



FSC Controlled Wood Due Diligence Summary

Norstam Veneers in Mauckport, IN, USA

Prepared by Dana McCarty on January 19, 2026

Note: as of October 5, 2019, all Controlled Wood Certificate Holders (CH) sourcing materials that they wish to control from the conterminous United States (excludes Alaska, Hawaii and US Territories) must have updated their DDS to incorporate the FSC US National Risk Assessment. Sourcing from Alaska, Hawaii or US Territories requires a company risk assessment. Sourcing from Canada, either directly, or indirectly due to logical supply area overlap, requires incorporation of the FSC CAN National Risk Assessment.

When complete, this form will meet the requirements in Section 6 of FSC-STD-40-005 V3-1 "Publicly Available Information".

1. Due Diligence System information:

Description of Supply Area	Risk Designation	Indicator(s) for Supply Area Specified Risk Designation	Risk Assessment
Indiana	Low Risk		FSC-NRA-USA v.1-0
Western Kentucky	Low Risk		FSC-NRA-USA v.1-0
Northern Pennsylvania	Low Risk		FSC-NRA-USA v.1-0
Virginia	Low Risk		FSC-NRA-USA v.1-0
Washington	Specified Risk	Old Growth	FSC-NRA-USA v.1-0
Michigan	Low Risk		FSC-NRA-USA v.1-0
Oregon	Specified Risk	Old Growth	FSC-NRA-USA v.1-0
Wisconsin	Low Risk		FSC-NRA-USA v.1-0

2. Control Measures

Mark the applicable box below:

All sourcing areas are **low risk**; therefore, the following items are not applicable:

- Control measures
- Company led stakeholder consultation
- Technical experts
- Field Verifications of the FMU or supply chain

X Some sourcing areas are **specified risk** areas; therefore, the following items may be applicable and are being implemented by the certificate holder as appropriate and necessary:

- Control measures **See Below**
- Company led stakeholder consultation (for CH-developed control measures) **See Below**
- Technical experts (for CH-developed control measures) **See Below**
- Field Verifications of the FMU or supply chain (for CH-developed control measures or further delineating supply area risk) **See Below**

Assessment Indicator Requiring Control Measure(s)	Control Measures for both Indicators
<p>3.1 Wood harvested from forests in which high conservation values are threatened by management activities</p> <p>4. conversion</p>	<p>3.1 a. Educational materials, and landowner outreach or coordination with a local conservation organization, as determined by the specified risk area.</p> <p>Outcome – send educational materials to suppliers sourcing in SRAs and monitor for impact through CW regional meetings.</p>

Assessment Indicator Requiring Control Measure(s)	Control Measures for Addressing Risk of Supply Chain Mixing of Unacceptable or Non-eligible Sources
n/a	There is no risk of mixing controlled and unacceptable material in our wood basket during transport, processing, and storage because the entirety of our wood basket is either low risk, or we



	<p>have implemented mitigation measures required by FSC-US NRA, as appropriate to the situation.</p>
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Stakeholder Consultation, Technical Experts, and Field Verifications
<p>Company utilizes the American Green Consulting Group’s Mitigation Action Plan, which is based on suggested mitigation from the FSC-US NRA Mitigation Guidance documents as well as FSC-US notes from regional meetings.</p> <p>While the information included in American Green educational materials is all based on publicly available research, the following experts are partnering with AGC in creating the noted materials.</p> <p>The Forest Stewards Guild –<i>Conversion, Old Growth Forests</i>,</p> <ul style="list-style-type: none"> • Areas where the Forest Stewards Guild is active may be found here: https://foreststewardsguild.org/where-we-work/ • Qualifications of Forest Stewards Guild staff may be found here: https://foreststewardsguild.org/meet-the-team/

3. Complaints

Procedure for filing complaints	<p>Our complaints procedure consists of the following steps:</p> <p>We will acknowledge the complaint as soon as possible, and will provide an initial response to the complaint within two weeks.</p>



	<p>We will forward complaints related to risk designations in the FSC United States Controlled Wood National Risk Assessment (NRA), as designated within the FSC US NRA.</p> <p>For complaints not related to risk designations in the FSC US NRA:</p> <p>We will conduct a preliminary assessment to determine whether evidence provided in a complaint is or is not substantial. This will be done by assessing the evidence provided against the risk of using the material from unacceptable sources.</p> <p>We will engage in dialogue with the complainants that aims to solve complaints assessed as substantial before further actions are taken.</p> <p>We will forward substantial complaints to our certification body and relevant FSC office for the supply area within two weeks of receiving the complaint. Information on the steps to be taken by us in order to resolve the complaint, as well as how a precautionary approach will be used, will also be included with the complaint.</p> <p>We will employ a cautionary approach towards the continued sourcing of the relevant material while a complaint is pending.</p> <p>We will implement a process to verify a complaint assessed as substantial within two months of its receipt.</p> <p>We will determine the corrective action to be taken by suppliers and the means to enforce its implementation by a supplier if a complaint has been assessed and verified as substantial. If a corrective action cannot be determined and/or enforced, the relevant material and/or suppliers shall be excluded.</p> <p>We will verify whether corrective action has been taken by suppliers and whether it is effective.</p> <p>We will exclude the relevant material and suppliers from our supply chain if no corrective action is taken.</p> <p>We will inform the complainant, our certification body, and relevant FSC office of the results of the complaint and any actions taken towards its resolution, and for maintaining copies of relevant correspondence.</p> <p>We will record and file all complaints received and actions taken.</p>
<p>Contact information of the person or position responsible for addressing complaints</p>	<p>Dana McCarty, Vice President, 812-732-4391 ext 116</p>