



# GIS

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GUARANTEE &  
INSPECTION  
SERVICE

# 3.1

*EFFECTIVE  
MAY 1, 2025*

## POLICY AND PROCEDURES MANUAL



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*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*



<b>AWMAC</b>	Architectural Woodwork Manufacturers Association of Canada, refers to AWMAC as an association or the National office.
<b>AWMAC Standards</b>	The Architectural Woodwork Manufacturers Association of Canada’s quality standards (NAAWS).
<b>Board of Directors (BOD)</b>	AWMAC National Board of Directors
<b>Certificate of Guarantee</b>	Certificate issued by AWMAC National for projects completed by Manufacturer Members. Also referred to as the “Guarantee” or “Guarantee Certificate”.
<b>Chapter</b>	One of eight regional Chapters. Also referred to as “AWMAC Chapters”.
<b>Design Professional (DP)</b>	Generally, the Architect or Interior Designer.
<b>Effective Date of Guarantee</b>	Date of GIS inspection report declaring the project’s deficiency-free status, or the date from the Manufacturer and Chapter declaring that the deficiencies have been rectified, whichever date is earliest.
<b>General Contractor (GC)</b>	Refers to the primary constructor.
<b>GIS</b>	Guarantee and Inspection Service
<b>GIS IRF</b>	GIS Inspection Request Form
<b>GIS IRP</b>	GIS Inspection Request Package
<b>GIS FIRF</b>	GIS Final Inspection Request Form
<b>GIS P&amp;P or P&amp;P</b>	The GIS Policy and Procedures manual.
<b>GIS THF</b>	GIS Temperature and Humidity Form
<b>ICE</b>	Inspector Certification Exam
<b>Inspector</b>	AWMAC Certified GIS Inspector, also referred to as “GIS Inspector”
<b>Installer</b>	Architectural Woodwork Installer (a person or company that installs architectural woodwork)
<b>ISE</b>	Installer Standards Exam
<b>Manufacturer</b>	Architectural Woodwork Manufacturer (a person or company that engages in the practice of manufacturing, pre-finishing, and installing architectural woodwork).
<b>Member</b>	Means those who are Members of AWMAC, as defined in the <a href="#">AWMAC National by-laws</a> .
<b>MSE</b>	Manufacturer Standards Exam
<b>NAAWS</b>	North American Architectural Woodwork Standards
<b>Owner</b>	The owner of the project.
<b>PPAE</b>	GIS Policy & Procedures Assessment Exam
<b>Submittals</b>	Includes shop drawings and other documents as defined in Section 01 of the AWMAC Standards.

## Foreword

AWMAC, the AWMAC Chapters and AWMAC GIS Inspectors operate independently and interdependently to provide the Guarantee and Inspection Service (GIS). Since each Chapter and GIS 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 Policy and Procedures Manual has been produced to advise and support AWMAC, AWMAC Chapters, AWMAC Members, GIS Inspectors, Design Professionals and other interested parties involved in the Guarantee and Inspection Service. It outlines standardized policy 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 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, Design Professional, General Contractor, and Manufacturer that strict monitoring will ensure that the architectural woodwork requirements on any given project will meet the current AWMAC Standards; and
3. To provide clarification and improvement to subsequent editions of the AWMAC Standards by way of observations made while monitoring and inspecting on-going GIS projects.

## The Certificate of Guarantee

AWMAC will issue Certificates of Guarantee only to AWMAC Manufacturer Members in Good Standing, certifying the architectural woodwork has been manufactured and installed in accordance with the standards incorporated in the current AWMAC 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 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-year period commencing on the date of Guarantee issuance.

## Tips for Reading and Understanding this Policy and Procedures Manual

1. The GIS participants are identified in Section 1 Owner and Design Professional, through Section 6 AWMAC GIS Inspector. 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 policy 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 [here](#).

**Purpose:** 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 periodically. Consequently, AWMAC became recognized as the Canadian authority for architectural woodwork materials and methods. Although AWMAC standards were often cited, the installed architectural woodwork repeatedly fell short of the specified criteria due to inexperience, economic survival and/or profit. Adherence to standards can only be maintained and established by a monitored inspection review process; AWMAC's response was to create the Guarantee and Inspection Service (GIS) to inspect and report on architectural woodwork projects. The sole reference for inspections is AWMAC Standards. After the final inspection and report stating compliance, a three party (Manufacturer, AWMAC Chapter & AWMAC National) Certificate of Guarantee will be issued for AWMAC Members.

## **Policy:**

- 1.1** The Owner is the project sponsor who engages the Design Professional (DP) and General Contractor (GC) to develop the space or property.
- 1.2** The AWMAC Guarantee and Inspection Service (GIS) provides a multistage monitored/reporting process utilizing AWMAC Certified GIS Inspectors. At all stages the review process will determine compliance or lack of compliance to AWMAC Standards. The GIS stages are pre-tender review (if requested), inspections (submittals, mock-up & final inspection(s)) and Guarantee.
- 1.3** The inspection procedure is the same for AWMAC Manufacturer Members and non-members.
- 1.4** The Certificate of Guarantee is issued if the Woodwork Manufacturer is an AWMAC Member in Good Standing at time of tender.
  - 1.4.1** AWMAC strongly suggests that Design Professionals specify that Manufacturers that are not AWMAC Members supply a maintenance bond in lieu of the AWMAC Certificate of Guarantee.
- 1.5** The AWMAC Guarantee is underwritten by three parties. In order of default:
  - a. Manufacturer
  - b. Local AWMAC Chapter
  - c. AWMAC (National)
- 1.6** AWMAC and the AWMAC Chapters each have established and maintained liability funds.
- 1.7** 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.
- 1.8** Specifying the GIS program relieves the Owner of the work and liability of ensuring the specified project meets AWMAC Standards and does not replace the review by the Design Professional and may be done before, during or after the Design Professional's review.

## **Procedure:**

- 1.9** Pre-tender review (a review of specifications and plans).
  - a. Contact your local Chapter when required.
- 1.10** Contract and/or tender documents.
  - a. Specify the Guarantee and Inspection Service (GIS) within these contract/tender documents and notify your local Chapter office.

**1.11** Suggested wording:

*Architectural woodwork will be manufactured and installed to the current AWMAC quality standards manual (current edition at time of tender), hereinafter called AWMAC Standards, and will be subject to an inspection at the Manufacturer's facility and/or site by an appointed AWMAC Certified GIS 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 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-year AWMAC Certificate of Guarantee 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 installed by the architectural woodwork contractor, which may appear during a two-year period following the effective date of Guarantee issuance.*

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

**1.12** Notify your local AWMAC Chapter office upon contract award.**1.13** Inspections:

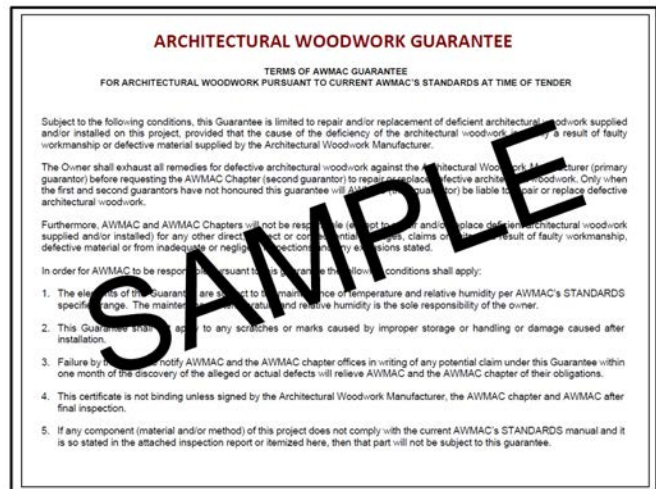
- 1.13.1 Submittal Review Report:** The Inspector will note any proposed material, joinery finishing, and installation items, including shop drawings/schedules, as well as contract documents that are not in compliance and which could be due to any of the following:
- a. Manufacturer's failure to comply;
  - b. Design Professional specifications/plans deviate from the AWMAC Standards;
    - *At this stage, there is an opportunity for design changes to make the project compliant to AWMAC Standards prior to manufacture;*
  - c. Review, and if in agreement, sign and return the report. Otherwise, contact the AWMAC Chapter office with your concerns for resolution.
- 1.13.2 Mock-up (sample) Review and Report (as specified or otherwise required):** The mock-up will be inspected (visual and measured) referencing AWMAC Standards and AWMAC approved Manufacturer's submissions.
- a. A written report will be issued to the Design Professional and General Contractor. Review and, if in agreement, sign and return the report. Otherwise, contact the AWMAC Chapter office with your concerns for resolution.
- 1.13.3 Final inspection and Report:** Each architectural woodwork element and item is to be inspected. Any non-compliant issues will be noted in the report.
- a. If there are non-compliant 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.
  - b. 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.



1.14 Certificate of Guarantee Sample:



Front



Back

For more information about AWMAC and the GIS program visit [our website](#), and contact your local AWMAC Chapter office.

**Purpose:** The GIS program is directed by the AWMAC National Board of Directors (BOD).

**Policy:**

- 2.1** Formed by the AWMAC BOD, the GIS Committee, reports directly to the AWMAC BOD and follows the GIS Terms of Reference (TOR).
- 2.2** The AWMAC BOD mandates the GIS Committee to maintain, and update standardized national GIS Policy and Procedures for both AWMAC Members and non-members, for AWMAC and project owners within the following tenets:
- 2.2.1** Changes to policies within the GIS Policy and Procedures Manual must first be approved by the AWMAC BOD.
- a. “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 its 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 all Stakeholders.
- 2.2.2** Procedural changes and/or additions or deletions are the sole responsibility of the GIS Committee.
- a. “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 GIS Representatives or GIS Administrators, the GIS Committee, or Manufacturers engaged in GIS projects.
- 2.2.3** Inspect GIS specified projects from inception to completion.
- 2.2.4** Inspection for project compliance will solely reference the current AWMAC Standards at time of tender.
- 2.2.5** Inspection will be conducted by independent AWMAC Certified GIS Inspectors.
- 2.2.6** Document inspections and distribute reports.
- 2.2.7** Assist with individual Member GIS competency programs such as the Inspector Certification Exam (ICE), the Manufacturer Standards Exam (MSE), and the Installer Standards Exam (ISE).
- 2.2.8** Liaise with AWMAC’s Manual, Marketing, Education and other committees as deemed necessary.
- 2.2.9** Monitor and assist Chapter administration.
- 2.2.10** Monitor Member GIS compliance and/or non-compliance.
- 2.2.11** Member non-compliance to be reviewed and established disciplinary procedures applied per GIS Policy and Procedures.
- 2.2.12** Maintain and update a GIS Project Control Sheet.
- 2.2.13** All information will be confidential and used only for GIS purposes.
- 2.3** 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 Policy and Procedures.
- 2.4** AWMAC to provide Certified GIS Inspectors Errors and Omissions Insurance.
- 2.5** AWMAC issues the Certificate of Guarantee.



- 2.6** AWMAC collects an annual GIS fee from the Chapters for all GIS projects and/or sets a Member levy for:
- a. GIS in-house administration costs;
  - b. Maintenance and enhancement of the Guarantee liability fund;
  - c. AWMAC GIS Committee expenses; and
  - d. Assisting AWMAC financially for other AWMAC initiatives deemed to support and assist the GIS program.

