a time with the Chapter office and the Inspector to inspect the sample or mock-up unit either on site, at the Manufacturer's plant or at another practical location.
 - 6.2.11.2. The unit, which preferably can be incorporated into the project, will include all typical elements.
 - 6.2.11.3. Physical inspection of unit.
 - 6.2.11.3.1. The Inspector will inspect the unit for AWMAC's STANDARDS compliance.
 - 6.2.11.3.2. The Inspector will inspect and compare the use of materials, joinery methods, cabinet door sizes, shelf spans, edge banding, plastic laminate joint locations, backing requirements, finishes, etc. with the previously inspected submittals (shop drawings, etc.).
 - 6.2.11.4. The Inspector will write a report outlining their observations regarding the inspection review of the sample or mock-up unit. All deviations from AWMAC's STANDARDS and the Manufacturer's submittals will be noted. This process is intended to establish the sample unit as the "quality control standard" for the remainder of the architectural woodwork and any work which does not conform should not be approved on subsequent site inspections.
 - 6.2.11.4.1. If the Owner's Agent approves, in writing, any architectural woodwork that does not meet AWMAC's STANDARDS, that work will be noted as a contract specified variance and not deficient work in subsequent reports.
 - 6.2.11.5. The inspection report is sent to the Chapter office for review and then forwarded first to the Manufacturer for comment and then to the Owner's Agent and GC for review.
 - 6.2.11.6. On a relatively large project where a sample or mock-up unit has not been specified, it may be advantageous for the Inspector to check work in progress at the manufacturing plant.
 - 6.2.11.7. Phase Two will not usually apply if the Design Professional does not call for a sample or mock-up unit.
- 6.2.12. Phase Three: Final Inspection(s)
 - 6.2.12.1. Prior to Site Inspection
 - 6.2.12.1.1. The Manufacturer will arrange with the Chapter office and the Inspector where to inspect the architectural woodwork either: on

site if installed; at the Manufacturer's plant if supply only; or on site if supply and delivered.

- 6.2.12.1.2. The Manufacturer and/or GC will be contacted to arrange a specific time for access to the site and when deemed necessary, ensure that a guide is available. The foreman of the installation crew is usually a good guide and can frequently have minor deficiencies corrected "while you wait" so that they need not be reported. On smaller projects a guide may not be needed but in all cases the Inspector must be provided with floor plans with all items to be inspected highlighted.
- 6.2.12.1.3. The Chapter, in consultation with the Manufacturer and Inspector, may decide that on larger projects specific areas or phases will be inspected as they become available.
- 6.2.12.1.4. The Inspector will become familiar with the project prior to arrival on site for final inspection. In particular, he will re-check the specifications, shop drawings, and previous reports to become re-acquainted with the project. In some cases, it may have been a considerable time since the previous reports.
- 6.2.12.1.5. The Inspector will contact the Manufacturer to schedule arrangements prior to arrival on site. (i.e. security, safety, meeting of site contact, location of sample unit, updated deficiency list). The Inspector will inspect the manufactured goods based on the reviewed shop drawings and the mock-up unit.
- 6.2.12.1.6. An Inspector may be called to do a temperature and humidity test and write a report stating that the architectural woodwork will not be guaranteed if the site conditions do not meet the AWMAC's STANDARDS. The report will be processed quickly and sent to the Manufacturer, GC and DP.
- 6.2.12.2. Site Inspection
 - 6.2.12.2.1. Check in at the site office, explain the purpose of the visit, and meet the guide. Site security may require signing in and issuance of a visitor's badge. Be sure all safety and security requirements are understood and complied with. We suggest wearing a hard hat whether or not it is required. The Inspector should always wear approved safety boots. Remember that the Inspector represents AWMAC and the GIS program may be judged by his conduct on site.
 - 6.2.12.2.2. If the Inspector quickly determines that, in his opinion, the site is not ready for inspection, he should not proceed, but should notify the Chapter office of his conclusion.
 - 6.2.12.2.3. The Inspector will ensure that all GIS specified items included in the architectural woodwork contract covered under the GIS are

inspected. There may be other items that are not included in this GIS specified contract and if in doubt first check the highlighted floor plan and/or shop drawings and if necessary ask the Manufacturer's representative.

6.2.12.2.4. When the contract is "supply only" and the Inspector is inspecting the manufacture on site, the Inspector will differentiate between what has been manufactured and what has been installed.

