

Does Jeld-Wen ApS meet FSC's Controlled Wood standard? 19.03.2026

We are auditing **Jeld-Wen ApS** in **Finland** to see if their operations comply with FSC's [Controlled Wood](#) standard (FSC-STD-40-005 V3-1). We ask if you know why their operations would not meet this standard.

Controlled Wood is wood that meets minimum requirements, and that can, therefore, be mixed with FSC wood and used in products with an FSC Mix label. In particular, the wood must not be:

- harvested illegally.
- harvested in violation of traditional and civil rights.
- harvested from forests with a high conservation value threatened by management activities.
- harvested from forests being converted to plantations or non-forest use.
- from forests in which genetically modified trees are planted.

We will carry out our audit in **April 2026**. We expect feedback from the stakeholders by **01 May 2026** at the latest.

Here is how you should comment if you wish to do so:

- When? You should send comments to us before or during the audit.
- How? You can comment by
 - Meeting with a Preferred by Nature staff member in person.
 - Phone to Preferred by Nature **Task Manager Helle Høgh Jørgensen (+ 45 20 94 36 34)**
 - Email to hjorgensen@preferredbynature.org

If you want your comments to be confidential, please notify us when you submit them.

If you provide comments, we will provide feedback within 30 days of the audit.

The Certificate holder has written a summary document that lists the following:

- the risks they have identified that they may source unacceptable wood
- the measures they implement to mitigate those risks.

We have attached this summary document to this letter.

Suppose you wish to dispute any aspect of this forest certification process or our decision regarding whether this company meets the Controlled Wood standard. In that case, you can access our Dispute Resolution Policy at <https://preferredbynature.org/dispute-resolution-policy>.

Thank you for any help you can provide.

If you have any recommendations for contacting other stakeholders interested in providing comments on this company and audit, we would gladly receive them from you.

Yours sincerely,

Täyttääkö Jeld-Wen ApS FSC:n Controlled Wood -standardin vaatimukset?

19.03.2026

Suoritamme auditointia koskien organisaatiota **Jeld-Wen ApS**, joka sijaitsee Suomessa, tarkoituksena arvioida, täyttävätkö sen toiminnot FSC:n Controlled Wood -standardin (FSC-STD-40-005 V3-1) vaatimukset. Olemme yhteydessä Teihin kysyäksemme, tiedättekö mitään syytä siihen, miksi kyseisen organisaation toiminta ei täyttäisi tätä standardia.

Controlled Wood tarkoittaa puuta, joka täyttää vähimmäisvaatimukset ja jota voidaan siksi sekoittaa FSC-sertifioituun puuhun ja käyttää tuotteissa, joille voidaan myöntää FSC Mix -merkintä. Erityisesti puu ei saa olla:

- laittomasti hakattua.
- hakattu tavalla, joka loukkaa perinteisiä tai kansalaisyhteisöjä.
- peräisin metsistä, joissa on korkea suojeluarvo ja joita uhkaavat metsänhoitotoimet.
- peräisin metsistä, joita ollaan muuttamassa plantaaseiksi tai muuhun kuin metsätaloustuotantoon.
- peräisin metsistä, joissa on istutettu geneettisesti muunneltuja puita.

Suoritamme auditoinnin **huhtikuussa 2026**. Mikäli haluatte esittää kommentteja, toimikaa seuraavasti:

- Milloin? Kommentit tulisi toimittaa meille ennen auditointia tai sen aikana.
- Miten? Voitte kommentoida seuraavilla tavoilla:
 - Tapaa Preferred by Nature -henkilöstön edustaja henkilökohtaisesti.
 - Soittamalla Preferred by Nature -**työpäällikkö Helle Høgh Jørgensen (+ 45 20 94 36 34)**.
 - Sähköpostitse osoitteeseen: -**työpäällikkö Helle Høgh Jørgensen**
hhjorgensen@preferredbynature.org
- Jos haluatte, että kommenttinne käsitellään luottamuksellisesti, ilmoittakaa siitä meille kommenttien toimittamisen yhteydessä.