**Procedure:**

- 2.7** AWMAC BOD to appoint the Executive Director (or a GIS Program Manager as per the Terms of Reference) to the GIS Committee whose duties will be, but not limited to:
- a. Convey AWMAC BOD directions, concepts, concerns, etc. to the GIS Committee and specifically:
    - Inform the AWMAC GIS Committee of new AWMAC Standards errata.
    - Ensure a direct line of communication exists between the GIS Committee and other AWMAC Committees, such as Manual, Marketing, Education and others as deemed necessary.
    - Convey GIS Committee's Policy and Procedures updates, initiatives and issues to the AWMAC BOD.
    - Review any updates or changes and confirm their classification as "Policy" or "Procedure."
    - Submit the GIS Committee's annual one- and five-year plans to the AWMAC BOD.
    - Assist the GIS Committee.
- 2.8** AWMAC is responsible for Guarantee issuance to only AWMAC Manufacturer Members in Good Standing, which includes:
- 2.8.1** Review of all documentation received prior to issuing a Guarantee. The documents must include:
- a. Final site inspection signed off by the Manufacturer and Design Professional;
  - b. Minor deficiencies, if any, are signed off and dated. Photographs must be provided when required by the Chapter (unless extenuating circumstances prevent photos);
  - c. Major deficiencies, when not contract specified, will be referred to the GIS Committee Chair for review and finding prior to Guarantee issuance;
  - d. Temperature and humidity reports from the Manufacturer and GIS Inspector;
  - e. Guarantee Application Form; and,
  - f. Check the Manufacturer Member is in Good Standing.
- 2.8.2** Check that either an owner or manager has completed the current MSE.
- 2.8.3** If any documentation is missing and/or incorrect (or believed to be), request missing and/or corrected documentation from the project Chapter GIS Administrator.
- 2.8.4** The project must be complete or, if a phased project, each phase must be complete and include the final inspection report.
- 2.8.5** 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.
- 2.8.6** If the Chapter forwarded exclusion is not clear or is too long, forward to the GIS Chair for review and possible rewording.
- 2.8.7** Forward the Guarantee to the AWMAC President for their signature except if the project was completed by the President's firm wherein the Vice President will be the signing officer.

- 2.8.8** The President may authorize an AWMAC staff person to add their electronic signature if the final inspection report is deficiency free.
- 2.8.9** Forward the Certificate of Guarantee to the project's Chapter to be processed.
- 2.8.10** 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 Member's Chapter President and returned to the project's Chapter.
- 2.8.11** Request the Chapter to review the Guarantee for accuracy.
- 2.8.12** Record and archive.
- 2.8.13** The Guarantee number, date and value will be recorded by the National GIS Administrator.

## **2.9 Financial**

- 2.9.1** AWMAC BOD, after consulting with the GIS Committee, to set the annual GIS Administration Fee and the GIS Committee's Operating Budget.
- 2.9.2** AWMAC Executive Director to:
  - a. Monitor GIS Committee Budget;
  - b. Semi-annually invoice each Chapter 50% of the GIS Annual Administration fee;
  - c. Transfer funds to AWMAC Liability Trust Account; and,
  - d. Prepare a report on the AWMAC GIS Liability Trust Account, to be presented at the AWMAC AGM.

## **2.10 AWMAC Manual Committee**

- 2.10.1** All manual interpretation questions will be forwarded to the AWMAC Manual Committee Members for review and findings.
- 2.10.2** GIS Policy and Procedures Manual and all relevant forms will be posted on the AWMAC website.

## **2.11 GIS Interpretations, Mediation and Appeals (see Section 8)**

- 2.11.1** The AWMAC BOD, when called upon, will only consider resolving a dispute that has not been resolved through GIS dispute resolution procedures:
  - a. Initially by the Chapter;
  - b. If not resolved, then by the AWMAC GIS Committee; and,
  - c. The AWMAC BOD findings will be considered final.

## **2.12 GIS Policy and Procedures**

- 2.12.1** AWMAC to review the AWMAC GIS Committee revisions to the GIS Policy and Procedures and approve the revisions with or without changes.

**Purpose:** The AWMAC GIS Committee, hereinafter referred to as the Committee, will serve and operate per the AWMAC Policy and Procedures as stated in Section 2 and guided by the Terms of Reference as updated by the AWMAC National Board of Directors, (BOD).

**Policy:**

- 3.1** A majority of the Committee voting Members will be AWMAC Manufacturer Members.
- 3.2** AWMAC and each Chapter will appoint one Representative to the Committee.
- 3.3** GIS Representatives are the primary information conduit between their regional and national associations to the Committee.
- 3.4** Committee meetings require a quorum greater than 60% of the Committee and have a Manufacturer Member's majority.
- 3.5** Committee meetings are open to AWMAC Members unless there is confidential business.
- 3.6** Non-AWMAC members may be invited to meetings at the Committee's discretion.

**Procedure:**

**3.7** Committee Structure

- 3.7.1** The Chapters and AWMAC appoint representatives to the Committee. It is preferable for Chapters to appoint Manufacturer Member representatives 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:
  - a. The GIS Chair and the Chapter President will endeavour to find a resolution;
  - b. 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; and,
  - c. If no resolution is found, the AWMAC BOD shall make a determination.
- 3.7.2** At the first calendar meeting, or when necessary, the Committee will annually elect:
  - a. Chair;
  - b. Vice-Chair (either rotating or for a one-year term, Committee to determine annually);
  - c. The Chair and/or Vice-Chair may stand for re-election;
  - d. 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 virtual meetings as a guest in an advisory capacity but not as a voting Member.
    - If the previous Past Chair is unavailable, 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 the committee but may bring forward motions and action items for consideration. There will be no cost associated with this position.
- 3.7.3** 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.
- 3.7.4** The Committee, unless stated otherwise in this document, will conduct meetings in accordance with Roberts Rules of Order.

**3.8 Meetings**

- 3.8.1** One face to face two-day meeting, typically mid-January.
- 3.8.2** Five virtual meetings, every other month. Dates to be set at the annual face to face meeting. Additional meetings as deemed necessary by Chair or Committee.
- 3.8.3** The Chair and National GIS Administrator 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.
- 3.8.4** Chair to approve National GIS Administrator's draft minutes.
- 3.8.5** National GIS Administrator to send approved Committee Meetings minutes to:
  - a. Chapter GIS Representatives (Committee Members);
  - b. Chapter GIS Administrators;
  - c. Guests that attended the meeting if deemed appropriate.
- 3.8.6** The Chair and/or Committee will determine when an in-camera meeting is required.

**3.9 Committee Members**

- 3.9.1** Should serve a minimum of two years.
- 3.9.2** For continuity, have a maximum change of three Members per year.
- 3.9.3** Be responsible when resigning from the Committee by ensuring your replacement is well briefed on the GIS Policy and Procedures and current issues. All documents are to be handed over to the incoming Representative.
- 3.9.4** The Representative or their appointee will endeavour to resolve any GIS and AWMAC Standards issues in conjunction with the relevant AWMAC GIS or Manual Committee and report back to the Inspector, copied to the Chapter, within one week.
- 3.9.5** Will report any AWMAC Standards and/or GIS P&P compliance issues to the Committee as stated in Section 9, Compliance.
- 3.9.6** Will communicate Chapter and AWMAC changes, successes, challenges and problem issues (projects, Manufacturers, administration, Inspectors, clients, marketing strategies etc.) to the Committee;
- 3.9.7** Will impartially report to the local Chapter the Committee's activities. This reporting will include:
  - a. Meeting agendas and minutes
  - b. Financials
  - c. Annual Business Plan
  - d. Policy and Procedures amendments, additions, and deletions
  - e. Any other information deemed necessary
- 3.9.8** Committee Member Proficiency (leniency of this procedure is the sole purview of the GIS Committee).
- 3.9.9** All committee Members must pass (95% correct) the current GIS P&P Assessment Exam (PPAE) of approximately forty questions within one month of becoming a committee Member, except for those that have passed the current ICE or MSE.
- 3.9.10** The GIS Committee shall be responsible for PPAE maintenance.
- 3.9.11** The National GIS Administrator shall administer the PPAE.
- 3.9.12** All committee Members who are Manufacturer Members must have successfully written the current MSE or MSE upgrade.
- 3.9.13** Meeting expenses (per AWMAC Policy) will be submitted to the National GIS Administrator using the AWMAC expense form, complete with supporting documents.
- 3.9.14** National Reimbursement for GIS related expenses is conditional upon the committee Member having completed the requirements outlined in 3.9.8 and 3.9.9.

**3.10 Communication**

- 3.10.1** All communication should be by email, cc'd to the Chair, National GIS Administrator and whoever else may be deemed necessary. A prompt (48 hours) reply is expected or an acknowledgement of the communication along with the anticipated time of reply.
- 3.10.2** Approved documents to be filed in electronically in PDF format by the National GIS Administrator.
- 3.10.3** Committee Members to be notified by email of any new or modified documents.

**3.11 Committee**

- 3.11.1** Update and post errata on the AWMAC website.
- 3.11.2** Submit draft policy amendments for AWMAC BOD approval.
- 3.11.3** Approved amendments are to be posted on the AWMAC website and forwarded to AWMAC & Chapter Presidents, Chapter GIS Administrators and, when necessary, to Inspectors.
- 3.11.4** Amend any GIS documents when directed by the AWMAC BOD.
- 3.11.5** Draft annual and five-year business plan for AWMAC BOD review or revision and approval.
- 3.11.6** Oversee the administration of the ICE, MSE, PPAE and ISE.
- 3.11.7** Oversee the administration of the GIS files.
- 3.11.8** Oversee the administration of Inspector Certification.

**3.12 AWMAC Certified GIS Inspectors**

- 3.12.1** The GIS Committee may certify Inspectors upon review of the Chapters request and interim GIS Inspector's reports and associated documents as per the policy outlined under Section 6.
- 3.12.2** Any variance of the Inspector certifying procedures requires GIS Committee approval by motion.
- 3.12.3** A GIS Inspector roster shall be kept and updated as necessary by the National GIS Administrator containing name, contact information, date certified and ICE date.

**3.13 Sub-Committees**

- 3.13.1 AWMAC Standards:** at least one and up to two Committee Representatives to liaise with the AWMAC Manual Committee and report findings back to Committee in regard to Standards interpretation, suggested changes and errata.
  - a. All errata to be forwarded immediately to Inspectors and other Committee Representatives.
- 3.13.2 Marketing:** at least one and up to two Committee Representatives to liaise with AWMAC Marketing Committee and/or any designated marketing sub-committees.
- 3.13.3 Education:** at least one and up to two Committee Representatives to liaise with the AWMAC Manual Committee to review and update the ICE, MSE and ISE.
  - a. Will ensure that Inspectors complete an updated ICE within three months of the effective date of a new edition of the AWMAC Standards and/or every five years, whichever comes first, or at the discretion of the AWMAC GIS Committee.

**3.14 Non-Standing Sub-Committees:**

- 3.14.1 Adjudicating:** three Committee Representatives who are not from the Member or Project Chapter to review, ascertain and, if warranted, to reprimand and/or, discipline as determined in Section 9, Compliance.
- 3.14.2** Other non-standing sub-committees as required.

