

List of Advisory Questions for Industry

(Adopted by the Plenary in 2003 and amended in 2018)

The Wassenaar Arrangement Participating States decided at the 2003 Plenary to publish a non-exhaustive list of advisory questions for industry on the WA website. The intended use for the list is to provide a guide for companies in any export situation. Being vigilant for signs of suspicious enquiries or orders is vital for countering the risks of the proliferation of sensitive goods and technologies and destabilising accumulations of conventional weapons.

The answers to the non-exhaustive list of questions below are designed to give guidance when suspicion should be raised and a contact with national export licensing authorities might be advisable. The list is based on existing best practises derived from the Wassenaar Arrangement's List of Advisory Questions for Industry (agreed at the 2003 Plenary) and best practices already used in various WA Participating States. Corresponding answer(s) to any of the questions below should not be considered as the basis for an automatic rejection of an export. The intention of the questions is rather to flag the need for greater scrutiny while examining exports.

Your product

1. Is your product still being developed or has it not yet found many customers in your domestic market?
2. Are the characteristics of your product technically superior to those of established competitors?
3. Has your customer requested any unusual customisation of a standard product, or do any modification requests raise concerns about potential applications of the customized product?
4. Have you sought an export control classification or self-classification of the item?
5. Does your product have a known dual-use, military, or sensitive application?

End user and end-use

6. Is the customer new to your company and is your knowledge about the customer incomplete or inconsistent?
7. Is it difficult to find information about the customer in open sources?
8. Does the customer seem unfamiliar with the product and its performance characteristics (an unreasonable lack of technical knowledge)?
9. Does the customer request a product that seems overly capable for the intended application?
10. Does the customer provide inadequate responses when your sales staff suggests another product might suit the application at a lower cost?

11. Is the customer unable to provide details about the requested product or their technical requirement?
12. Is the stated contact information (e.g. phone number, e-mail, address) of the customer directed to a third party in another country?
13. Does the customer have a foreign company name (e.g. in a language that is unexpected for the country where the headquarters are located)?
14. Is the stated end user a trading company, distributor or based in a free trade zone?
15. Is the stated end-user more traditionally a freight forwarder?
16. Is the end-user connected to the military, the defence industry or a governmental military research body despite the stated end-use being civilian?
17. Is the customer reluctant to provide information about the end-use of the product, or to provide clear answers to routine commercial and/or technical questions?
18. Is the customer reluctant to provide an end-user statement or other supporting documentation?
19. Do the products appear to be irrelevant for the customers stated business activities?
20. Does the given end-use diverge significantly from the end-use indicated by the manufacturer?
21. Is the customer forgoing services, instructions or warranty usually provided for the product?
22. Is the customer calling in intermediaries for no good reason?

Shipment

23. Is the requested shipping route unusual?
24. Are the requested packaging or labelling arrangements unusual?
25. Does the customer want to collect the product/-s in person?
26. Is the collection of the product/-s handled by a party other than the stated customer or intermediaries?

Finance and contract conditions

27. Is the customer offering unusual and/or unreasonably profitable payment terms?
28. Is the customer offering a full payment in advance or an immediate cash payment upon receipt of the products?
29. Is the payment handled by a party other than the stated customer or intermediaries?
30. Does the payment follow another route than the products (e.g. via another country)?
31. Does the customer decline reasonable and practically feasible routine installation, training or maintenance services in the country of destination and/or suggests that his own personnel is trained for such in the exporting country?
32. Is the installation site situated in an area with strict security control, to which access is severely restricted?
33. Is the installation site in any other way unusual in respect to the product being installed?
34. Does the customer have unusual requirements for excessive confidentiality about final destinations, customers or specifications of products?
35. Is the customer requesting an excessive amount of spare parts or other items related to the product, not correlating with the stated end-use?

In case of doubt regarding a certain enquiry, consult with the competent authority in your country. Sharing information on suspicious enquiries with them is highly recommended.