Jos toimitatte meille kommentteja, annamme Teille palautetta 30 päivän kuluessa auditoinnista.

Jeld-Wen ApS on laatinut tiivistelmäasiakirjan, jossa on:

- lueteltu riskit, joiden mukaan he saattavat hankkia ei-hyväksyttävää puuta
- kuvattu toimenpiteet, joilla nämä riskit pyritään minimoimaan.

Olemme liittäneet tämän tiivistelmäasiakirjan mukaan tähän kirjeeseen.

Jos haluatte kiistää minkä tahansa osan tästä metsien sertifiointiprosessista tai tekemämme päätöksen siitä, täyttääkö yritys Controlled Wood -standardin, voitte tutustua riidanratkaisukäytäntöömme osoitteessa <https://www.preferredbynature.org/node/9284>.

Kiitämme Teitä kaikesta mahdollisesta avusta.

Mikäli Teillä on suosituksia muista sidosryhmistä, joilla voisi olla kiinnostusta antaa kommentteja tästä yrityksestä ja auditoinnista, otamme mielellämme tiedot heistä vastaan.

Ystävällisin terveisin,

Appendix A: Description of the Due Diligence System, including information provided by the organisation according to FSC-STD-40-005 V3-1, Section 6

1. General information

Organisation name:	JELD-WEN Europe, Danmarksvej 9, Løgstør, 9670, Denmark
FSC certificate code:	PBN-COC/CW-012342
Organisation's DDS contact person:	Santa Karkle, CoC Manager
DDS prepared/assisted by:	<i>Santa Karkle, FSC/PEFC Central Office CoC Manager</i> <i>DDS was not developed with the assistance of an external person/organisation</i>
Date last reviewed/updated (by the organisation):	02.03.2026

2. Suppliers (only for sites with non-certified, controlled input. For FSC these also includes PEFC certified material)

Participating site	Non-certified material type sourced	Exact number of suppliers	Supplier type(s)	Average no. of tiers in the supply chains	Approximate or exact number of sub-suppliers
<i>Name of organisation's site</i>	<i>Describe the type of product supplied e.g. logs, sawn logs, chips, wood pulp, etc.</i>	<i>Number of suppliers directly supplying material to the site</i>	<i>E.g. Forest management enterprise, Broker/trader without physical possession, Primary processor, Secondary processor, Distributor/wholesaler.</i>	<i>Average number of organisations within the supply chains, from forest to suppliers.</i>	<i>Total number of organisations that are sub-suppliers (indirect suppliers, or suppliers of your direct suppliers) within all supply chains</i>
JELD-WEN Estonia, Rakvere	Sawn timber pine / Pinus sylvestries;	1	Primary processors	1-2	35

3. Supply areas

Supply area	Controlled wood category	Reference to risk assessment used	Risk designation
<p><i>The description should allow the identification of an area with a homogeneous risk designation in the applicable risk assessment for each controlled wood category. This is a geographic description (including country of origin) and may also include a functional scale/source type, where the risk assessment differentiates risk based on characteristics such as type of forest (e.g. natural forest or plantation), ownership (e.g. state or private-owned), etc.</i></p>		<p><i>If an NRA or CNRA is used, include the document title on FSC Document Centre. E.g. the title for the CNRA for Poland is „FSC-CNRA-PL V1-1“ (see https://ic.fsc.org/en/document-center/id/238).</i></p> <p><i>If a company risk assessment or extended company risk assessment is used, write this and refer to the Annex containing the risk assessment.</i></p>	<p><i>Select the relevant risk designation for the supply area and controlled wood category from the drop-down menu.</i></p>
<p>Finland Western region;</p>	1	FSC-CNRA-FI V1-1	Low risk
	2	https://ic.fsc.org/en/document-center/id/352	Low risk
	3	dt.18.02.2019	Specified risk
	4		Low risk
	5		Low risk

4. Risk assessment and mitigation

4.a Risk mitigation for the origin of the material

Copy the table for each supply area. Add information about control measures for each indicator that is designated **specified or unspecified risk** in the relevant risk assessment (**deleting rows for indicators that are low risk or aren't found in the applicable risk assessment**) and complete the table.