**3.15 Financial**

- 3.15.1** All invoices must be approved by the National GIS Administrator prior to being forwarded to the AWMAC Accounting Department, except:
  - a. National GIS Administrator invoices to be approved by Executive Director.
  - b. When the National GIS Administrator is unavailable, then by Committee Chair and Vice Chair
  - c. Annual Activities
- 3.15.2** Chapter GIS activities report as per template.
- 3.15.3** Chapter GIS financial review.
- 3.15.4** Annually provide their Chapter's statistics, previous year to date and projection for the following year, per the reporting template:
  - a. Completed projects
  - b. Projects in progress
  - c. Revenue, costs and profit/loss
  - d. Local liability fund



**Policy:**

- 4.1** The GIS client is the project owner.
- 4.2** The project owner has engaged AWMAC to perform a service (inspections & reports) and to guarantee the end product to AWMAC Standards. AWMAC, the Chapters and the Members have agreed to the GIS Policy 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 Standards. If no grade is stated in the contract documents the default is Custom Grade.
- 4.3** 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 Policy and Procedures per Section 2.3

**Procedure:****4.4 Chapter GIS Structure**

- 4.4.1** Chapter will nominate one Chapter Representative to oversee the local GIS program.
- 4.4.2** The Chapter Representative's duties and responsibilities as a GIS Committee Representative are per Section 3.9
- 4.4.3** The Chapter GIS Representative will ensure the GIS is administered per the GIS program and report to the Chapter President.
- 4.4.4** The Chapter may employ a Chapter GIS Administrator who will manage the GIS and report to the Chapter GIS Representative, Chapter President, and Chapter Manager when appointed by the Chapter Directors.
- 4.4.5** If there is no Chapter GIS administration in place, then the Chapter GIS Representative will manage the GIS program.
- 4.4.6** The Chapter GIS Administrator will forward any issues regarding AWMAC Standards to the Chapter GIS Representative, who will work in conjunction with the AWMAC's Manual Committee to resolve the issue.
- 4.4.7** Chapter GIS Administrator Proficiency: the Administrator must pass (95% correct) the current GIS P&P Assessment Exam (PPAE) of approximately forty questions within one month from the date of hire.
- 4.4.8** The Chapter will contract out GIS Inspections and Reports to independent AWMAC Certified GIS Inspectors.

**4.5 Reference**

- 4.5.1** Projects will be inspected using the AWMAC Standards manual (current edition at date of tender), hereinafter referenced as AWMAC Standards.

**4.6 Marketing**

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

**4.7 AWMAC Certified GIS Inspectors**

- 4.7.1** The AWMAC Chapters appoint, direct, train, and reimburse GIS Inspectors, under the authority of AWMAC, for services required and/or rendered.
- 4.7.2** Inspector criteria and training will comply with Section 6, AWMAC GIS Inspector.
- 4.7.3** Chapter President and Chapter GIS Representative to apply in writing to the GIS Committee when the Interim GIS Inspector has successfully completed the training process for AWMAC Inspector Certification.

- 4.7.4** AWMAC mandates that a GIS Inspector be an independent consultant contracted by the Chapter. 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.
- 4.7.5** Invoices may be on the basis of one invoice per-inspection, or one invoice for a number of inspections on the same project as negotiated with the office.
- 4.7.6** The Inspectors will submit reports only to the Chapter, as outlined in Section 6, AWMAC GIS Inspector.
- 4.7.7** If a Chapter does not have an Inspector, the Chapter will contract an Inspector from a neighbouring Chapter.
- 4.7.8** For Inspectors to provide consultations/expert opinions (outside of the GIS program) the following conditions must be met:
- a. An Inspector will only reference the current AWMAC Standards, regardless of which AWMAC Standards are or are not cited in the project specifications.
  - b. Prior to being submitted, expert reports are to be reviewed by the Chapter President, Vice President or Chapter GIS Representative.
  - c. An Inspector may not provide a consultation/expert opinion independently of AWMAC or its Chapters.
- 4.7.9** The Chapter will manage the Inspector Review process as stated in Section 6, AWMAC GIS Inspector.
- 4.7.10** The Chapter will ensure that each Certified GIS Inspector within its jurisdiction is covered by Errors and Omissions Insurance by participating in AWMAC's umbrella insurance policy.
- 4.7.11** If a Chapter does not have its own Certified GIS Inspector and requires a GIS Inspector from another jurisdiction, the Inspector's Chapter must ensure that their Errors and Omissions Insurance covers the Certified GIS Inspector within the requesting Chapter's jurisdiction.
- 4.7.12** 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 within one week.
- 4.7.13** The Chapter will be responsible for the maintenance of the Inspectors temperature and humidity meter.
- a. The Chapter must own at least one temperature and humidity meter which is maintained and certified to the standards of the National Institute of Standards and Technology (NIST) annually. Meters that cannot be calibrated and certified to within +/- three percent (humidity) and/or +/- one degree (Celsius) tolerance are not approved for use. Costs for recalibration and/or replacement are the responsibility of the Chapter.
- 4.8 Pre-Tender Inspection Review**
- 4.8.1** 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. A GIS 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.
- 4.8.2** There will be no charge for this service, provided the GIS is maintained throughout the duration of the project.
- 4.9 GIS Project Administration**
- 4.9.1** The Chapters will administer the inspection service. All projects will only be inspected by AWMAC Certified GIS Inspectors within the Chapter's geographical area unless none are available, subject to the previously stated procedures.

- 4.9.2** 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.
- The Chapter where the project is located will administer the GIS.
  - The Guarantee will have four guarantors: Manufacturer, Project Chapter, Manufacturer Chapter and AWMAC.
  - The Project Chapter shall apply for the Guarantee after confirming that the Manufacturer has no outstanding invoices in the Manufacturer's Chapter beyond sixty (60) days.
  - The Manufacturer's Chapter to invoice five percent (5%) of the GIS fee to the Project Chapter and deposit the same in its liability fund.
- 4.9.3** If the GIS project is within Canada but beyond Chapter boundaries the inspection will be arranged by:

British Columbia	for Yukon
Northern Alberta	for Northwest Territories
Manitoba	for Nunavut

- 4.9.4** Track all project from pre-tender to close out and enter the project data into a GIS tracking spreadsheet or program.
- 4.9.5** All communication to be filed electronically.
- 4.9.6** Requests for deletion of the GIS specification (pre or post tender): the Chapter to contact the Manufacturer(s), Owner, Design Professional, and/or General Contractor to inform them of the benefits of the GIS program and any relevant pre-tender fees that may apply.
- 4.9.7** Where the Manufacturer becomes a Member not in Good Standing, the Chapter shall notify the Owner, Design Professional, and/or General Contractor that the Member no longer qualifies for the AWMAC Certificate of Guarantee, and it recommended that the Owner request proof of 3rd party bonding or security.
- 4.9.8** In cases where a Manufacturer Member's Good Standing is compromised at any time during the GIS program, the Chapter at their discretion, will still have the option to request the AWMAC Certificate of Guarantee.
- The Chapter's Board of Directors will review all information and determine if the project could still qualify for a Guarantee.
  - Any minor or major deficiencies must be rectified or listed as exclusions on the Guarantee Application and providing the GIS fees are paid in full.
  - The Chapter GIS Administrator will indicate on the Guarantee Application, if there is no primary Guarantor.
  - The Chapter will continue to serve as the secondary Guarantor and AWMAC as the third Guarantor.
  - The Guarantee Application will be approved (or denied) by the AWMAC President, following any required consultation with the GIS Committee Chair and/or GIS Committee.

#### **4.10 Inspection and Reports General**

- 4.10.1** Upon receipt of the Manufacturer's submission package the Chapter will appoint a GIS Inspector.
- 4.10.2** The Chapter GIS Administrator will monitor that inspections are within the GIS Inspection Request form timelines. (The Inspector tracks their projects and will coordinate with the Manufacturer to arrange for an inspection. Inspections – Phase 1 Submittals).
- 4.10.3** Upon receipt of a Manufacturer's submittals package check that these documents are included:
- A completed GIS Inspection Request (GIS IRF) form

- b. A copy of the shop drawings, listings and schedules in accordance with AWMAC Standards Section 1, Submittals, that include this minimum information:
    - Project name and address
    - Contact information (phone and email) for:
      - Design Professional
      - General Contractor
      - Manufacturer
      - Installer
      - Finisher
    - AWMAC Standards Grade
    - Table of Contents
    - The relevant section(s) of the specifications
    - Floor plans with the contracted items highlighted.
    - The Design Professional Review, if completed.
    - Separate Contract for Supply and Installation Form if relevant.
- 4.10.4** If there are separate contracts for the supply and installation:
- a. The Chapter GIS Administrator will send separate forms to the Manufacturer and Installer.
  - b. The Chapter GIS Administrators will invoice separately for the GIS fees on the supply portion and the install portion.
  - c. The Inspector will complete two separate Final Inspection reports for the supply and install.
  - d. There will be no Guarantee for the install portion unless it is completed by an AWMAC Manufacturer Member.
- 4.10.5** Refer to Section 7, Financial Procedures, regarding non-members or Members not in Good Standing for invoicing procedures.
- 4.10.6** If all the documents are in order, forward the documents to the Inspector.
- 4.10.7** 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.
- 4.10.8** Inspector Submittal Review Report, utilizing the latest AWMAC inspection checklist and report template, will contain all pertinent information about the project and the parties involved. The Chapter GIS Administrator to contact the Inspector if no report is received within one week.
- 4.10.9** The Inspector submits their inspection report and checklists to the Chapter GIS Administrator. The Chapter 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 and is labelled “...DRAFT” 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).
- 4.10.10** The Chapter GIS Administrator will send a copy of the Submittal Review Report to the Manufacturer first. The Manufacturer has three business days to respond to this report. The Manufacturer's comments (if any) are then sent to the DP and GC with the report.
- 4.10.11** 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 business days, allowing you to review and respond before releasing it. Reports are to be released only from the local AWMAC Chapter office.”

- 4.10.12** The Manufacturer's response will be reviewed by the Chapter GIS Administrator and if necessary, forwarded to the Inspector for discussion.
- 4.10.13** If a shop drawing resubmittal was requested by the Inspector, the reinspection may be at an additional cost to the Manufacturer.
- 4.10.14** The Inspection Reports will then be forwarded to the DP and GC for their review and the Design Professional's signature.
- 4.10.15** If there are any non-compliant items, ensure that a signed copy is returned to the Chapter office.
- 4.10.16** Inclusion of the Inspector Checklists with the Inspection Report(s) is at the Chapter's discretion.
- 4.11 Inspections – Phase 2 Mock-Up (Sample) Unit**
- 4.11.1** Phase Two will apply if any one of the following conditions is met:
- The Design Professional specifies a mock-up unit.
  - The Manufacturer has not performed a GIS Project within the past two years.
  - The Manufacturer has not completed a GIS Project without an AWMAC Standards Tier penalty (per 9.2.1) within the past two years.
- 4.11.2** Unless otherwise specified, required mock-ups shall include a sample of each relevant section of AWMAC Standards (millwork, panelling, countertops, etc.), and casework mock-ups will include both typical upper and lower cabinets with drawers (if present on the project).
- 4.11.3** The Manufacturer will arrange with the Chapter 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.
- 4.11.4** The Inspector keeps track of their 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 GIS Inspection Request form (two weeks from date on the form).
- 4.11.5** Inspection and reporting process will be the same as 4.10.8 & 9.
- 4.12 Inspections – Phase 3 Final (Site or Plant if supply only)**
- 4.12.1** In consultation with the Manufacturer, the Chapter GIS Administrator may decide that specific areas or phases will be inspected on larger projects as they become available.
- 4.12.2** A separate Guarantee Application may be completed for each phase of the project.
- 4.12.3** The Manufacturer will submit to the Chapter office the completed GIS Final Inspection Request Form (FIRF) and Temperature and Humidity Forms (THF) only when the following conditions are met:
- The project is ready for final site inspection;
  - The Manufacturer believes the project will conform to the AWMAC Standards and
  - All known deficiencies have been corrected.
- 4.12.4** If the temperature and humidity readings are beyond the specified range, the Manufacturer shall submit communication documents that inform the GC, Owner, and Design Professional of the variances.
- 4.12.5** The Chapter GIS Administrator is to report to the Chapter GIS Representative if the Manufacturer fails to document the temperature and humidity.
- 4.12.6** The Chapter GIS Administrator forwards the GIS Final Inspection Request Form (GIS FIRF) and Temperature and Humidity Forms (THF) to the Inspector.
- 4.12.7** Inspection and reporting process will be the same as 4.10.8 & 9.
- 4.13 Inspections – Phase 3 Final (Virtual)**
- 4.13.1** All GIS inspections must be performed in person, by an AWMAC Certified GIS Inspector.

