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Due Care Training Course for Wood Trade
Professionals
Post Survey Results and Update
October 19, 2017

IWPA Core Purpose

To build acceptance and demand in North America for globally sourced wood products from sustainably managed forests.



IWPA is the only U.S. based trade association dedicated to the interests of wood importers.
Founded in 1956.

Supply Chains Are Complex



- Supply Chains are designed for **high utilization, grade, and efficiency**
- **Mixing** is a normal part of lumber distribution and occurs during manufacturing
- Now we are **retrofitting** on top of this system due diligence systems for CoC, tracking species and country of harvest
- Industry dominated by **Small- to Medium-sized firms**

Importers and U.S. Consuming Industries Continue to Struggle with the How of Due Diligence

Guidance

- Remember no tool, vendor, standard or system provides an *iron clad assurance* to U.S. businesses.

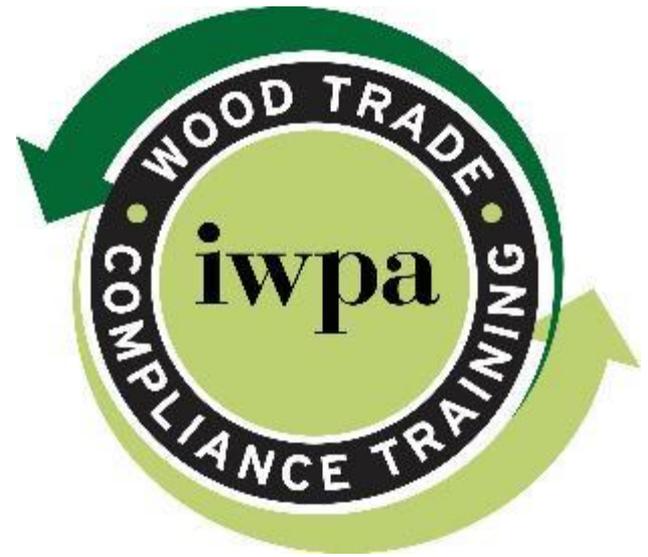


Wood Trade Compliance Training

Seeing the
FOREST
AND THE
TREES



Wood Trade
Compliance Training
and Due Diligence Tools



USAID
FROM THE AMERICAN PEOPLE



WORLD
RESOURCES
INSTITUTE

2016 & 2017 Course Statistics

Courses

- High Point, NC
- Pomona, CA
- Portland, OR
- Chicago, IL
- Atlanta, GA
- Alexandria, VA
- San Francisco, CA
- South Bend, IN

Totals

- **268 – Total Attendees**
- **122 Total Different Firms**
- **Includes 1 Private Corporate class**
- **+2 Overseas Supplier events** with streamlined content

2017 Post – Course Survey

- **Phone survey** Jan. to Feb. 2017
- All 2016 course attendees were contacted
- 18 questions – 10 minutes.
- 71 surveys completed
- **Reached 1 in 3 attendees** – ensuring confidence in the results
- **Surveyed Company Statistics:**
 - Furniture Manufacturers, Flooring Distributors, Cabinet Manufacturers, Guitar Manufacturers, Importers of Wood Products, Lumber Companies, Big Box retailers
- Import volume varied from under \$3 million to over \$25 million annually.
- Number of employee varied from 1-50 (30%) to over 100 (59%)
- Data skews to large firms -- due to multiple staff attendance from larger manufacturing companies



Responses Overview

Feedback indicated a positive response to the course effectiveness and strengths

- ➔ **100% felt the course was helpful in their daily work**
- ➔ **94%** have either **recommended or would recommend** the course to a colleague
- ➔ **49%** have **trained employees** in compliance since taking the course, with **21%** training more than 10 employees; and
- ➔ **100% still have their training manual from the course** and over **50%** refer to it regularly

Q- What tools have been taken from the course and implemented into your firm's compliance routine?

- “We are **revamping our entire Lacey program**, including doing a general overhaul of our procedures. **We even went to Asia and conducted a Lacey training with our suppliers** so they could understand what we are looking for.”
- **Biggest takeaway? —**
 - Best practices on filling out the **APHIS 505 PPQ Form**
 - Importance of having **Standard Operating Procedures** in place
 - **Increased confidence** in dealing with compliance issues – the course gave them a “sense of confidence when filling out documents and knowing how important they are”
 - **There is always more to do to be diligent** ... The course helped me round out the subject of compliance altogether.
- “We are in the process of putting to paper a compliance process after leaving the training.”
- “We have updated all of our compliance procedures based on the course.”
- “We are working on rewriting all of our compliance procedures based on the tools and points we learned.”
- “We now have a written Standard Operating Procedure based on the materials... We also did an all-staff training on compliance after we got back.”
- “Having the training manual to refer back to with helpful links is great”

Need for More Assistance is Clear



- “When we came back from the course, there was a **big divide between what we ought to do and what is possible.**
- “Given that our industry is an imperfect science, how do you gather the best that you can to comply?”
- “**When you preach the gold standard and the suppliers are elementary, where and should and can you be?”**

Ongoing Needs

- **Annual Training is Needed** -- Compliance is constantly changing so there is a need to stay as up to date as possible -- “even if I know the material I still need to revisit it”
- **Materials and information** that could make compliance easier such as “country specific resources”
- **“More cooperation from the government”**
- “Case studies similar to Lumber Liquidators but for **small and medium-sized companies** that run compliance in an efficient manner.”
- **93%** of those surveyed said they **would attend other courses on relevant compliance areas**

Next Steps

Seeing the
FOREST
AND THE
TREES



ADVANCED
Wood Trade Compliance

Seeing the
FOREST
AND THE
TREES



Audits for the
Wood Trade Professional

Seeing the
FOREST
AND THE
TREES



Key Components
of Wood and Forestry
Regulatory Schemes



WORLD
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Thank You

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