



## **2024 SFI Public Summary Report**

**Durgin and Crowell Lumber Co., Inc.  
Sustainable Forestry Initiative® (SFI) Fiber Sourcing Standard [2022]**

**November 14, 2024**

### **Project Scope and Objectives**

PricewaterhouseCoopers LLP (PwC) completed a single-site Maintenance A4 Assessment on Durgin and Crowell Lumber Co., Inc.'s ("Durgin and Crowell" or "the Company") Wood Fiber Procurement system at their sawmill and head office in Springfield, New Hampshire. The Lead Assessor was Nick Beals, CF, EMS (LA). The Acting Lead Assessor was Tyler Doucet, CCF, EMS (A). The assessment team was accompanied by Malcolm Milne (Durgin and Crowell's Certification Manager) and Brooks Weathers (Durgin and Crowell's Procurement Forester).

The primary objective of the assessment was to assess the Company's SFI management system and to evaluate the Company's implementation of the SFI Standard in the field.

### **Client Profile**

Durgin and Crowell is a lumber manufacturing company located in Springfield, New Hampshire. They operate a single sawmill facility, which typically produces over 30 million board feet (34-35 MMBF) of kiln-dried Eastern White Pine lumber per year. As by-products of the milling process, Durgin and Crowell generates paper-quality mill chips, play-ground wood chips, green sawdust, and bark from its sawmill. As by-products of planing and finishing its kiln-dried lumber, the facility produces shavings and dry grindings in its planer mill. Most of the company's by-products are sold to outside markets, while sawdust and dry grindings are used on-site to generate steam heat for the facility's dry kilns. Durgin and Crowell also operates a wood pellet plant onsite, producing bagged wood pellets for home heating. Sawmill chips are used as feedstock for the pellet plant.

The Durgin and Crowell procurement group has been certified to the SFI Fiber Sourcing Standard since 2009 and supplies all the fiber utilized by the facility. The company has developed its own SFI Policies and Procedures to ensure conformance to the SFI Standard. Each log supplier is required to sign a Procurement Agreement, whereby the supplier agrees to follow Best Management Practices ("BMPs"), avoid illegal logging, and permit Durgin and Crowell procurement foresters to conduct periodic BMP inspections on their jobs. The Company uses its BMP inspections to monitor compliance of its suppliers. The inspection program also serves as an opportunity for procurement staff to learn from suppliers, and to offer feedback and advice to loggers regarding BMP implementation.

### **Indicators**

All the indicators in the SFI Fiber Sourcing Standard were within the scope of the assessment, except for Objective 5 and Objective 8. There were no substitute indicators.

## **Assessment Process**

On September 11, 2024, the assessment team conducted interviews and reviewed appropriate documentation to assess policies and procedures and tested the implementation of SFI program requirements at the Central Office in Springfield, New Hampshire. In total, the assessment team spent 1 day conducting an onsite assessment of the Durgin and Crowell's compliance with the SFI Fiber Sourcing Standard. The assessment team spent 0.5 day reviewing office protocols and 0.5 day in the field reviewing four procurement harvest units.

## **Summary of Conformance**

A description of evidence used to assess conformity to the SFI 2022 Fiber Sourcing Standard is presented in the following table.

<b>SFI Fiber Sourcing Objective</b>	<b>Evidence of Conformity</b>
<b><i>Objective 1. Biodiversity in Fiber Sourcing</i></b> To address the practice of sustainable forestry by conserving biological diversity.	<b><i>Evidence:</i></b> Interviews with staff, maps, risk assessments, documented procedures.  <b><i>Summary:</i></b> The Company does not currently purchase any stumpage as part of their fiber sourcing program. The Company's procurement agreements include an assertion that all laws will be followed and BMPs employed. Additionally, the Company promotes the use of qualified logging professionals and supports training programs for loggers in its wood supply area.  The NH SIC has conducted a regional Forest with Exceptional Conservation Value ("FECV") landscape assessment, and the Company has begun the process of developing its own FECV assessment for Vermont in partnership with members of the Vermont SIC.  The Company is a member/contributor of local land trusts and support a variety of biodiversity education initiatives.
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<b><i>Objective 2. Adherence to Best Management Practices</i></b> To broaden the practice of sustainable forestry through the use of best management practices to protect water quality.	<b><i>Evidence:</i></b> Interviews with staff and loggers, supplier agreement contract records, State BMPs, wet weather procedures, track inspection procedure & records.  <b><i>Summary:</i></b> Commitments requiring suppliers to comply with Best Management Practices are found in the Company's log supplier procurement agreement. Additionally, the Company has made public commitments to adhere to the principles of sustainable forestry through its SFI website and formal documentation of its Statement of Commitment to the SFI Program. The Company also has requirements around curtailing operations during periods of adverse weather (mud season) and increased monitoring of harvest operations by Company foresters to ensure these requirements are being honored.  The Company has a documented supplier monitoring system in place which details the requirements for the use of Best Management Practices ("BMP") by their suppliers and is recorded in their BMP Field Audit Form. Durgin and Crowell conducts numerous inspections annually and