- 4.13.2 Where lack of access occurs due to unforeseen circumstances out of AWMAC's control (such as a health pandemic, natural disaster, or security threats), AWMAC's Chapters, at the discretion of the Chapter GIS Representative, may apply to AWMAC to perform a virtual mock-up and/or final inspection to determine project compliance and completion in accordance with the Virtual Inspection Policy found [HERE](#).
- 4.13.3 No Chapter may commit to perform a virtual inspection without prior written approval from AWMAC.
- 4.13.4 Inspectors and Chapter GIS Administrators may request to complete a virtual inspection through the application found [HERE](#).

#### 4.14 Reports with no deficiencies and/or variances:

- 4.14.1 After receiving the Final Inspection Report, check for:
- a. Manufacturer's and Inspector's temperature and humidity readings are within the NAAWS recommended range for the project's geographical area ((+/-three percent (humidity) or (+/-one degree (Celsius) due to tolerances of temperature and humidity meters).
    - If the temperature and humidity readings are not within the prescribed range, request from the Manufacturer the supporting documentation notifying the GC of the site conditions.
    - If the Manufacturer failed to notify the GC of the improper site conditions, a Tier TWO compliance issue may be initiated by the Chapter (see Section 9, Compliance).
  - b. No minor deficiencies.
  - c. No major deficiencies.
  - d. No contract specified items in variance to AWMAC Standards.
- 4.14.2 Then forward the Guarantee Application Form and documents to AWMAC for Guarantee issuance.

#### 4.15 Reports with deficiencies and/or variances:

- 4.15.1 Report with minor deficiencies (no major deficiencies) and with or without contract specified AWMAC Standards variances; Final Inspection Report with each rectified deficiency initialed, dated and photos provided when possible.
- a. Forward the documents to the Chapter GIS Representative (copy to Chapter President) for review and approval.
  - b. If the Manufacturer disputes the minor deficiencies or remedial action has not taken place within two weeks contact the Chapter GIS Representative.
  - c. Upon Chapter GIS Representative approval, forward the Guarantee Application Form and documents to AWMAC for Guarantee issuance.
- 4.15.2 Reports with major deficiencies and with or without minor deficiencies and/or contract specified AWMAC Standards variances; do not apply for the Guarantee until a future Final Inspection report states there are no major deficiencies.
- a. If the Manufacturer disputes the major deficiencies, or remedial action has not taken place with one month, contact the Chapter GIS Representative.
- 4.15.3 Report with contract specified AWMAC Standards variances or items that are not under control of the Manufacturer.
- a. Forward the documents to the Chapter GIS Representative (copy to Chapter President) for review and approval.
  - b. Contract specified variances that are deemed to be of an aesthetic nature or without impact on structure or function may be included in the AWMAC warranty with approval by the Inspector, Chapter GIS Representative AND the GIS Committee Chair.



- c. Upon Chapter GIS Representative approval (and GIS Chair if required per 4.13.3.b above) forward the Guarantee Application Form and documents to AWMAC for Guarantee issuance.

#### 4.16 Reports without Temperature and Humidity Records

- 4.16.1 Where the Manufacturer has failed to document or provide documentation of temperature and humidity on site, an exclusion to the AWMAC Guarantee will be added stating: “the Secondary and Tertiary Guarantor are excluded from any damages that may result from site temperature and humidity excesses due to the Manufacturer’s failure to record temperature and humidity readings”.
- 4.16.2 Compliance action in accordance with Section 9 is required where a Manufacturer has failed to record the temperature and humidity on site.

#### 4.17 Certificate of Guarantee Issuance for AWMAC Manufacturer Members in Good Standing

- 4.17.1 Required documents prior to Guarantee Application:
  - a. Final Inspection Report signed by the Manufacturer;
  - b. Final Site Inspection Checklist; and
  - c. Manufacturer’s site Temperature and Humidity Form (THF).
- 4.17.2 Guarantee Application
  - a. Application documents to be forwarded to AWMAC National, at [certificates@awmac.com](mailto:certificates@awmac.com):
    - o Guarantee Application Form;
    - o Final Inspection Report signed by the Manufacturer;
    - o The Inspector and Manufacturer’s temperature and humidity records; and
    - o Reply from the Manufacturer Member, where appropriate.
  - b. When the Chapter GIS Administrator is also the AWMAC Guarantee Primary Issuer, all documentation for Guarantee Application will be reviewed by the GIS Chair.
- 4.17.3 Upon electronic receipt of the AWMAC Certificate of Guarantee from National, review for possible errors and check any exclusion wording;
- 4.17.4 Save a copy of the Certificate of Guarantee provided by AWMAC in project file and close out project;
- 4.17.5 Send the Guarantee document by electronic mail to Manufacturer;
- 4.17.6 Inter-Chapter (Project & Manufacturer are in different Chapters): Save a copy of the Guarantee document provided by AWMAC that has been forwarded by electronic mail. Close out project;
- 4.17.7 Send the Guarantee document by electronic mail to Manufacturer & the other Chapter GIS Administrator;
- 4.17.8 Manufacturer to sign and save a copy of the Guarantee in project file and distribute the Guarantee by electronic mail (both front & back of document) to General Contractor and Architect/ Owner; and
- 4.17.9 Deposit payment to the local Chapter Liability Fund.

#### 4.18 Financial

- 4.18.1 Invoice will be per Financial Procedures, Section 7 which includes:
  - a. Revenue stream;
  - b. Project Rates (includes small projects);
  - c. Chapter Liability Fund; and,
  - d. Inter-Chapter project revenue and liability
- 4.18.2 Payment from non-members or Members not in Good Standing:
  - a. Invoice payee for total amount before Submittal Report is released. Payments must be received before Submittal Report is released.

- b. If payment is not received within one week from invoicing, contact the Manufacturer with a reminder.
- c. If payment is not received within three business days contact the Design Professional (DP) and the General Contractor (GC).

### 4.19 Compliance

- 4.19.1 Any Member issues (suspected or real) regarding compliance to AWMAC Standards for a GIS project or adherence to the GIS Policy and Procedures will be forwarded to the Chapter GIS Representative for their determination.

### Policy:

- 5.1** The project Owner or Design Professional may stipulate the GIS in the contract documents.
- 5.2** The Manufacturer may elect to include the GIS in their tender if not so stipulated to alleviate any misunderstanding regarding perceived quality.
- 5.3** When the Manufacturer is also an AWMAC Member, the Owner will be assured of the issuance of a two-year AWMAC Certificate of Guarantee.
- 5.4** When the GIS is stipulated in the contract documents, the Manufacturer (AWMAC Member or non-member):
- Assures the competitors tendering the project that the materials and processes will comply with the AWMAC Standards manual (current edition at date of tender) hereinafter referenced as AWMAC Standards.
  - Ensures the inspection and reporting of the project's materials, processes and workmanship will solely reference AWMAC Standards from the submittal stage (shop drawings etc.) through to completion.
  - If there is imprecise reference to the GIS in the contract documents the Architectural Woodwork Manufacturer will include the GIS program.
- 5.5** AWMAC Members will not negotiate or request the GIS specification be deleted.
- 5.5.1** Any AWMAC Member found to have negotiated or requested the GIS specification be deleted, will be subject to disciplinary action (see Section 9, Compliance).
- 5.6** Submittal Reviews and Project Inspection Reports will include notification to the Owner, General Contractor, and Manufacturer of any AWMAC Standards and/or GIS document procedures, compliance and/or issues.
- 5.7** AWMAC Members will also be subject to:
- 5.7.1** Compliance procedures when the architectural woodwork does not meet AWMAC Standards and/or,
- 5.7.2** GIS Policy and Procedure Compliance Procedures (go to Section 9, Compliance).
- 5.8** 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:
- The project's woodwork meets or exceeds the AWMAC Standards;
  - The Member is in Good Standing throughout the project; and
  - The Member is Manufacturer Standards Exam (MSE) compliant.
- 5.9** AWMAC Manufacturer Members who are not in Good Standing and non-members will provide a maintenance bond or warranty as per the contract specifications.
- 5.10** Proof of warranty/maintenance bonding to be provided to Chapter GIS Administrator or Inspector upon request.

**5.11 Certificate of Guarantee Exclusion:** The project Owner has engaged AWMAC to perform a service (inspections & reports) and to guarantee the end-product to AWMAC Standards. AWMAC, the Chapters and Members have agreed to the GIS Policy 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 Standards. If no grade is stated in the contract documents, the default is Custom Grade. There are three distinct and different types of exclusions that may be included in a Guarantee:

- a. Contract specified item(s) in variance to the AWMAC Standards;
- b. Project conditions that are beyond the Manufacturer's control; and/or
- c. Manufacturer compliance issues.

**5.12** All GIS related documentation must be submitted to the Chapter office without undue delay.

**Procedure:**

**5.13 At Tender**

**5.13.1** 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.

**5.13.2** Include the cost of the GIS as part of the tendered lump sum, never as a separate line item. Use the [GIS Rate Schedule](#).

**5.13.3** Travel Expenses will be charged for projects outside the Chapter's hub area(s) of inspection, for each site inspection. (see Section 7.3, Financial, Travel)

**5.13.4** Any additional inspections due to non-compliance, or other relevant issues not conforming to AWMAC Standards or GIS Policy and Procedures, will be invoiced at an additional fee and will be paid prior to release of the inspection report.

**5.13.5** If the contract GIS reference is not clear but has words such as, Guarantee, AWMAC Inspection, Inspections, Reports etc., the Architectural Woodwork Manufacturer will:

- a. Include the GIS cost at tender;
- b. Advise the project's Chapter GIS Administrator of the imprecise wording;
- c. Supply the Design Professional with the correct wording and request an addendum;

**5.13.6** The Member may remove the cost only if an addendum clearly states the GIS is excluded.

**5.13.7** The Member will notify the project AWMAC Chapter office when the GIS is deleted for AWMAC follow up.

**5.13.8** 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. The Manufacturer should complete the Separate Contracts for Supply and Installation Form.

**5.13.9** Pre-tender or post-tender request for deletion of the GIS specification:

- a. The Manufacturer will refer the request to the Chapter office, which will negotiate and resolve the request with the Owner or Design Professional.

**5.14 After Contract Award and Prior to Manufacture**

- 5.14.1** The Manufacturer is required to forward the GIS Inspection Request Package (GIS IRP) containing the following documents to the Chapter office:
- a. GIS Inspection Request Form (GIS IRF)
    - *Advisory Note:* Please submit the GIS IRF immediately. If there is no firm construction schedule enter approximate dates for submittals, typical unit & installation start and completion.
  - b. Submittals per AWMAC Standards (Section 1, Submittals) which include but are not limited to:
    - 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 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 [click here](#).
  - c. Design Professional review of shop drawings (redline), if available;
  - d. Project specifications and applicable addendum; and
    - If items in the architectural specifications and/or drawings are not AWMAC 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.
  - e. Any relevant information that may be required to complete the Submittal Review.
- 5.14.2** Upon GIS IRP receipt, the Chapter GIS Administrator will check the GIS IRP is complete and then forward the documents to an independent Certified GIS Inspector. If the GIS IRP is not complete, the Chapter GIS Administrator will request the Manufacturer to supply the missing information.
- 5.14.3** The Inspector reviews the GIS IRP and sends the Submittal Review Report to the Chapter GIS Administrator who, in turn, forwards it to the Manufacturer.
- 5.14.4** The Manufacturer has three working days to comment on the Submittal Review Report.
- 5.14.5** The Chapter GIS Administrator forwards the Submittal Report (with the Manufacturer's comments (if any) to the DP and GC after three business days.
- a. If a shop drawing resubmittal was requested by the Inspector, the reinspection may be at an additional cost to the Manufacturer.
- 5.14.6** Exceptions:
- a. The Design Professional review of the shop drawings, if not available, the Inspector's review may proceed, at the Chapter's discretion.
  - b. Notwithstanding the Inspector's review or approval of shop drawings or samples submitted, the Manufacturer remains obligated to comply with AWMAC Standards and the Project Specifications. Any omissions or oversights during inspection shall not derogate in any way from the Manufacturer's responsibilities and/or liabilities.

