

Differentiation through Sustainable Practices

For more than a quarter of a century, Knoll has acted on a commitment to sustainability in the design and manufacture of products for the workplace. This commitment has allowed us to differentiate our approach, processes and products in the marketplace in several key areas.

1. Knoll has earned more BIFMA level 3 certified products—an industry standard certification established by the trade association for commercial furniture— than any of our major industry peers.

BIFMA level® Certification Program is a third-party verified product standard developed by the Business and Institutional Furniture Manufacturer's Association to support environmentally responsible, safe, healthy and sustainable workplace environments. It assesses manufacturers' organization, materials, production facilities and products and awards certification at three levels. Knoll products certified at the highest level, level® 3, include: Antenna® Workspaces; AutoStrada™; Dividends Horizon®; Generation by Knoll®; Multi-Generation by Knoll®; Calibre® storage system; ReGeneration by Knoll; The Graham Collection and Reff Casegoods, a wood office product. Dividends Horizon® was the first system product in the contract furniture industry to achieve level® 3, and Knoll was the first company in the industry to earn level® 3 certification for products in multiple categories.

2. Through the SMaRT Sustainable Product Standard, Knoll submits its products for a benchmark standard with 12 required prerequisites based on the entire life-cycle of the product.

While many of our industry peers submit to comparable certification standards, Knoll is currently the only commercial furniture manufacturer in its industry peer group to submit for certification under the SMaRT benchmark standard, a comprehensive, stringent sustainability standard covering areas including Public Health and Environment; Renewable Energy and Energy Efficiency; Bio-based or Recycled Materials; and Innovation in Manufacturing. SMaRT addresses 80% of the world's product and has been adopted by more entities than any other product certification. It also partners with

the federal government to educate manufacturers and purchases on credible sustainable product attributes and prerequisites. The SMaRT website address is: http://mts.sustainableproducts.com/SMaRT_product_standard.html

3. Sustainability is truly ingrained in our design, culture, and practices.

- + Knoll was the first contract furniture manufacturer in the industry to have a system (Dividends Horizon) achieve BIFMA level 3.
- + Knoll was the first contract furniture manufacturer in the industry to earn BIFMA level 3 for products in multiple categories
- + Knoll was the first contract furniture manufacturer in the industry to earn SMaRT certification and first to achieve SMaRT Platinum certification for the Generation by Knoll chair.
- + Knoll offers FSC wood as standard on products manufactured in North America with no upcharge and no additional lead times (with some exclusions for select, listed exotic veneer, abet laminate and cascade tops).
- + We assisted in developing and currently offer an end-of-life furniture disposal program, Full Circle, which emphasizes landfill avoidance for decommissioned client FF&E through a variety of methods including resale, repurpose, recycle and recovery by converting waste to clean energy.
- + Knoll has pioneered several sustainable processes, many of which have become industry standard, in the manufacture and production of our furniture. We have done this to such an extent that the U.S. Environmental Protection Agency has cited these innovations as publicly available case studies (see links). <http://www.epa.gov/ttn/atw/wood/low/downloads/knollcs.pdf>