6.2.12.2.5. The Inspector will probably find that they quickly gets a general impression of the overall quality of the project. Good jobs are easily and quickly inspected, as there will be little if anything on which to comment negatively. Positive comments on above average jobs may sometimes be appropriate. On poorer jobs the same concerns will probably be found throughout. The more difficult jobs are those that present concerns requiring the Inspector to make an objective judgment as to conformity with the standards of workmanship as defined in the AWMAC's STANDARDS manual.

6.2.12.2.6. Make sure that notes made on site are sufficiently complete to enable the preparation of a full and comprehensive report. There is no reason why the Inspector should not comment favourably if, in his opinion, the project or some element of the project is particularly well executed. Some examples:

6.2.12.2.6.1. A well-executed project, although contract specified as custom grade, the workmanship generally meets premium grade.

6.2.12.2.6.2. Excellent finishing, the staining is exceptionally consistent.

6.2.12.2.6.3. The Manufacturer's choice of solids and veneer are particularly well matched.

6.2.12.2.7. Reserve comments regarding quality issues to your report. Do not verbalize your findings to the Owner or Owner's Agent.

6.2.12.2.8. The Inspector will measure and record relative temperature and humidity when on site in the centre of the rooms. See Temperature and Humidity Report form in GIS Forms and Reports. (GIS F&R)

6.2.12.2.9. The Inspector will also use the AWMAC GIS Inspector Checklist as shown in GIS F&R. The completed checklist will be submitted with the final report to the local Chapter office.

6.2.13. Report Requirements

6.2.13.1. Reports will be submitted to the Chapter office using the AWMAC inspection report templates and contain all pertinent information about the project and the parties involved. (See sample reports, GIS F&R).

6.2.13.2. The report will note the date and time and those persons accompanying the Inspector during the inspection. It will also note the site conditions, stage of

completion and whether the site was occupied and in use by the tenant or Owner. A record of the temperature and relative humidity will be included with every site inspection.

- 6.2.13.3. The report should make clear what was inspected.
- 6.2.13.4. The report does not require detailed descriptions of the type of architectural woodwork inspected. The parties involved are already conversant with it.
- 6.2.13.5. General concerns and observations occurring throughout the project will be itemized and fully described, but need to be mentioned only once in the report. All observations and/or concerns will make reference to the section of the AWMAC's STANDARDS and/or the specifications.
- 6.2.13.6. Specific concerns and observations will be itemized and described with the location given in terms of room #, elevation, or other means. Specific concerns and observations will make reference to the section of the AWMAC's STANDARDS manual and/or the specifications.
- 6.2.13.7. It is important to differentiate between the project documents and the AWMAC's STANDARDS. An item may conform to the AWMAC's STANDARDS manual but not to the project documents and vice versa. In the interest of brevity do not list items or conditions, which are not deficient, except where items that were noted as deficient on a previous report have now been corrected.
- 6.2.13.8. Be sure to separate fact from opinion. For instance, if a shelf span exceeds the allowable standard, it is a measurable fact. However, if the woodwork is borderline acceptable regarding compatibility in colour and figure, it may be the Inspector's opinion that it does not meet AWMAC's STANDARDS. Another Inspector (and/or the Manufacturer) may not agree. As a recognized "expert" the Inspector is entitled to express an opinion without prejudice, but if it is claimed that something is a fact, it must be demonstrable as such. Any statement of opinion should be preceded by the phrase "in my opinion".
- 6.2.13.9. Summarize the report with a statement such as, "In my opinion, until the above noted concerns have been satisfactorily addressed, this installation will not conform to the current AWMAC's STANDARDS manual." Or "Except for the above noted concerns, in my opinion this installation conforms to the current AWMAC's STANDARDS manual." (For further Inspection Report inclusions see 6.2.15).
- 6.2.13.10. Always remember that the Inspector is passing judgment on a specific project per AWMAC's STANDARDS and not on the Manufacturer or Contractor generally. The Inspector will not make any statement, written or verbal, which reflects on the competence, conduct, or ethics of the Manufacturer or Contractor, but will deal only with the quality of work done on the project. It is vital to the success and growth of AWMAC and the GIS program that Inspectors maintain a reputation for professional competence, honesty,

fairness, and objectivity. All reports should reflect and enhance this reputation.
Example:

6.2.13.10.1. GOOD wording: The veneer panels are not compatibly matched for colour and figure per AWMAC's STANDARDS.

6.2.13.10.2. POOR wording: The Manufacturer chose veneer panels which are not compatibly matched for colour and figure per AWMAC's STANDARDS.