If you only source from low risk areas, delete the table and state "N/A, all supply areas are low risk".

Supply area:		
Indicator	Control Measures	Findings from field verification if undertaken as a control measure
<i>Number of the indicators designated specified or unspecified risk in the applicable risk assessment</i>	<i>Describe the control measures implemented to mitigate the risk and describe their desired outcome. Describe the activities conducted to verify the effectiveness of the control measures. Include information on the cycle (how often you conduct verification), number of audits, justification of sampling intensity, and the key results of the audits. If you found non-conformities, state steps taken to address them.</i>	<i>Summarise findings, if field verification was conducted. Describe steps taken to address any non-conformities found, unless confidential. If information is deemed confidential and not published, provide a justification for this.</i>
FINLAND FSC-CNRA-FI V1-1 EN;		
Controlled wood category 3. Wood from forests in which high conservation values are threatened by management activities		
3.1 HCV 1	<p>Specified Risk <i>Legally protected sites (Forest act.10, Nature Conservation Act) are generally respected when mapped, but non-statutory sites are not systematically mapped. The location and protection status of the uniform and extensive areas cannot be determined, and there is a potential risk that these sites could be damaged by forest management activities.</i></p> <p>HCV areas are checked prior logging by Forest Centre which grants harvesting permits; Harvesting permits obligated by law. The company was until July 2020 FSC CoC/CW certified until July 2020 and still apply the same DDS procedures. The certificate was given up based on a strategic decision by the Suppliers' Group management. Compliance with FSC CW standard requirements conducted by 3rd party external service covers risk assessment and risk mitigation measurements.</p>	
3.2	<p>Specified Risk for municipalities: Inari, Sodankylä, Kittilä, Savukoski, Salla or Enontekiö in Lapland region, Kuusamo in Northern Ostrobothnia region, and Suomussalmi in Kainuu region), low risk for the rest of the country</p> <p>N/A Material is not sourced from the above specified areas.</p>	
3.3	<p>Specified Risk Forest sites within rare, threatened, or endangered ecosystems, habitats or refugia.</p> <p>N/A Material is not sourced from the above specified area.</p>	
3.5	Specified Risk for the Sami Homeland, low risk for the rest of the country	

	N/A Material is not sourced from the above specified area.	
3.6	Specified Risk for the Sami Homeland, low risk for the rest of the country N/A Material is not sourced from the above specified area.	

4.b Risk assessment and mitigation for mixing in the supply chain

Supply area	Supply chain type	No. of tiers	Risk of mixing	Control measures	Findings from field verification if undertaken as a control measure
<p><i>State the relevant supply area, or state that the material previously had an FSC claim but was sourced from a non-FSC certified (chain of custody) supply chain</i></p>	<p><i>Describe the supply chain e.g.</i></p> <ul style="list-style-type: none"> • <i>Wood delivered and purchased directly from concession holder to Organisation's log yard</i> • <i>Wood delivered and purchased directly from concession holder to Organisation's log yard, but purchased through a round wood trader.</i> <p><i>Wood delivered from forest to railway terminal and transported by train to organisation.</i></p>	<p><i>'Tiers' indicates the legal entities taking ownership of the wood from harvesting to the organisation purchasing it. If there is only 1 tier, it means that wood is purchased directly from the concession holder.</i></p>	<p><i>Summarise the risk assessment of mixing in this supply chain. Justify any conclusions.</i></p>	<p><i>If risk is identified, state what actions are being taken to mitigate that risk. Describe the activities that have been conducted by the organisation to verify the effectiveness of the control measures. Include information on the cycle (how often verification is conducted), number of audits, justification of sampling intensity, and the key results of the audits. If non-conformities were found, state steps taken to address them.</i></p>	<p><i>Summarise findings, if field verification was conducted.</i></p> <p><i>Describe steps taken to address any non-conformities found, unless confidential.</i></p> <p><i>If information is deemed confidential and not published, provide a justification for this.</i></p>
<p>Finland</p>	<p>Standing timber delivered and purchased directly from forest owner to Organisation's log yard, B2B from FSC certified and non-FSC certified companies.</p>	<p>2</p>	<p>Low Risk</p> <p>According CWRA by External 3rd party.</p>	<p>CWRA by External 3rd party.</p>	<p>CWRA by External 3rd party.</p>