SFI Fiber Sourcing Objective	Evidence of Conformity
	consistently meet their inspection targets. This periodic monitoring is summarized and compiled into an annual report for management.
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<p><b>Objective 3. Use of Qualified Resource and Qualified Logging Professionals</b> To encourage forest landowners to utilize the services of qualified logging professionals, certified logging professionals (where available) and qualified logging professionals.</p>	<p><b>Evidence:</b> <i>Fiber sourcing policy, contracts, interviews with staff and loggers, State lists of trained loggers.</i></p> <p><b>Summary:</b> The Company has a documented Fiber Sourcing Policy which encourages landowners to utilize certified loggers in the New Hampshire Professional Logger Program ("PLP"), and foresters from the States of New Hampshire and Vermont, where the majority of their wood is procured from. The Company sponsors log supplier attendance at all PLP sessions.</p> <p>Commitments to follow BMPs and apply the principles of sustainable forest management are contained in the Company's log supplier procurement agreement. Company compliance staff review the PLP training records annually from the logger association websites for Vermont and New Hampshire to ensure the trend of increasing participation in PLP programs continues.</p>
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<p><b>Objective 4. Legal and Regulatory Compliance</b> To comply with applicable federal, provincial, state and local laws and regulations.</p>	<p><b>Evidence:</b> <i>List and review of compliance of relevant State laws and regulations, SFI Commitment Statement, log supplier procurement agreement, Health and safety policy, discrimination and harassment policy, safety meeting minutes.</i></p> <p><b>Summary:</b> The Company is affiliated with industry associations in Maine and Vermont (e.g., NH Timberland Owners Association) which provides updates to legislation and offer online services for ease of access. Memberships in Vermont Logger Education, Training &amp; Certification ("LEAP") and PLP keep staff apprised to any changes or updates in relevant laws or regulations.</p> <p>Commitments to avoid illegal logging are contained in both the Company's Commitment to SFI Statement and in log supplier procurement agreements with wood suppliers. A staff Compliance Coordinator for the Company is responsible for ensuring that all relevant laws and regulations are being complied with and bringing non-compliances to the attention of senior management.</p> <p>The Company maintains a written policy demonstrating their commitment to complying with social laws. Regular safety committee meetings and quarterly company-wide safety meetings are held at the Company's mill. The Company's Compliance Coordinator is responsible for ensuring that all relevant laws and regulations are being complied with and bringing non-compliances to the</p>

<b>SFI Fiber Sourcing Objective</b>	<b>Evidence of Conformity</b>
	attention of senior management.
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<b>Objective 5. Forestry Research, Science and Technology</b> To invest in forestry research, science and technology, upon which sustainable forest management decisions are based and broaden the awareness of climate change impacts on forests, wildlife and biological diversity.	<b>Not assessed in 2024.</b>
<b>Objective 6. Training and Education</b> To improve the implementation of sustainable forestry practices through appropriate training and education programs.	<p><b><u>Evidence:</u></b> <i>Sustainable Forest management &amp; environmental policies, health and safety policy, log supplier procurement agreement, staff and contractor training records, interviews with staff, SIC member and association records and meeting minutes, PLP and LEAP training records.</i></p> <p><b><u>Summary:</u></b> The Compliance Coordinator assigns roles and responsibilities to Company staff to achieve the SFI Fiber Sourcing Standard requirements with all staff being encouraged to continually upgrade their sustainable forest management knowledge.</p> <p>Written statements of commitment to the Standard are contained within the Company's documented Statement of Commitment to the SFI Program as well as in their log supplier procurement agreements. Communication of this commitment takes place during Company sponsored training. Communication is provided to suppliers in the form of an information package and may be further discussed in the field during pre-harvest startup meetings or via BMP monitoring inspections.</p> <p>The Company is an active member of the SIC in New Hampshire and Vermont as well as non-participatory member of the New York SIC. Each SIC addresses the requirement to foster improvement in the professionalism of wood producers in the training programs they individually provide, such as the New Hampshire PLP program and the Vermont LEAP program. The Company is also a member of the New Hampshire Timber Harvesting Council through the New Hampshire Timberland Owners Association (NHTOA). Continuing education opportunities are also offered through the various State SICs where Company foresters take selected courses and wood producers are encouraged to do the same by the Company.</p>
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<b>Objective 7. Community Involvement and Landowner Outreach</b> To broaden the practice of sustainable forestry through public outreach,	<p><b><u>Evidence:</u></b> <i>SIC member and association records and meeting minutes, interviews with staff.</i></p> <p><b><u>Summary:</u></b> The Company supports and promotes</p>