6.2.13.11. Unless it is a final report, the report will include a request to notify the AWMAC Chapter when ready for the next inspection.

6.2.13.12. As a guideline, all deficiencies will require re-inspection except those that, in the opinion of the Inspector, are minor and can be addressed within:

6.2.13.12.1. Eight (8) man hours for projects under \$100,000.

6.2.13.12.2. Sixteen (16) man hours if over \$100,000.

6.2.13.12.3. Larger projects are at the discretion of the Inspector.

6.2.13.12.4. If no major material replacement is required.

6.2.13.13. The report to be submitted to the Chapter office and not to other parties directly.

6.2.13.14. If the Manufacturer is a member in good standing throughout the project, the issuance of the Guarantee is passed on to the Inspector so that he is able to close the file. If the Manufacturer is a non-member then the file is considered closed when the final site inspection report has been sent to the GC and DP.

22/03/18 6.2.13.15. The Inspector shall note on his inspection reports whether proof of 3rd party bonding/warranty has been provided.

6.2.13.16. Inspectors are to retain all project specific documents until the Guarantee for that project has expired.

6.2.14. Notes for the Inspector - AWMAC Inspection Reports

6.2.14.1. Submittal Review

6.2.14.1.1. All documents submitted should be listed in the report.

6.2.14.1.2. State AWMAC Grade specified. A short resume of the proposed materials and construction methods should be included as the Inspector understands them.

6.2.14.1.3. Any variations from the specifications and/or AWMAC's STANDARDS should be listed with references to the appropriate sections. The variations to the specifications should state whether they conform to AWMAC's STANDARDS or not.

6.2.14.1.4. All items must be numbered or lettered for easy reference in future reports.

6.2.14.1.5. Ask for clarification in writing of any deviations from specifications and/or AWMAC's STANDARDS.

6.2.14.2. Mock-Up Report

6.2.14.2.1. State date and place of inspection and who accompanied the Inspector.

6.2.14.2.2. Describe units inspected.

6.2.14.2.3. State if samples conform to AWMAC's STANDARDS and if they are as described in the Submittal Report.

- 6.2.14.2.4. Any variations from AWMAC's STANDARDS should be listed and each item given a number or a letter. If a variation was listed in the Submittal Review Report refer back to that item.
- 6.2.14.2.5. Ask for information in writing to correct any items not conforming to AWMAC's STANDARDS.
- 6.2.14.3. Site Inspection Report
 - 6.2.14.3.1. State date of inspection and who accompanied the Inspector.
 - 6.2.14.3.2. ~~Record the~~ Temperature and Humidity
 - 6.2.14.3.2.1. State whether installation temperature and humidity readings were within or not within AWMAC's specified range. And if not whether the GC and/or the owner's representative were informed.
 - 6.2.14.3.2.2. State whether inspection temperature and humidity readings were within or not within AWMAC's specified range.
 - 6.2.14.3.2.3. To allow for normal deviations in hygrometer calibration; sporadic readings showing a unidirectional variance of 2% or less shall not be deemed out of range for warranty purposes.
 - 6.2.14.3.3. State whether the premises were occupied and which areas were inspected.
 - 6.2.14.3.4. Explain if this inspection covers the whole project or one (1) phase of a project.
 - 6.2.14.3.5. List any deficiencies and variations from AWMAC's STANDARDS and give them a number or letter. Refer back to previous reports if they were itemized in these reports.
 - 6.2.14.3.6. If the same deficiency occurs in numerous locations throughout the project, describe it as such only once in the report.
 - 6.2.14.3.7. If the Design Professional has requested or approved an item not conforming to AWMAC's STANDARDS explain that this item will not be covered by the Guarantee.
 - 6.2.14.3.8. If a special inspection is requested state who requested it.
- 6.2.15. Notes for the Inspector - AWMAC Standard Inspection Inclusions – use where appropriate
 - 6.2.15.1. Submittal Review:
 - 6.2.15.1.1. "In my opinion the forgoing items should be addressed in writing and clarified with the Design Professional before beginning fabrication."
 - 6.2.15.1.2. "Once the above mentioned concerns have been addressed and if the architectural woodwork complies with the shop drawings and the information provided, then this project, in my opinion, will meet AWMAC's STANDARDS."
 - 6.2.15.1.3. "I assume that the hardware proposed has been approved by the Design Professional. Finished hardware items are covered by the warranty terms of the hardware Manufacturer and not by AWMAC's STANDARDS."
 - 6.2.15.2. Site Inspection report:
 - 6.2.15.2.1. "An excellent job of manufacture and installation."
 - 6.2.15.2.2. "Although the project documents specify Custom Grade, this project meets AWMAC's Premium Grade Standard for materials and workmanship."