5. Technical experts used in the development of control measures

List all technical experts used for developing control measures.

If none were required or used, delete table and write "N/A, technical experts were not required".

Name	License/ Registration #	Qualification	Scope of service	Source of information
			<i>State the relevant supply area(s) and indicator(s) for which expertise was used in the development of control measures</i>	For publicly available expertise, provide the citation for the specific source(s) of information used
N/A				

6. Stakeholder consultation processes

Summarise all stakeholder consultation processes that the organisation has conducted, including information collected.

If no stakeholder consultation processes were required or used, state "N/A, stakeholder consultation not required"

7. Complaints procedure

We encourage stakeholders who have suggestions for improvements, comments, or complaints related to our controlled wood due diligence system to contact Santa Karkle, by e-mail: SKarkle@jeldwen.com or phone: +371-28657385. We commit to follow up on stakeholder input as soon as we receive it and to provide stakeholders with feedback within 2 weeks.

Provide the organisation's complaints procedure. The procedure must satisfy the requirements of Section 7 of the standard.

- a) Acknowledging receipt of complaints;
- b) Informing stakeholders of the complaint procedure, and providing an initial response to complainants within a time of two (2) weeks;
- c) Forwarding complaints related to risk designations in the relevant FSC risk assessment to the responsible body (for an NRA: as indicated in the NRA; for a CNRA: FSC); NOTE: When a complaint is forwarded to a responsible body, Clauses 7.2. d) - k) do not apply.
- d) Conducting a preliminary assessment to determine whether evidence provided in a complaint is or is not substantial, by assessing the evidence provided against the risk of using material from unacceptable sources;
- e) Dialogue with complainants that aims to solve complaints assessed as substantial before further actions are taken;
- f) Forwarding substantial complaints to the certification body and relevant FSC National Office for the supply area within two (2) weeks of receipt of the complaint. Information on the steps to be taken by the organization to resolve the complaint, as well as how a precautionary approach will be used, shall be included with the complaint;
- g) Employing a precautionary approach towards the continued sourcing of the relevant material while a complaint is pending; NOTE: This includes a description of how the precautionary approach is employed by the organization when a complaint is active. NOTE: A complaint is pending if it has been substantial (according to Clause 7.2 d), and no effective corrective action (according to Clauses 7.2 h) - k) has been taken yet.
- h) Implementing a process (e.g. field verification and/or desk verification) to verify a complaint assessed as substantial by the organization, within two (2) months of its receipt;
- i) Determining 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 FSC-STD-40-005 V3-1 REQUIREMENTS FOR SOURCING FSC®CONTROLLED WOOD– 23 of 58 –verified as substantial. If a corrective action cannot be determined and/or enforced, the relevant material and/or suppliers shall be excluded by the organization;
- j) Verifying whether corrective action has been taken by suppliers and whether it is effective;
- k) Excluding the relevant material and suppliers from the organization's supply chain if no corrective action is taken;
- l) Informing the complainant, the certification body, and the relevant FSC National Office of the results of the complaint and any actions taken towards its resolution, and for maintaining copies of relevant correspondence; and
- m) Recording and filing all complaints received and actions taken.