- 5.15 Mock-Up (Sample Unit) Inspection when specified or otherwise required.** -
- 5.15.1** Notify the project Inspector (or Chapter) and coordinate inspection (time & place).
- 5.15.2** Manufacturer's representative should be present for inspection.
- 5.15.3** The Inspector reviews the sample unit and sends the Mock-Up Report to the Chapter GIS Administrator who forwards the report to the Manufacturer. The Manufacturer receives the Mock-Up Report and has three business days to comment to the Chapter office before the Chapter forwards the report to the Owners.
- 5.15.4** The Chapter GIS Administrator forwards the inspection report along with any comments received from the Manufacturer to the DP and GC.
- 5.15.5** A Mock-Up inspection is mandatory if any one of the following conditions are met:
- Specified by the Design Professional;
  - The Manufacturer has not performed a GIS Project within the past two years; and/or,
  - The Manufacturer has not completed a GIS Project without an AWMAC Standards Tier penalty (per 9.2) within the past two years.
- 5.15.6** Unless otherwise specified, required mock-ups shall include a sample of each relevant section of AWMAC Standards (millwork, panelling, countertops, etc.), and casework mock-ups will include both typical upper and lower cabinets with drawers (if present on the project).
- 5.15.7** Mock-ups must be made with the materials specified and may be used as part of the final project.
- 5.15.8** Approval of mock-ups shall not constitute blanket indemnity of any other details later found to be non-compliant to AWMAC Standards.
- 5.16 Acceptance of On-Site Conditions Prior To and During Installation**
- 5.16.1** 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 reading per day depending on different site areas and exposures.
- 5.16.2** Temperature and humidity readings are to be taken at the centre of the room.
- 5.16.3** If prior to delivery, the temperature and humidity conditions are in variance (+/-three percent (humidity) and +/- one degree (Celsius) the acceptable range) due to the tolerances of temperature and humidity meters to acceptable AWMAC Standards, or there are extreme swings in temperature and humidity, you must 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.
- 5.16.4** If at any other time during installation, the temperature and humidity conditions are in variance (+/-three percent (humidity) and (+/-one degree (Celsius) the acceptable range) due to the tolerances of temperature and humidity meters to AWMAC Standards, or there are extreme swings in temperature and humidity, advise the GC immediately, followed with written notification. Copy this correspondence to the Design Professional and the local AWMAC office.
- 5.16.5** Manufacturer must own at least one temperature and humidity meter which is maintained and certified to the standards of the National Institute of Standards and Technology (NIST) annually. The Manufacturer's additional temperature and humidity meters must be certified and/or tested and documented with photos of serial numbers and date stamp, against a certified device semi-annually. Meters that cannot be calibrated and certified to within +/- three percent (humidity) and/or +/- one degree (Celsius) tolerance are not approved for Manufacturer use.



- 5.16.6** Prior to installation check and report (see AWMAC Standards) to the GC if:
- a. The building is not closed in and/or HVAC system is not operational;
  - b. The preparatory work (walls, floors, ceiling, etc.) by others are not plumb, square, primed, etc.; and/or,
  - c. Adequate blocking has not been provided.
    - *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 Standards.

### 5.17 Final Inspection

- 5.17.1** Manufacturer's Final Inspection Request Form (FIRF). Send the GIS FIRF 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:
- a. Temperature and humidity records;
    - If the Temperature and Humidity readings are in variance to AWMAC's specified range, submit communication documents that inform the GC, Owner and/or Design Professional of the variances.
  - b. Final production shop drawings;
  - c. Final contract value;
  - d. Percentage value per AWMAC Standards sections;
  - e. And these conditions have been met:
    - The project is ready for final inspection;
      - All rooms are complete including required caulking and broom cleaned.
      - If the inspector determines that the site is not ready for inspection, they will not proceed and will notify the Chapter office of their conclusion. Additional inspection fees may be charged to the Manufacturer if the Inspector cannot complete their inspection.
  - f. The Manufacturer has made good all deficiencies; and,
  - g. The Manufacturer is satisfied that their work will conform to all requirements.
- 5.17.2** It is in the best interest of the Manufacturer to have a qualified agent accompany the Inspector to make minor adjustments etc.
- 5.17.3** The Manufacturer receives the Final Inspection Report and has three working days to comment to the Chapter office before the Chapter forwards the report to the Owners.
- 5.17.4** The Manufacturer signs off the Final Inspection Report and returns this report to the Chapter GIS Administrator.
- 5.17.5** The Chapter GIS Administrator forwards the inspection report along with any comments received from the Manufacturer to the DP and GC.
- 5.17.6** 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.
- 5.17.7** When the Manufacturer is also an AWMAC Member, the Guarantee process is initiated if there are no deficiencies and if the project is subject to a Guarantee,
- 5.17.8** If the project is subject to a Guarantee and there are minor deficiencies, (i.e. door adjustments) the Guarantee Application process will be initiated only after the final report has been returned to the AWMAC Chapter office with each rectified deficiency initialed, dated and photos provided when possible.
- a. As a guideline, the definition of a "minor deficiency" is any deficiencies in the opinion of the Inspector that can be addressed within eight person-hours for projects under \$100,000, or within sixteen (16) person-hours if over \$100,000 and no major material replacement is required.
  - b. AWMAC Chapter office may give the Manufacturer notice that a re-inspection may take place to confirm the minor deficiencies were addressed satisfactorily.

There will be no charge for this spot inspection if deficiencies are addressed satisfactorily.

- c. If the minor deficiencies were not addressed satisfactorily or not within the two-week time frame, the AWMAC Chapter may charge the Manufacturer for the additional inspection.

**5.17.9** If the project is subject to a Guarantee and has major deficiencies, the Guarantee Application process will not be initiated until after the remedial works is completed (within one month), inspected, and compliant.

- a. As a guideline, the definition of a “major deficiency” is in excess of those defined in 5.17.8.
- c. The AWMAC Chapter office will give the Manufacturer notice that a re-inspection will take place to confirm the major deficiencies were addressed satisfactorily. There will be a charge to the Manufacturer for reinspection.

**5.17.10** Work may be found to be non-compliant despite not being detected during submittals or mock-up review. Adherence to AWMAC Standards and the Project Specifications remain the responsibility of the Manufacturer.

### **5.18 Manufacturer Standards Exam (MSE)**

**5.18.1** The MSE is a series of questions to determine AWMAC Standards & GIS knowledge and competency.

**5.18.2** An AWMAC Member must have at least one owner or manager that has successfully passed the current MSE prior to issuance of the Guarantee.

- a. The owner or manager is the MSE certificate holder (not the AWMAC Member).
- b. The MSE certificate is sent virtually to the certificate holder and copied to the Chapter.
- c. The MSE certificate holder’s name and number to be recorded by the Chapter GIS Administrator.

**5.18.3** The Manufacturer Member’s primary MSE application and subsequent updates are a member benefit at no cost.

**5.18.4** In the event an MSE certificate holder leaves one Member firm (previous) and moves to another Member firm (new), the following will apply:

- a. The previous firm shall not be charged for a replacement MSE application; and,
- b. The certificate holder shall inform the local Chapter and AWMAC National GIS Administrator at [exams@awmac.com](mailto:exams@awmac.com). of their employment status (both previous and new).

### **5.19 Certificate of Guarantee**

**5.19.1** The Manufacturer Member may obtain a Guarantee if the Manufacturer is a Member in Good Standing throughout the project, is MSE compliant and has submitted a completed Temperature and Humidity Form (THF).

- a. In cases where a Manufacturer Member’s Good Standing is compromised at any time during the GIS program, the Chapter has the option to request that the Chapter serve as the primary Guarantor and AWMAC as the secondary Guarantor (third Guarantor would be removed). The final decision in this matter will be made by the AWMAC President, following consultation with the GIS Committee Chair.

**5.19.2** The local Chapter sends the Certificate of Guarantee (signed by the AWMAC President and AWMAC Chapter President) to the Manufacturer via electronic mail.

**5.19.3** The local Chapter closes out the project.

**5.19.4** The Manufacturer signs the Certificate of Guarantee as the primary guarantor and distributes to the Architect/Owner and GC via electronic mail (both front & back of the Guarantee).

### 5.20 Certificate of Guarantee Exclusions

- 5.20.1** Contract specified item(s) in variance to AWMAC Standards will be excluded from the AWMAC Guarantee. This exclusion is because contract specified items take precedence over the AWMAC Standards.
- a. Contract specified variances that are deemed to be of an aesthetic nature or without impact on structure or function may be included in the AWMAC warranty with approval of the Inspector, Chapter GIS Representative AND the GIS Committee Chair. Such items would remain listed on the Final Inspection Report, but not specifically itemized in the AWMAC Guarantee.
- 5.20.2** Project conditions that are beyond the Manufacturer's control that preclude compliance to AWMAC Standards will be excluded from the AWMAC Guarantee.
- 5.20.3** Projects that have some AWMAC Standards sections that are compliant and some sections that are not compliant due to Manufacturer's lack of performance:
- a. 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.
  - b. It is AWMAC's recommendation that sections that are not compliant be covered by a two-year maintenance bond.
  - c. AWMAC Manufacturers see "Exclusion and Consequence Procedures", Section 9, Compliance.

### 5.21 Financial

- 5.21.1** The Owner's GIS payment to the Manufacturer is held in trust to be paid to the local Chapter.
- 5.21.2** The GIS cost is based on the architectural subcontract plus all change orders.
- 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.
- 5.21.3** AWMAC Manufacturer Members are invoiced accordingly as per the Chapter.
- 5.21.4** 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.
- 5.21.5** Extra charges will be assessed to the Manufacturer if:
- a. Shop drawing information is not complete and requires a further review and written report;
  - b. The Inspector determines the site is not ready for the final inspection; and/or,
  - c. Final inspection report deficiencies that require a re-inspection.

### 5.22 Interpretations, Mediation and Appeals

- 5.22.1** For GIS issues, contact your Chapter GIS Representative and/or the GIS Committee Chair.
- 5.22.2** For AWMAC Standards interpretations, contact the Chapter GIS Representative and AWMAC Manual Committee

### 5.23 GIS Forms

- 5.23.1** Forms are available from the AWMAC website.

**Purpose:** AWMAC Certified GIS Inspectors (Inspector) 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 Standards, as the technical reference for the GIS program.

Inspection will be conducted by independent AWMAC Certified GIS Inspectors. An Inspector may not provide an inspection independently of AWMAC or its Chapters.