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6.2.16. Financial

6.2.16.1. Invoicing will be per Section 7, Financial.

7. Financial**7.1. Policy**

7.1.1. AWMAC Financial Procedures will be as stated and Chapters may only vary when stated.

7.2. Procedures**7.2.1. GIS Cash Flow**

- 7.2.1.1. The project Owner pays for the GIS as an inclusion in the gross tender.
- 7.2.1.2. The Chapter collects the fees from the Manufacturer.
- 7.2.1.3. The Manufacturer Member is invoiced as per-chapter terms of payment.
- 7.2.1.4. A non-member is charged COD before release of the first report.
- 7.2.1.5. The Chapter has the right to withhold the Guarantee until final payment is received.
- 7.2.1.6. The Manufacturer will stipulate the final value of the contract in the RFFI and adjustments to GIS invoicing will be made if necessary.
- 7.2.1.7. If it is an inter-Chapter Guarantee the Manufacturing Chapter will invoice the project Chapter 5% of the gross GIS invoice for their liability fund.
- 7.2.1.8. Inspection reports and Guarantees are only issued to members in good standing.
- 7.2.1.9. If the Inspector finds major deficiencies and a re-inspection is necessary, the Manufacturer will be charged extra for this inspection.

7.2.2. GIS Rates

7.2.2.1. All AWMAC Chapters as of January 1, 2016:

Architectural Woodwork Contract Value	Fee	Calculation Examples
\$0 - \$25,000 (at Chapter's discretion)	\$850 (flat fee) (mock-up review not included)	Project value – \$12,345 GIS fee – \$850
\$0 - \$100,000	\$1500 (flat fee)	1. Project value – \$12,345 GIS fee- \$1,500 2. Project value – \$89,000 GIS fee – \$1,500
\$100,000 - \$500,000	1.5%	Project value – \$135,000 GIS fee – \$2,025
\$500,000 - \$1,000,000	1.5% for first \$500,000 1% of balance	Project value – \$750,000 GIS fee – \$7,500 + \$2,500 = \$10,000
\$1,000,000 - \$1,500,000	1.5% for first \$500,000 1% of next \$500,000 0.5% of balance	Project value – \$1.2 million GIS fee – \$7,500 + \$5,000 + \$1,000 = \$13,500
\$1,500,000 plus	1.5% for first \$500,000 1% of next \$500,000 0.5% next \$500,000 0.25% of balance	Project value – \$2,225,000 GIS fee – \$7,500 + \$5,000 + \$2500 + \$1812.50 = \$16,812.50

The above fee schedule can also be found at <http://awmac.com/gis>

7.2.3. Travel Expenses will be charged for each inspection for projects outside the chapter's core area(s) of inspection.

7.2.3.1. Over a 100 km radius from centre of hub - \$2 per km to location per inspection (equals \$1/km each way).

7.2.3.1.1. Example: Project is 150kms from hub. No charge for the first 100 km. Travel charge for this inspection will be $50 \times \$2 = \100 .

7.2.3.2. Chapter hubs:

British Columbia	Vancouver, Victoria, Kelowna and Qualicum
Northern Alberta	Edmonton
Southern Albert	Calgary
Saskatchewan	Saskatoon
Manitoba	Winnipeg
Ontario	Toronto Centre
Quebec	Montreal & Quebec City
Atlantic	Halifax, Moncton, Fredericton, Charlottetown & Sydney

7.2.4. AWMAC

7.2.4.1. As of January 1, 2016 12% of a Chapter's gross previous year's GIS revenue or

7.2.4.2. \$280.00 per Chapter Manufacturer member, whichever is greater.

7.2.4.3. The AWMAC BOD, after consulting with the GIS Committee, to set the annual GIS Administration Fee and the GIS Committee's Operating Budget.