<b>SFI Fiber Sourcing Objective</b>	<b>Evidence of Conformity</b>
education, and involvement and to support the efforts of SFI Implementation Committees.	<p>sustainable forest management primarily through their involvement with the New Hampshire and Vermont SICs. They have mechanisms for public outreach, education and involvement related to sustainable forest management. The Company has produced an SFI outreach brochure which is available to the public and additional information on SFI and the Company's commitments to the SFI program is available on their website. The Company is also involved with outreach projects as a member of NH Timberland Owners Association, including mill Teacher Tours.</p> <p>A toll-free number is utilized by the New Hampshire and Vermont SIC's to receive any concerns raised by interested parties with regards to SFI Fiber Sourcing requirements.</p>
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<b>Objective 8. Public Land Management Responsibilities</b> To participate and implement sustainable forest management on public lands.	<p><b><u>Evidence:</u></b> N/A</p> <p><b><u>Summary:</u></b> N/A – The Company is not involved with Public Land Management</p>
<b>Objective 9. Communication and Public Reporting</b> To increase the transparency and to annually report progress on conformance with the SFI 2022 Fiber Sourcing Standard.	<p><b><u>Evidence:</u></b> 2023 SFI public summary report from SFI website, interviews with D&amp;C staff.</p> <p><b><u>Summary:</u></b> PwC prepared the annual public summary report and supplied it to SFI. The Company reports annually to SFI Inc. on their conformance to the SFI Fiber Sourcing Standard. Records are kept for all the categories of information needed for SFI annual progress report surveys.</p> <p>Summary audit report for 2023 is posted on SFI website.</p> <p>Annual Progress report submitted in August 2024.</p>
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<b>Objective 10. Management Review and Continual Improvement</b> To promote continual improvement in the practice of sustainable forestry by conducting a management review and monitoring performance.	<p><b><u>Evidence:</u></b> Management review meeting minutes, internal audit records and report, field inspection records, corrective action plans, field inspections and staff interviews.</p> <p><b><u>Summary:</u></b> The Company has mechanisms in place to examine audit findings, make appropriate improvements, and to inform their employees of changes to their certification management system. The Company's Compliance Coordinator reviews Durgin and Crowell's Plans and Procedures document annually, updates accordingly, and records progress towards the Standard's indicators. Additionally, the status of inspections and log origin information is reviewed weekly with Durgin and Crowell's Procurement Forester.</p>

SFI Fiber Sourcing Objective	Evidence of Conformity
	<p>The Company conducts management review meetings to review and report on information and progress towards the SFI Fiber Sourcing Standard.</p> <p>The Company takes its SFI commitments seriously and concerns are elevated by the Compliance Coordinator to senior management via scheduled formal meetings and ad hoc informal meetings.</p>
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	
<p><b>Objective 11. Avoid Controversial Sources</b> To manage the risk of sourcing fiber from controversial sources.</p>	<p><b><u>Evidence:</u></b> <i>Staff interviews, maps, risk assessments, documented procedures</i></p> <p><b><u>Summary:</u></b> All the Company's input material is run through their Due Diligence System. A risk assessment was conducted regionally, and risk ratings are to be updated annually.</p> <p>There is a program in place to assess substantiated concerns through existing infrastructure, i.e., SIC hotline or made directly to organization.</p> <p>The Company's fiber sourcing is classified as "low risk"</p>
No Nonconformities or Opportunities for Improvement were identified related to this Objective.	

**The following Opportunity for Improvement was identified during the assessment:**

- Durgin and Crowell was using a website link ([www.sfiprogram.com](http://www.sfiprogram.com)) on their SFI on-product label that was inconsistent with SFI's Rules for Use of SFI On-Product Labels. While both websites bring users to the same webpage, Durgin & Crowell should change the website on their on-product labels to "forests.org" to align with the Standards. The Company has addressed the Opportunity for Improvement, and it has since been closed.

**Specific good management practices are noted below:**

- In their annual updates to the SFI Fiber Sourcing Plans and Procedures document, Durgin and Crowell Lumber Co. monitors year-over-year changes and progress towards the Standard's indicators (e.g., percentage change of trained loggers), exemplifying strong performance evaluation and commitment to continual improvement.

**Conclusion**

The Company has maintained conformance with the requirements of the Sustainable Forestry Initiative Fiber Sourcing Standard 2022. The Certificate can be obtained by contacting Malcolm Milne of Durgin and Crowell Lumber Co., Inc. at (603) 763-2860 ext. 0324. More information on Durgin and Crowell's sustainable forestry program can be found at: <http://www.durginandcrowell.com/our-sfi-program/>

The next SFI Assessment will be a Recertification Assessment in the Fall of 2025, the registration expires December 10, 2025.