## Procedure:

### 6.1 Inspector Criteria – Profile: the principal requirements for an AWMAC Certified GIS Inspector include the following. They must:

- Be knowledgeable about building construction in general and specifically, architectural woodwork;
- Be familiar with plans, specifications, and shop drawings;
- Be able to interpret and understand the AWMAC Standards, current edition;
- Be able to produce a concise, comprehensive and well-organized report;
- Be competent in the use of word processing software and electronic mail;
- Be physically able to perform jobsite inspections;
- Be available to perform inspections when required;
- Be impartial and not in conflict with the work being inspected;
- Have read and signed off on the GIS Inspector Conflict of Interest Document annually;
- Not inspect any project/product where they were previously employed by or contracted to any of the contractually involved parties for a minimum of two years unless authorized by the GIS Committee; and,
- Not inspect and report on GIS or projects that are specified to AWMAC Standards for any other parties, unless authorized by the local AWMAC Chapter.

### 6.2 Inspector Responsibilities

- 6.2.1** When assigned to a project, the Inspector will base their report on the information forwarded by the Chapter and complete the three-phase inspection process.
- 6.2.2** Inspections and reports are to be completed within seven days upon receipt of documents (submittals inspection) or notification by the Manufacturer (sample and site inspections)
- 6.2.3** 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.
- 6.2.4** The use of photography is encouraged at the discretion of the Inspector. Photos should be used to clarify issues and to document deficiencies.
- 6.2.5** Inspectors are to retain all project specific documents until the Guarantee for that project has expired.
- 6.2.6** The Inspector's kit will include items supplied by AWMAC or the AWMAC Chapter (see 6.3). These items must be returned to AWMAC or the Chapter upon request.
- 6.2.7** The Chapter must own at least one temperature and humidity meter which is maintained and certified to the standards of the National Institute of Standards and Technology (NIST) annually. The Inspector's temperature and humidity meters must be certified and/or tested and documented with photos of serial numbers and date stamp, against a certified device semi-annually. Meters that cannot be calibrated and certified to within +/- three percent (humidity) and/or +/- one degree (Celsius) tolerance are not approved for Inspector's use. Costs for recalibration and/or replacement are the responsibility of the Chapter.

**6.3 Inspection Kit to include:**

- a. Current AWMAC Standards manual (provided by AWMAC);
- b. AWMAC hard hat, high visibility vest and AWMAC Certified GIS Inspector's badge (provided by AWMAC);
- c. Temperature and humidity meter meeting criteria as outlined herein (provided by the AWMAC Chapter);
- d. Approved safety boots and safety glasses, if required;
- e. Minimum 12' (3.65m) tape with metric and imperial divisions;
- f. Multi-driver with bits (Slot, Phillips, and Robertson);
- g. Small mirror to check top and bottom of doors (a dental mirror is good);
- h. Straight edge (min 7") to check telegraphing of doors (a 12" combination square is good);
- i. Set of feeler gauges – flat type, metric preferred;
- j. 12" 'Torpedo' level;
- k. Laser level or plumb bob c/w line;
- l. An approximately 4m length of nylon cord, two equal thickness spacer blocks, and masking tape (to check warp or twist of doors);
- m. Magnifying glass;
- n. Outside calipers;
- o. Flashlight;
- p. Taper gauge to check door/drawer gaps;
- q. Sharp pencil(s) and a notebook or clipboard with ruled paper;
- r. Sharp pocketknife; and
- s. Spring and hook scale capable of measuring 75 lbs.

**6.4 Inspector Certification Procedure**

- 6.4.1** Once a prospective Inspector has been determined by the Chapter, an hourly rate will be set (at the discretion of the Chapter).
- 6.4.2** The prospective Inspector sends an email to exams@awmac.com requesting an ICE. When complete the ICE is emailed back for marking.
- a) The Inspector Certification Exam (ICE) is administered by AWMAC.
  - b) The ICE consists of approximately 250 multiple choice questions; approximately 90% from the current edition of the AWMAC Standards and Errata (as they become available) and approximately 10% from the current edition of the AWMAC GIS Policy and Procedures Manual.
- 6.4.3** The prospective Inspector must successfully complete the ICE. If the mark is:
- 95% or greater – the prospective Inspector becomes an Interim Inspector.
  - 85% to less than 95% – the prospective Inspector must do a "Rewrite" based on the problem areas of the first ICE document and will become an Interim Inspector if the 95% grade is achieved.
  - Less than 85% on the initial ICE or less than 95% on the ICE plus the Rewrite; the prospective Inspector fails and may apply again to write another complete ICE.
- 6.4.4** the Interim Inspector's certificate will be kept on file by the Chapter.
- 6.4.5** An Interim Inspector must complete the inspection of four GIS projects – each including submittals, mock-up and site inspections. Inspections will be done with an existing (mentor) Inspector.
- 6.4.6** **First** project inspections are a learning tool. Interim Inspector observes and shadows mentor Inspector.
- 6.4.7** **Second** project inspections are a collaboration.
- 6.4.8** **Third project inspections:** the Interim Inspector's inspection and reports are observed and shadowed by the mentor.

- 6.4.9 Fourth project inspections:** independent reports are produced and assessed by the mentor. If a mentor is not available, another Certified Inspector will make a determination.
- 6.4.10** Inspection and reports must include the following architectural woodwork sections:
- Finishing – stain, transparent and opaque
  - Millwork – jambs, standing and running trim
  - Any aspect of stair work and rails
  - Wall/ceiling surfacing & partitions
  - Doors
  - Casework; wood and HPDL
  - Counters; HPDL and one other
  - Minimum of one Custom and Premium Grade item.
- 6.4.11** The Interim Inspector will be deemed competent to the satisfaction of the Chapter GIS Representative when they demonstrate the ability to:
- a. Inspect submittals in an acceptable and timely manner (dependent on project size);
  - b. Produce GIS forms and reports in an acceptable and timely manner (dependent on project size);
  - c. Participate in inspections in a reasonable and timely manner (dependent on project size);
  - d. Communicate with the local Chapter and GIS office in an acceptable and timely manner (respond to Chapter within two days);
  - e. Conduct themselves and represent AWMAC in a professional and unbiased manner;
  - f. Fully utilize the Inspector’s tool kit during an inspection;
  - g. Fully utilize the current editions of AWMAC Standards and the GIS Policy and Procedures Manual; and
  - h. Be thoroughly familiar with architectural drawings and specification documents.
- 6.4.12** The Interim Inspector will now become an AWMAC Certified GIS Inspector after:
- a. Recommendation from the Chapter GIS Representative to the Chapter Board and vote by the Chapter Board to accept the change in status;
  - b. Recommendation from the Chapter GIS Representative to the GIS committee and vote by the GIS committee to accept the change in status; and,
  - c. GIS Committee chair to notify the AWMAC BOD of the change in status.
- 6.4.13** Once the Inspector becomes an AWMAC Certified GIS Inspector, the Chapter GIS Representative will request a certificate and badge from the AWMAC’s National GIS Administrator.
- 6.4.14** Evaluating an Inspector: AWMAC and its Chapters consider the performance of its Certified GIS Inspectors critical to the well-being of the GIS program.
- 6.4.15** Chapter to review each Inspector at minimum of once every two years. Review process:
- Chapter GIS Representative to review a minimum of one 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;
  - Both the Inspector and Chapter GIS Representative to complete the Evaluation Form prior to meeting; and,
  - The participants in the evaluation will consist of the Inspector, the Chapter GIS Representative and one other Chapter Representative or another Chapter GIS Representative.
  - Evaluation and any other data to be filed with the AWMAC Chapter.
- 6.4.16** All Inspectors will complete an updated ICE within three months of the effective date of a new edition of AWMAC Standards and/or every five years, whichever comes first, or at the discretion of the AWMAC GIS Committee.



**6.5 Financial Procedures**

- 6.5.1** Inspectors are contracted as independent consultants to the Chapter. 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 (suggested guideline - National Joint council or CRA rates).
- 6.5.2** Inspectors invoice the Chapter for inspections undertaken. Invoices may be on the basis of one invoice per-inspection or one invoice for a number of inspections on the same project as negotiated with the office.
- 6.5.3** As an independent consultant, the Inspector is responsible for all applicable Federal and Provincial taxes, remittances, and compliance requirements.

**6.6 Inspections General**

- 6.6.1** The AWMAC Inspection Service is based on a three-phase inspection review process, with a written report issued by an AWMAC Certified GIS Inspector at each phase. This process may be preceded by a pre-tender inspection review.
- 6.6.2** Projects will be inspected using the current AWMAC Standards manual at time of tender as the sole reference.
- 6.6.3** Inspector and Chapter office communication with the Manufacturer is necessary before all physical inspections.
- 6.6.4** 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 manner (two weeks from the date on the GIS Inspection Request Form).
- 6.6.5** Inform the local Chapter office in writing if there are any disagreements regarding the Inspector's findings, concerns or other issues.

**6.7 Manual Interpretations & Interim Resolutions**

- 6.7.1** Any concerns are forwarded to the Chapter 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 Chapter GIS Representative or their appointee will endeavour to resolve any GIS and AWMAC Standards issues in conjunction with the relevant AWMAC GIS or Manual Committee and report back to the Inspector, copied to the Chapter office, within one week.
- 6.7.2** If the Inspector is asked to comment on a particular AWMAC 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".
- 6.7.3** If the Inspector perceives that this area of concern warrants the submission of an AWMAC 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 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 as referenced in the current manual.
- 6.7.4** Where two or more sections of the AWMAC Standards are determined to be in conflict, the less restrictive standard requirement shall prevail until formally clarified in writing by the AWMAC Manual Committee.

**6.8 Pre-Tender Review**

- 6.8.1** 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.



- 6.8.2 The Inspector will also make sure that all documents meet AWMAC Standards.
- 6.8.3 The Inspector will ensure proper GIS wording is included in the specification in all relevant sections.

## 6.9 Phase One: Submittal Review

- 6.9.1 The AWMAC Chapter office forwards the Manufacturer's submittals (shop drawings, listings and schedules) and relevant contract documents to the assigned Inspector.
- 6.9.2 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.
- 6.9.3 The submittals must comply with AWMAC Standards, Section 1 Submittals.
  - 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 request clarification in writing:
    - If this information is forthcoming in a timely fashion (within three working days, the Inspector will complete their review and submit the Submittal Review Report.
    - If this information is not received within three 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, or the submittal report can be edited if not yet signed.
- 6.9.4 If the submittals do not comply with AWMAC Standards, Section 1 Submittals (approximately one hour of the Manufacturer's time to edit), the Inspector will:
  - a. Send a request to the Chapter office requesting that the Manufacturer review AWMAC Standards and resubmit the Drawings.
  - b. The Inspector will not complete the Submittal Review report until the submittals are compliant.
- 6.9.5 Using the latest approved AWMAC Inspection Checklists, the Inspector will determine whether or not the materials and methods indicated on the shop drawings conform to the current AWMAC Standards manual and may also indicate deviation from architectural drawings and specifications.
- 6.9.6 It is important to differentiate between the project documents and AWMAC Standards. An item may conform to Standards but not to the project documents and vice versa.
- 6.9.7 If the Manufacturer's stated materials and/or methods are not AWMAC Standards compliant, include these findings as not compliant items in the report.
- 6.9.8 If the project documents stated materials and/or methods are not AWMAC Standards compliant include these findings as in variance to AWMAC Standards.
- 6.9.9 The Inspector will write a report outlining their observations regarding the Submittal Review Report.
  - a. The Inspector may request a shop drawing resubmittal on the report if there are many missing details or critical information in order to move on to the next stage.
  - b. Any submittal reinspection may be at an additional cost to the Manufacturer.
- 6.9.10 The Inspector submits their 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).
- 6.9.11 See Inspection Report inclusions 6.16.1

**6.10 Phase Two: Sample Unit or Mock-Up Inspection (as required)**

- 6.10.1** 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.
- 6.10.2** The unit, which preferably can be incorporated into the project, will include all typical elements.
- 6.10.3** Physical inspection of unit:
- a. The Inspector will inspect the unit for AWMAC Standards compliance.
  - b. 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.).
- 6.10.4** The Inspector will write a report outlining their observations regarding the inspection review of the sample or mock-up unit. All deviations from AWMAC 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.
- a. If the DP approves, in writing, any architectural woodwork that does not meet AWMAC Standards, that work will be noted as a contract specified variance and not deficient work in subsequent reports.
- 6.10.5** The inspection report is sent to the Chapter office for review and then forwarded first to the Manufacturer for comment and then to the DP and GC for review.
- 6.10.6** 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.