7.2.4.4. The AWMAC Association Manager to:

7.2.4.4.1. Monitor GIS Committee Budget

7.2.4.4.2. Semi-annually invoice each Chapter 50% of the GIS Annual Administration fee.

7.2.4.4.3. Transfer funds to the AWMAC Liability Trust Fund.

7.2.4.4.4. Prepare a report on the AWMAC GIS Liability Trust Account, to be presented at the AWMAC AGM.

7.2.5. GIS Committee Secretary

7.2.5.1. All invoices must be approved by the GIS Secretary prior to being forwarded to the AWMAC AP except:

7.2.5.2. When GIS Secretary is unavailable, by Committee Chair & Vice Chair.

7.2.5.3. The GIS Secretary invoices to be approved by Committee Chair.

7.2.6. GIS Committee Member Expenses

7.2.6.1. Member expenses will be reimbursed by AWMAC as stated in the Committee Expense Policy, **subject to the conditions set in 3.2.3.11**

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7.2.7. Manufacturer Standards Questionnaire (MSQ)

7.2.7.1. Primary (and update) application at no cost to the member.

7.2.7.2. Secondary and subsequent applications at a cost of \$50.00.

7.2.7.3. Transfer of MSQ Certificate of Achievement, no charge.

7.2.8. Compliance

7.2.8.1. For Compliance issues, the Manufacturer will be invoiced for the Inspector's time plus overhead at a combined cost of \$100.00 per hour. Other costs incurred, such as travel, will also be included in the final invoice.

8. Interpretations, Mediation and Appeals

8.1. Policy

- 8.1.1 The purpose of this policy is to provide a procedure for interpretations, resolutions and to resolve disputes that pertain to the GIS program between any of the following parties:
 - 8.1.1.1 Manufacturer (member or non-member).
 - 8.1.1.2 Project Owner or Owner's Agent.
 - 8.1.1.3 GIS Inspector.
 - 8.1.1.4 Local Chapter Administration
 - 8.1.1.5 GIS Chapter Representative.
 - 8.1.1.6 AWMAC GIS Committee.
- 8.1.2 All communication will be documented and electronically filed.
- 8.1.3 All done in a timely fashion, e.g. emails answered with 24 hours.

8.2. Procedures

- 8.2.1. General
 - 8.2.1.1. All communication is copied to the local Chapter Administrator and the GIS Secretary Manager.
 - 8.2.1.2. All interpretations and dispute resolutions are filed in the GIS Dropbox.
- 8.2.2. AWMAC's STANDARDS Interpretation & Rulings
 - 8.2.2.1. Local Chapter Administration will forward to the GIS Chapter Representative any AWMAC's STANDARDS question(s) submitted by the GIS project Manufacturer, Owner or Owner's Agent, and Inspector (the enquirers). The Chapter Administration will not render any opinion.
 - 8.2.2.2. The GIS Chapter Representative (or their appointee):
 - 8.2.2.2.1. If in their opinion the answer is obvious and basic, such as citing a particular standard, will give an opinion and copy the AWMAC Manual Committee and the local GIS administrator who will communicate the answer back to the enquirers.
 - 8.2.2.2.2. Will forward all challenging and complex questions to the AWMAC Manual Committee **Chair** for resolution **and copy the GIS Chair**. Upon resolution, the Manual Committee will send their decision to the Chapter Representative and the local GIS administrator who will forward the decision back to the enquirers. **The GIS Committee will be copied on the ruling for reference.**
- 8.2.3. GIS Policy and Procedures Interpretation & Rulings
 - 8.2.3.1. The local GIS administrator will forward to the GIS Chapter Representative any GIS P&P question(s) submitted by the GIS project Manufacturer, Owner or Owner's agent and Inspector (enquirers). The Chapter Administration will not render any opinion.

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- 8.2.3.2. The GIS Chapter Representative (or their appointee):
 - 8.2.3.2.1. If in their opinion the answer is obvious and basic, such as citing a particular policy or procedure, will give an opinion and copy the AWMAC GIS Committee and the local administration who will communicate the answer back to the enquirers.
 - 8.2.3.2.2. Forward all challenging and complex questions to the AWMAC GIS Chair for resolution. The GIS Chair will send their decision to the Chapter Representative and the local administration who will forward the decision back to the enquirers. **The GIS Committee will be copied on the ruling for reference.**

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8.2.4. Mediation procedure to resolve disputes

