

Tianma Lvjian's Company Response

Sent: Wednesday, December 11, 2024 7:24 AM

Dear [REDACTED],

We are writing in response to the unfounded allegations made by your non-profit organization against Tianma Lvjian ("Tianma"). These claims are baseless and damage the reputation of our company, which has consistently operated with integrity and in full compliance with international laws and standards.

Below, we address the specific issues raised in your report:

1. Tianma's Business Practices and Raw Material Sourcing

- Since 2015, Tianma has been a leading producer of plywood and solid wood panels in China. Our production facilities are equipped with advanced processing equipment, ensuring high-quality manufacturing.
- The birch veneers used in our products are sourced from two primary regions: the indigenous Southwest Birch in Yunnan, China, and certified materials from Latvia. Our raw materials under our production are traceable and conform to the highest sustainability standards, as demonstrated by our possession of the FSC Mixed Certification. For the extra charge of 50USD/m³, as we do also received supplier are not offering FSC, so that cause extra charge.
- Regarding the video showed Russian plywood brand logo, without doubt China is our main market, we do set warehouse for trading cross whole China, cooperate with some RU producer for offering Chinese customer with more beautiful plywood and better quality, our stock targeting on our domestic sale in China and outside Europe region.
- Tianma's all plywood export to EU market is different from RU plywood, we exported film faced birch plywood, Birch plywood 0.5mm surface, Birch plywood (Poplar Eucalyptus core). If you investigate more deeply those are two different product. And all those product is made in China, China origin, we attention on each shipment to EU, and give customer with EUTR documentation for proving the validity of product.
- Our customers fully trusted our quality and have a deep communication when they visit our factory. They checked our manufacturing process, convinced by our high standard product line and excellent customer services. Then we formed a strong collaboration relationship.

2. Clarification Regarding Export Data and Customs Codes

- The export records cited in your report reference customs code 441233. This classification includes products with at least one outer ply of non-coniferous wood species such as alder (*Alnus* spp.), ash (*Fraxinus* spp.), beech (*Fagus* spp.), birch (*Betula* spp.), cherry (*Prunus* spp.), and chestnut (*Castanea* spp.). The materials we export under this code, including raw birch and film-faced birch plywood, feature surface and cores made from China's Southwest Birch. These products are fully compliant with the stated customs classification and originate from legally verified sources.

3. Ethics and Legality of Investigation Methods

- The methods employed by your organization, including posing as potential customers to gather information under false pretenses, are very unethical and unprofessional. Such actions undermine the credibility of your investigation and call into question the validity of your claims.

- Should your publication result in reputational damage or financial losses to Tianma Lvjian or the companies mentioned in your report, we will not hesitate to pursue legal action against your organization and your undercover investigator involved.

Tianma Lvjian has always prioritized transparency, sustainability, and compliance in its operations. We take our responsibilities seriously and categorically deny the allegations made in your report. We invite your organization to engage in an open and constructive dialogue to address any legitimate concerns you may have.

Sincerely,

Tianma Lvjian