**6.11 Phase Three: Final Inspection(s)****Prior to Site Inspection:**

- 6.11.1** 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.
- 6.11.2** 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.
- 6.11.3** 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.
- 6.11.4** The Inspector will become familiar with the project prior to arrival on site for final inspection. In particular, they will re-check the specifications, submittals, and previous reports to become re-acquainted with the project. In some cases, it may have been a considerable time since the previous reports.
- 6.11.5** 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, the mock-up unit, and any reported revisions to the scope of work.

**6.11.6** 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 Standards. The report will be processed quickly and sent to the Manufacturer, GC and DP.

## **6.12 Site Inspection:**

- 6.12.1** 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.
- 6.12.2** Be sure all safety and security requirements are understood and complied with.
- 6.12.3** We suggest wearing a hard hat whether or not it is required.
- 6.12.4** The Inspector should always wear approved safety boots.
- 6.12.5** Remember that the Inspector represents AWMAC, and the GIS program may be judged by their conduct on site.
- 6.12.6** If the Inspector quickly determines that, in their opinion, the site is not ready for inspection, they should not proceed but should notify the Chapter office of their conclusion.
- 6.12.7** Additional inspection fees may be charged to the Manufacturer if the Inspector cannot complete their inspection.
- 6.12.8** 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.
- 6.12.9** When the supply and install are separate contracts and the Inspector is inspecting the product on site, the Inspector will differentiate between what has been manufactured and what has been installed.
- 6.12.10** The Inspector will probably find that they quickly get 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 Standards manual.

**6.13** Ensure 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 their opinion, the project or some element of the project is particularly well executed.

*Some examples:*

- A well-executed project, although contract specified as custom grade, the workmanship generally meets premium grade.
- Excellent finishing, the staining is exceptionally consistent.
- The Manufacturer's choice of solids and veneer are particularly well matched.

- 6.13.1** Reserve comments regarding quality issues to your report, do not verbalize your findings to the Owner, DP or GC.
- 6.13.2** The Inspector will measure and record relative temperature and humidity when on site in the centre of the rooms.
- 6.13.3** The Inspector will also use the AWMAC GIS Inspector Checklists as shown in GIS F&R. The completed checklists will be submitted with the final report to the local Chapter office.
- 6.13.4** Inclusion of the completed checklists with Inspection Reports is at the Chapter's discretion.

- 6.14** Work may be found to be non-compliant despite not being detected during submittals or mock-up review. Adherence to AWMAC Standards and the Project Specifications remains the responsibility of the Manufacturer.
- 6.15 Report Requirements**
- 6.15.1** 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).
- 6.15.2** 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.
- 6.15.3** The report should make clear what was inspected.
- 6.15.4** The report does not require detailed descriptions of the type of architectural woodwork inspected.
- 6.15.5** 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 Standards and/or the specifications.
- 6.15.6** 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 refer to the section of the AWMAC Standards manual and/or the specifications.
- 6.15.7** It is important to differentiate between the project documents and the AWMAC Standards. An item may conform to the AWMAC 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.
- 6.15.8** 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 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".
- 6.15.9** 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 Standards manual." Or "Except for the above noted concerns, in my opinion this installation conforms to the current AWMAC Standards manual." (For further Inspection Report inclusions see 6.16)
- 6.15.10** Always remember that the Inspector is passing judgment on a specific project per AWMAC 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:*
- Recommended wording:** The veneer panels are not compatibly matched for colour and figure per AWMAC Standards.
  - Non-recommended wording:** The Manufacturer chose veneer panels which are not compatibly matched for colour and figure per AWMAC Standards.

- 6.15.11** Unless it is a final report, the report will include a request to notify the AWMAC Chapter when ready for the next inspection.
- 6.15.12** As a guideline, all deficiencies will require re-inspection except those that, in the opinion of the Inspector, are minor (and require no major material replacements) and can be addressed within:

Projects under \$100,000	Eight (8) man hours
Projects over \$100,000	Sixteen (16) man hours
Larger projects	at the discretion of the Inspector

- 6.15.13** The report to be submitted to the Chapter office and not to other parties directly.
- 6.15.14** 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 they are 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.
- 6.15.15** The Inspector shall note on their inspection reports whether proof of 3rd party bonding/warranty has been provided.
- 6.15.16** Inspectors are to retain all project specific documents until the Guarantee for that project has expired.

## **6.16 Notes for the Inspector - AWMAC Inspection Reports**

### **6.16.1 Submittal Review**

- All documents submitted should be listed in the report.
- State AWMAC Grade specified. A short resume of the proposed materials and construction methods should be included as the Inspector understands them.
- Any variations from the specifications and/or AWMAC Standards should be listed with references to the appropriate sections. The variations to the specifications should state whether they conform to AWMAC Standards or not.
- All items must be numbered or lettered for easy reference in future reports.
- Ask for clarification in writing of any deviations from specifications and/or AWMAC Standards.

### **6.16.2 Mock-Up Report**

- State date and place of inspection and who accompanied the Inspector.
- Describe units inspected.
- State if samples conform to AWMAC Standards and if they are as described in the Submittal Report.
- Any variations from AWMAC 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.
- Ask for information in writing to correct any items not conforming to AWMAC Standards.

### **6.16.3 Site Inspection Report**

- State date of inspection and who accompanied the Inspector.
- Temperature and Humidity:
  - State whether installation temperature and humidity readings were within or not within AWMAC's specified range. And if not, whether the GC was informed.
  - State whether inspection temperature and humidity readings were within or not within AWMAC's specified range.

- To allow for normal deviations in hygrometer calibration; sporadic readings showing a unidirectional variance of (+/- three percent (humidity) and (+/- one degree (Celsius) or less shall not be deemed out of range for warranty purposes.
- c. State whether the premises were occupied, and which areas were inspected.
- d. Explain if this inspection covers the whole project or one phase of a project.
  - List any deficiencies and variations from AWMAC Standards and give them a number or letter. Refer back to previous reports if they were itemized in these reports.
  - If the same deficiency occurs in numerous locations throughout the project, describe it as such only once in the report.
  - If the Design Professional has requested or approved an item not conforming to AWMAC Standards explain that this item will not be covered by the Guarantee.
  - Contract specified variances that are deemed to be of an aesthetic nature or without impact on structure or function may be included in the AWMAC warranty with approval by the Inspector, Chapter GIS Representative and the GIS Committee Chair.
- e. If a special inspection is requested, state who requested it.

## 6.17 Notes for the Inspector - AWMAC Standard Inspection Inclusions (use where appropriate)

### 6.17.1 Submittal Review:

- “In my opinion the forgoing items should be addressed in writing and clarified with the Design Professional before beginning fabrication.”
- “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 Standards.”
- “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 Standards.”

### 6.17.2 Site Inspection report:

- “An excellent job of manufacture and installation.”
- “Although the project documents specify Custom Grade, this project meets AWMAC’s Premium Grade Standard for materials and workmanship.”

## 6.18 Financial

### 6.18.1 Invoicing will be per Section 7, Financial.

**Purpose:** To ensure clear procedures for managing and reporting financial transactions, ensuring transparency and accountability. AWMAC Financial Procedures will be as stated below, and Chapters may only deviate under specific circumstances as outlined.

**Procedure:**

**7.1 GIS Cash Flow**

- 7.1.1** The project Owner pays for the GIS as an inclusion in the gross tender.
- 7.1.2** The Chapter collects the fees from the Manufacturer.
- 7.1.3** The Manufacturer Member is invoiced as per Chapter terms of payment.
- 7.1.4** A non-member is charged COD before release of the first report.
- 7.1.5** The Chapter has the right to withhold the Certificate of Guarantee until final payment is received.
- 7.1.6** The Manufacturer will stipulate the final value of the contract in the GIS FIRF and adjustments to GIS invoicing will be made if necessary.
- 7.1.7** If it is an inter-Chapter Guarantee, the Manufacturer's Chapter will invoice the project Chapter five percent (5%) of the gross GIS invoice for their liability fund plus GST.
- 7.1.8** Guarantees are only issued to Members in Good Standing.
- 7.1.9** If the Inspector finds major deficiencies and a re-inspection is necessary, the Manufacturer will be charged extra for this inspection.
- 7.1.10** The Project Chapter will deposit five percent (5%) of the gross GIS revenue into their Chapter Liability Fund.

**7.2 GIS Rates**

- All AWMAC Chapters as of January 1, 2023:

Architectural Woodwork Contract Value	Fee	Calculation Example
\$0.00 - \$25,000	\$900/flat fee	This fee is at the discretion of the Chapter. Mock-up review is not included.
\$0.00 - \$100,000	\$1,600/flat fee	
\$100,001 - \$500,000	1.6%	<b>Project Value - \$135,000</b> <b>Total GIS Fee - \$2,160.00</b>
\$500,001 - \$1,000,000	1.6% for first \$500,000 1.0 % of balance	<b>Project Value - \$750,000</b> \$500,000 x 1.6% = \$8,000 \$250,000 x 1.0% = \$2,500 <b>Total GIS Fee - \$10,500</b>
\$1,000,001 - \$1,500,000	1.6% for first \$500,000 1.0 % of next \$500,000 0.5% of balance	<b>Project Value - \$1,200,000</b> \$500,000 x 1.6% = \$8,000 \$500,000 x 1.0% = \$5,000 \$200,000 x 0.5% = \$1,000 <b>Total GIS Fee - \$14,000</b>
\$1,500,001+	1.6% for first \$500,000 1.0 % of next \$500,000 0.5% of next \$500,000 0.25% of balance	<b>Project Value - \$2,225,000</b> \$500,000 x 1.6% = \$8,000 \$500,000 x 1.0% = \$5,000 \$500,000 x 0.5% = \$2,500 \$725,000 x 0.25% = \$1,812.50 <b>Total GIS Fee - \$17,312.50</b>

[Click here to find the above Fee Schedule](#)



**7.3** Travel Expenses will be charged for each inspection for projects outside the Chapter's hub area(s) of inspection.

**7.3.1** Mileage will be charged at the current CRA suggested rates.

**7.3.2** Inspector's travel time will be charged by the hour (rate set by each Chapter).

**7.3.3** Any additional costs (i.e. hotel room, ferry fees, etc.) will be charged at cost as they are incurred.

**7.3.4** Travel fees will be charged at the end of each project or phase, as required by the Chapter.

**7.4 Chapter hubs:**

British Columbia	Vancouver, Chilliwack, Kelowna, Qualicum Beach
Northern Alberta	Edmonton
Southern Alberta	Calgary
Saskatchewan	Saskatoon
Manitoba	Winnipeg
Ontario	Toronto Centre
Quebec	Montreal & Quebec City
Atlantic	Halifax, Moncton, Charlottetown

*\*Hubs are subject to change*

**7.5 AWMAC National**

**7.5.1** AWMAC will invoice each Chapter:

- 12% of a Chapter's gross previous year's GIS revenue or,
- \$280.00 per Chapter Manufacturer Member, whichever is greater.