- 8.2.4.1. Project and Manufacturer within the Chapter
 - 8.2.4.1.1. The first step is for the parties involved in the dispute to make every effort possible to resolve the issue on their own in an efficient manner.
 - 8.2.4.1.2. If the situation cannot be resolved, the Chapter GIS Representative must be informed. Both parties will provide the Chapter GIS Representative with written documentation regarding disputed items/issues and any other extenuating circumstances. Copies will be sent to the AWMAC GIS Committee Chair and Vice Chair.
 - 8.2.4.1.3. The local GIS Representative should make every effort to resolve the dispute in an unbiased manner.
 - 8.2.4.1.4. If the dispute is not resolved the local Chapter BOD must be informed.
 - 8.2.4.1.5. The local GIS Representative must then forward the matter to the AWMAC GIS Committee.
 - 8.2.4.1.6. The GIS Committee, after careful consideration, will make a motion that renders a decision which is binding.
 - 8.2.4.1.7. If the dispute is still not resolved the matter may be brought to the AWMAC BOD.
- 8.2.4.2. Project and Manufacturer in different Chapters
 - 8.2.4.2.1. The first step is for the parties involved in the dispute to make every effort possible to solve the issue on their own in an efficient manner.
 - 8.2.4.2.2. If the situation cannot be resolved, both Chapter GIS Representatives must be informed. Both parties must provide the Chapter GIS Representatives with written documentation regarding disputed items/issues and any other extenuating circumstances. Copies will be sent to AWMAC GIS Committee Chair and Vice Chair.
 - 8.2.4.2.3. The two GIS Representatives should make every effort to resolve the dispute in an unbiased manner.
 - 8.2.4.2.4. If the dispute is not resolved both Chapter BODs must be informed.

- 8.2.4.2.5. Both GIS Representatives must then forward the matter to the AWMAC GIS Committee.
- 8.2.4.2.6. The GIS Committee, after careful consideration, will make a motion that renders a decision which is binding.
- 8.2.4.2.7. If the dispute is still not resolved, the matter may be brought to the AWMAC BOD.

8.2.5. Right to Appeal

- 8.2.5.1. Any party may request to appeal the decision(s) to the AWMAC BOD. If a hearing is granted, the AWMAC BOD will render a final decision.

9. Compliance

9.1 Policy

9.1.1. AWMAC Members have determined they will support and adhere to the AWMAC's STANDARDS and the Guarantee and Inspection Service whenever specified. AWMAC Members have also agreed that divergence and/or failure to abide by the articles in the aforementioned documents will have consequences. Consequences, depending upon the issue(s), will be initially informative and educational rather than punitive. It is understood that each situation may be different, consequently the GIS Committee will review all submitted information including Member submission(s), without bias and then decide an appropriate outcome. The Member may make a final appeal to the AWMAC Board of Directors, whose determination will be final.

9.2 Procedures

9.2.1. **AWMAC's STANDARDS Non-Compliant** items that are controlled by the Manufacturer Member, that are not made good within a reasonable time (guideline-one month), will be dealt with on one of the following Tier Levels.

9.2.1.1. **Tier ONE** issues, such as:

9.2.1.1.1. One minor aesthetic issue with written Owner acceptance:

- Cabinet case edge is wrong colour.
- Cabinet door gaps exceed limits but are uniform (not to exceed tolerances of an inferior grade).
- Adjacent panels are not flush (not to exceed tolerances of an inferior grade).

9.2.1.1.2. Two Contract specified non-compliant items not identified and listed in submittals (shop drawings):

- Oversize (height and/or width) $\frac{3}{4}$ " thick doors that were not addressed in listings.

9.2.1.2. **Tier TWO** issues, such as:

9.2.1.2.1. Any single Tier ONE issue not accepted by the Owner.

9.2.1.2.2. Two Tier ONE non-compliant issues within two years or ten GIS projects.

9.2.1.2.3. Two or more Tier ONE non-compliant issues within one project with written Owner acceptance.

9.2.1.2.4. One major aesthetic issue with written Owner acceptance:

- Wall or cabinet exposed surfaces not sequenced.
- Panel matching does not conform to grade (Custom or Premium)

9.2.1.2.5. One material issue within one project with written Owner acceptance:

- Core material not specified.
- Cut and/or grade of material not to STANDARDS.

- 9.2.1.2.6. One minor performance issue within one project with written Owner acceptance:
 - Edging or face not machined to STANDARDS.
- 9.2.1.3. **Tier THREE** issues, such as:
 - 9.2.1.3.1. Any multiple Tier TWO issues (or greater) within two years or ten GIS projects.
- 9.2.1.4. **Tier FOUR** issues, such as:
 - 9.2.1.4.1. Any multiple Tier THREE issues (or greater) within two years or ten GIS projects.
- 9.2.2. **GIS Policy and Procedures Member Non-Compliance** will be dealt with on one of the following Tier Levels.
 - 9.2.2.1. **Tier ONE** issues, such as:
 - 9.2.2.1.1. One administration error:
 - Stating the GIS dollar value in tender documents.
 - Not forwarding submittals documents and details, such as listings, elevations, details etc. in a timely fashion (one week) after request from Chapter administrator.
 - 9.2.2.2. **Tier TWO** issues, such as:
 - 9.2.2.2.1. Having two Tier ONE issues within two years or within a span of ten GIS projects.
 - 9.2.2.2.2. Request for Inspection (RFI) submitted after manufacturing has started.
 - 9.2.2.2.3. Failure to document and report excessive temperature & humidity to the GC/Owner's Agent prior to and/or during installation.
 - 9.2.2.3. **Tier THREE** issues, such as:
 - 9.2.2.3.1. Any multiple Tier TWO issues (or greater) within two years or ten GIS projects.
 - 9.2.2.4. **Tier FOUR** issues, such as:
 - 9.2.2.4.1. Any multiple Tier THREE issues (or greater) within two years or ten GIS projects.
- 9.2.3. **Compliance General Administration**
 - 9.2.3.1. All Member non-compliant projects will be tracked in the GIS database.
 - 9.2.3.2. Any penalty revenue generated will be subject to the prevailing AWMAC and Chapter agreement (see below).
 - 9.2.3.3. Depending on the severity of the non-compliant items, the administration and adjudication will be done by the local GIS Representative, the Adjudicating Committee and/or the GIS Committee.
 - 9.2.3.4. Adjudicating Committee of three (3) GIS Representatives (not from project or Member's Chapter) are created by the GIS Committee on an as-needed basis to deal with the Manufacturer's non-compliant issues.
 - 9.2.3.5. All Tier TWO, THREE and FOUR letters to be sent by the relevant Chapter administration by email and registered mail (or other means that requires a signature).

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9.2.4. Compliance Proceedings (Actions)**9.2.4.1. Tier ONE**

- 9.2.4.1.1. Administered by the local GIS Representative.
- 9.2.4.1.2. Will be done in a timely manner (guideline-one month)
- 9.2.4.1.3. Written request for compliance.
- 9.2.4.1.4. If the local GIS Committee Representative finds the Member's work or action (or lack thereof) to be deemed a Tier One violation, then:
 - 9.2.4.1.4.1. A caution letter will be sent to the Manufacturer. See GIS Forms and Reports. (GIS F&R).
 - 9.2.4.1.4.2. Recorded in GIS database.
- 9.2.4.1.5. If the local GIS Committee Representative finds the Member not at fault, no action is required.
- 9.2.4.1.6. If the local GIS Committee Representative finds the issues to be greater than Tier ONE, the GIS Committee will be notified.
- 9.2.4.1.7. **Frequency:** Allow one per two-year period or 10 GIS projects
- 9.2.4.1.8. **Exclusions:** Exclusions limited to that particular issue.
- 9.2.4.1.9. **Penalties:** None

9.2.4.2. Tier TWO

- 9.2.4.2.1. Administered by the Adjudicating-Committee.
- 9.2.4.2.2. Will be done in a timely manner (guideline-two months).
- 9.2.4.2.3. Local GIS Committee Representative to notify the GIS Committee.
- 9.2.4.2.4. The GIS Committee creates an Adjudicating Committee.
- 9.2.4.2.5. Adjudicating Committee informs Member either the non-compliant work is made good within 2 weeks or further action will be taken.
- 9.2.4.2.6. Member written response required.
 - 9.2.4.2.6.1. If the Adjudicating Committee finds merit in the Member's response and/or other extenuating circumstances, it may suggest to the GIS Committee to waive all further action and/or may determine an extended time period for the Member to make good non-compliant work.
 - 9.2.4.2.6.2. If the Adjudicating Committee finds the non-compliant item(s) are deemed to be less or more extensive than Tier TWO issues, than the appropriate Tier ONE, THREE or FOUR procedures will be followed.
 - 9.2.4.2.6.3. If the Adjudicating Committee finds the Member's work or action (or lack thereof) to be deemed a Tier TWO violation, then Tier TWO Penalties will apply.
- 9.2.4.2.7. Recorded in GIS Database.
- 9.2.4.2.8. **Frequency:** Allow one per two-year period or 10 GIS projects.
- 9.2.4.2.9. **Exclusions:** Exclusion for the whole AWS section(s) if within one project or multiple projects.