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

**7.5.3** The AWMAC Executive Director:

- Monitor GIS Committee Budget;
- Semi-annually invoice each Chapter 50% of the GIS Annual Administration fee;
- Transfer funds to the AWMAC Liability Trust Fund; and,
- Prepare a report on the AWMAC GIS Liability Trust Account, to be presented at the annual AWMAC AGM.

**7.6 GIS Committee Administrator:**

**7.6.1** All invoices must be approved by the National GIS Administrator prior to being forwarded to the AWMAC AP except:

- When National GIS Administrator is unavailable, by Committee Chair & Vice Chair.
- The National GIS Administrator invoices to be approved by the Executive Director.

**7.7 GIS Committee Member Expenses**

**7.7.1** Member expenses will be reimbursed by AWMAC as stated in the Committee Expense Policy, subject to the conditions set in 3.9.14.

**7.8 Manufacturer Standards Exam (MSE)**

**7.8.1** Primary (and updated) application at no cost to the Member.

**7.8.2** Transfer of MSE Certificate of Achievement, no charge.

**7.9 Compliance**

**7.9.1** For Compliance issues, the Manufacturer will be invoiced for the Inspector's time plus overhead at the rate set by the Chapter. Other costs incurred, such as travel, will also be included in the final invoice.

**Purpose:** 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:

- Manufacturer (Member or non-member)
- Project Owner, Design Professional, or General Contractor
- AWMAC Certified GIS Inspector
- Chapter GIS Administration
- Chapter GIS Representative
- AWMAC GIS Committee

**Policy:**

**8.1** All communication will occur in a timely fashion, e.g. emails answered with 24 hours, and documented and electronically filed.

**Procedures:**

**8.2 General**

**8.2.1** All communication is copied to the local Chapter GIS Administrator, the National GIS Administrator, GIS Chair, and GIS Manual Committee Liaison.

**8.2.2** All interpretations and dispute resolutions are filed in the GIS Control Sheet.

**8.3 AWMAC Standards Interpretation & Rulings**

**8.3.1** Local Chapter Administration will forward to the Chapter GIS Representative any AWMAC Standards question(s) submitted by the GIS project Manufacturer, Owner, DP or GC, and Inspector (the enquirers). The Chapter Administration will not render any opinion.

**8.3.2** The Chapter GIS Representative (or their appointee):

- a. 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.
- b. Will forward all challenging and complex questions to the AWMAC Manual Committee Chair for resolution and copy the GIS Chair, GIS Manual Committee Liaison, and the National GIS Administrator. Upon resolution, the Manual Committee will send their decision to the Chapter GIS 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.

**8.3.3** Where two or more sections of the AWMAC Standards are determined to be in conflict, the less restrictive standard requirement shall prevail until formally clarified in writing by the AWMAC Manual Committee.

**8.4 GIS Policy and Procedures Interpretation & Rulings**

**8.4.1** The Chapter GIS administrator will forward to the Chapter GIS Representative any GIS P&P question(s) submitted by the GIS project Manufacturer, Owner, DP or GC and Inspector (enquirers). The Chapter GIS Administrator will not render any opinion.

**8.4.2** The Chapter GIS Representative (or their appointee):

- a. 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.
- b. Forward all challenging and complex questions to the AWMAC GIS Chair for resolution. The GIS Chair will send their decision to the Chapter GIS 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.

- 8.4.3** Where two or more sections of the AWMAC GIS Policy and Procedures are determined to be in conflict, the less restrictive requirement shall prevail until formally clarified in writing by the AWMAC GIS Committee.

## **8.5 Mediation Procedure to Resolve Disputes**

### **8.5.1 Project and Manufacturer within the Chapter**

- a. 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.
- b. 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.
- c. The Chapter GIS Representative should make every effort to resolve the dispute in an unbiased manner.
- d. If the dispute is not resolved the local Chapter BOD must be informed.
- e. The Chapter GIS Representative must then forward the matter to the AWMAC GIS Committee.
- f. The GIS Committee will make their recommendation to the AWMAC National Board of Directors (BOD).
- g. The National BOD will make a final decision based on the recommendations which will be binding.

### **8.5.2 Project and Manufacturer in Different Chapters**

- a. 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.
- b. 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.
- c. The two GIS Representatives should make every effort to resolve the dispute in an unbiased manner.
- d. If the dispute is not resolved both Chapter BODs must be informed.
- e. Both GIS Representatives must then forward the matter to the AWMAC GIS Committee.
- f. The GIS Committee, after careful consideration, will make a motion that renders a decision which is binding.
- g. If the dispute is still not resolved, the matter may be brought to the AWMAC BOD.

## **8.6 Right to Appeal**

- 8.6.1** Any party may request to appeal the decision(s) to the AWMAC BOD.
- 8.6.2** If a hearing is granted, the AWMAC BOD will review the information and make a final determination.
- 8.6.3** The AWMAC BOD's determination will be final and may not be appealed any further.

**Purpose:** AWMAC Members have determined they will support and adhere to the AWMAC Standards, and the Guarantee and Inspection Service (GIS) 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 National Board of Directors (BOD), whose determination will be final.

**Procedure:**

**9.1** AWMAC Standards Non-Compliant items that are controlled by the Manufacturer Member, that are not made good within a reasonable time (guideline-two weeks), will be dealt with on one of the following Tier Levels.

**9.2** Penalties not fulfilled in the time allotted will be elevated to the next Tier level.

**9.2.1 Tier ONE issues, such as:**

- a. One minor (See 5.18) aesthetic issue (Section B – Final Inspection Report) with written Owner acceptance.
- b. Two Contract specified non-compliant items not identified and listed in submittals (shop drawings).

**9.2.2 Tier TWO issues, such as:**

- a. Any single Tier ONE issue not accepted by the Owner.
- b. Two Tier ONE non-compliant issues within two years or 10 GIS projects.
- c. Two or more Tier ONE non-compliant issues within one project with written Owner acceptance.
- d. One major (See 5.19) aesthetic issue (Section C- Final Inspection Report) with written Owner acceptance:
- e. One material issue within one project with written Owner acceptance:
- f. One minor performance issue within one project with written Owner acceptance.

**9.2.3 Tier THREE issues, such as:**

- a. Any multiple Tier TWO issues (or greater) within two years or 10 GIS projects.

**9.2.4 Tier FOUR issues, such as:**

- a. Any multiple Tier THREE issues (or greater) within two years or 10 GIS projects.
- b. Negotiating or requesting the GIS specification be deleted.
- c. Not honouring the conditions of the AWMAC Certificate of Guarantee.

**9.3** GIS Policy and Procedures Member Non-Compliance will be dealt with on one of the following Tier Levels.

**9.3.1 Tier ONE issues, such as:**

- a. One administration error:
  - Stating the GIS dollar value in tender documents.
  - Not forwarding submittal documents and details, such as listings, elevations, details etc. in a timely fashion (one week) after request from Chapter GIS Administrator.
  - Not notifying the Chapter of any change in MSE status
  - Any other administration error similar to the examples above.

**9.3.2 Tier TWO issues, such as:**

- a. Having two Tier ONE issues within two years or within a span of 10 GIS projects.
- b. GIS Inspection Request (GIS IRF) submitted after manufacturing has started.
- c. Failure to document and/or report excessive temperature and humidity and/or

- lack of wall blocking to the GC/DP prior to and/or during installation.
- d. Not providing a mock-up unit where specified or otherwise mandated
- e. Not rectifying minor deficiencies within two weeks or major deficiencies within one month of the final report.
- f. Any other issue similar to the above example and determined to be a Tier TWO issue.

**9.3.3 Tier THREE issues, such as:**

- a. Any multiple Tier TWO issues (or greater) within two years or 10 GIS projects.

**9.3.4 Tier FOUR issues, such as:**

- a. Any multiple Tier THREE issues (or greater) within two years or 10 GIS projects.
- b. Negotiating or requesting the GIS specification be deleted.
- c. Not honouring the conditions of the AWMAC Certificate of Guarantee.

**9.4 Compliance General Administration**

**9.4.1** All Member non-compliant projects will be tracked by the project Chapter.

**9.4.2** Any penalty revenue generated will be subject to the prevailing AWMAC and Chapter agreement (see below).

**9.4.3** Depending on the severity of the non-compliant items, the administration and adjudication will be done by the Chapter GIS Representative, the Adjudicating Committee and/or the GIS Committee.

**9.4.4** Adjudicating Committee of three 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.

**9.4.5** 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).

**9.5 Compliance Proceedings (Actions)**

**9.5.1 Tier ONE**

- a. Administered by the Chapter GIS Representative.
- b. Will be done in a reasonable time (guideline-one month)
- c. Written request for compliance.
- d. If the Chapter GIS Representative finds the Member's work or action (or lack thereof) to be deemed a Tier One violation, then a caution letter will be sent to the Manufacturer.
- e. Recorded in the National GIS Control Sheet.
- f. If the Chapter GIS Representative finds the Member not at fault, no action is required.
- g. If the Chapter GIS Representative finds the issues to be greater than Tier ONE, the GIS Committee will be notified.

**Frequency:** Allow one per two-year period or 10 GIS projects

**Exclusions:** Exclusions limited to that particular issue.

**Penalties:** Chapter to issue cautionary letter.

**9.5.2 Tier TWO**

- a. Administered by the Adjudicating-Committee.
- b. Will be done in a reasonable time (guideline-two months).
- c. Chapter GIS Representative to notify the GIS Committee.
- d. The GIS Committee creates an Adjudicating Committee.
- e. Adjudicating Committee informs Member either the non-compliant work is made good within two weeks or further action will be taken.
- f. Member written response required.

- g. 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.
- h. 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.
- i. 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.
- j. Recorded in GIS Control Sheet.

**Frequency:** Allow one per two-year period or 10 GIS projects.

**Exclusions:** Exclusion for the whole NAAWS section(s) if within one project or multiple projects.

**Penalties:** Two projects, submittals, shop, and/or site inspections to be conducted over a one-year period, not including any GIS projects. The project value cannot be less than the contravening project's value (or another value at the Chapter's discretion). The Member to be charged for the GIS Inspector's time (See Section 7, Financial, Compliance).

### 9.5.3 Tier THREE

- a. Administered by the Adjudicating-Committee.
- b. Will be done in a timely manner (guideline-two months).
- c. Chapter GIS Representative to notify the GIS Committee.
- d. The GIS Committee creates an Adjudicating Committee.
- e. Adjudicating Committee informs Member either the non-compliant work is made good within two weeks or further action will be taken.
- f. Member written response required.
- g. 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.
- h. 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.
- i. 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.

**Frequency:** Allow one per two-year period or 10 GIS projects

**Exclusions:** Exclusion for the whole NAAWS section(s) if within one project or multiple projects.

**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 project value cannot be less than the contravening project's value (or another value at the Chapter's discretion). The Member to be charged for the GIS Inspector's time (See Section 7, Financial, Compliance).

### 9.5.4 Tier FOUR

- a. Administered by the Adjudicating-Committee
- b. To be done in a timely manner (guideline-three months).
- c. Chapter GIS Representative to notify the GIS Committee.
- d. The GIS Committee creates an Adjudicating Committee.



- e. Adjudicating Committee informs Member either the non-compliant work is made good within two weeks or further action will be taken.
- f. Member written response required.
- g. 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.
- h. 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:
- i. The Member may appeal the Adjudicating Committee's findings to the GIS Committee.
- j. Recorded in the National GIS Control Sheet.

**Frequency:** None.

**Exclusion:** Exclusion for the whole NAAWS section(s) if within one project or multiple projects.

**Penalties:**

- Immediate suspension of GIS privileges.
- Request to the Chapter BOD to terminate Membership.
- A Member may make a final appeal to the AWMAC BOD.
  - The AWMAC BOD's determination will be final.