- 9.2.4.2.10. **Penalties:** Two projects, submittals, shop, and/or site inspections to be conducted over a one year period, not including any GIS projects. The Member to be charged for GIS Inspector's time (See Section 7, Financial, Compliance).

9.2.4.3. Tier THREE

- 9.2.4.3.1. Administered by the Adjudicating-Committee.
- 9.2.4.3.2. Will be done in a timely manner (guideline-two months).
- 9.2.4.3.3. Local GIS Committee Representative to notify the GIS Committee.
- 9.2.4.3.4. The GIS Committee creates an Adjudicating Committee.
- 9.2.4.3.5. Adjudicating Committee informs Member either the non-compliant work is made good within 2 weeks or further action will be taken.
- 9.2.4.3.6. Member written response required.
 - 9.2.4.3.6.1. If the Adjudicating Committee finds merit in the Member's response and/or other extenuating circumstances, it may suggest to the GIS Committee to waive all further action and/or may determine an extended time period for the Member to make good non-compliant work.
 - 9.2.4.3.6.2. If the Adjudicating Committee finds the non-compliant item(s) are deemed to be less or more extensive than Tier THREE issues, than the appropriate Tier ONE, TWO or FOUR procedures will be followed.
 - 9.2.4.3.6.3. If the Adjudicating Committee finds the Member's work or action (or lack thereof) to be deemed a Tier THREE violation, then Tier THREE Penalties will apply.
- 9.2.4.3.7. **Frequency:** Allow one per two-year period or 10 GIS projects
- 9.2.4.3.8. **Penalties:** Three months to one year suspension of GIS privileges plus one to three projects to be inspected, as determined by the Adjudicating Committee, including submittals, shop and/or site inspections over a one year period, not including any GIS projects. The Member to be charged for GIS Inspector's time (See Section 7, Financial, Compliance).

9.2.4.4. Tier FOUR

- 9.2.4.4.1. Administered by the Adjudicating-Committee
- 9.2.4.4.2. To be done in a timely manner (guideline-three months).
- 9.2.4.4.3. Local GIS Committee Representative to notify the GIS Committee.
- 9.2.4.4.4. The GIS Committee creates an Adjudicating Committee.
- 9.2.4.4.5. Adjudicating Committee informs Member either the non-compliant work is made good within 2 weeks or further action will be taken.

- 9.2.4.4.6. Member written response required.
 - 9.2.4.4.6.1. If the Adjudicating Committee finds merit in the Member's response and/or other extenuating circumstances, the adjudication committee may suggest to the GIS Committee to waive all further action and/or may determine an extended time period for the Member to make good non-compliant work. If the Adjudicating Committee finds the non-compliant item(s) are deemed to be less than Tier FOUR issues, than the appropriate Tier ONE, TWO or THREE procedures will be followed.
 - 9.2.4.4.6.2. Special dispensation may be considered for Members on their first project or concurrent projects.
 - 9.2.4.4.6.3. If the Adjudicating Committee finds the Member's work or action (or lack thereof) to be deemed a Tier FOUR violation, then Tier FOUR Penalties will apply:
 - 9.2.4.4.6.4. The Member may appeal the Adjudicating Committee's findings to the GIS Committee.
 - 9.2.4.4.6.5. Recorded in GIS database
- 9.2.4.4.7. **Frequency** – None.
- 9.2.4.4.8. **Exclusion** – Exclusion for the whole AWS section(s) if within one project or multiple projects.
- 9.2.4.4.9. Penalties**
 - 9.2.4.4.9.1. Immediate suspension of GIS privileges.
 - 9.2.4.4.9.2. Request to the Chapter BOD to terminate Membership.
 - 9.2.4.4.9.3. A Member may make a final appeal to the AWMAC BOD.

Appendix

Amendments

Listing additions, changes and/or deletions as determined post publication by the GIS Committee

New Revise Delete	Item #	Text	Date

Appendix**Amendments**

Appendix

Errata

Listing only errors and corrections

[illegible]