9to5 seating



2019 Corporate Responsibility Report

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Letter from the President

We have come a long way since the launch of 9to5 Seating in 1986, but the key elements of our founding vision remain solid: Always deliver the highest quality seating at an unparalleled value by perfecting every detail from production to service to delivery. At 9to5 Seating, our passion for our business is also at the heart of our environmental practices. This commitment to a healthy planet is part of our manufacturing and business strategy and guides us to make smart choices when it comes to materials and processes.

9to5 Seating offers quality products, backed by one of the best warranties in the industry, strong customer service and aggressive pricing. We are able to control these aspects of our business, due to our unique vertical integration model. By controlling every step of the manufacturing process, we are able to set the pace of our own growth. With the expansion of our factories in both Hawthorne, CA and Union City, TN we look forward to more growth and increased production.

During this growth, we will continue to maintain our BIFMA Level Certification for all our products, LEED Gold certification of our Hawthorne, CA facility and strive to expand our efforts in corporate responsibility.



Dara Mir
PRESIDENT OF 9TO5 SEATING

About this Report

9to5 Seating reports to the Business and Institutional Furniture Manufacturer's Association (BIFMA) on sustainability issues along with our continued participation in the Social Responsibility Report.

This report provides a look into areas of interest that most meaningfully demonstrate our goals of social responsibility, along with environmental and economic sustainability.

The issues discussed in this report include social inclusiveness, diversity, employee health and safety, labor and human rights and community commitment. Environmental topics include energy and water consumption, waste management and greenhouse gas reduction.

Our 2019 Corporate Responsibility Report contains Standard Disclosures and Performance Indicators from the GRI G4 Sustainability Reporting Guidelines. Additional information on the G4 Guidelines can be found at www.globalreporting.org.

This GRI Report has been internally reviewed by our Executive and Management Teams and includes information pertaining to 9to5 Seating headquarters and manufacturing facilities located in the USA. Additional information about 9to5 Seating is available on our website: www.9to5seating.com.

Internal Stakeholders

- Owners
- Customers
- Employees
- Lenders/Creditors
- Suppliers

External Stakeholders

- Users of 9to5 Seating
- Government, Trade & Professional Associations (BIFMA, LEED, etc.)
- Community Members
- Potential Customers
- Employees
- Auditors
- Consultants
- Competitors
- Future Generations

Product Responsibility

We are committed to reducing, reusing and recycling the by-products and waste generated during our manufacturing process through our membership in WasteWise. WasteWise is an U.S. Environmental Protection Agency's program in which organizations track their waste reduction efforts to benefit the environment.

9to5 Seating's efforts to reduce manufacturing waste include:

- Optimize machinery cycle times to manufacture parts in minimal time increments.
- Evaluate environmental effects before pursuing new products or purchasing equipment to ensure alignment with environmental commitments.
- Select materials that reduce or eliminate toxic and environmentally damaging materials from the manufacturing equation.
- Utilize water-based, environmentally friendly adhesives throughout our manufacturing facilities.
- Use of recycled raw materials in the production urethane components when possible.
- Sort and recycle rejected plastic components via five re-grind machines.
- Employ molded foam production in over 95% of products, greatly reducing scrap urethane.
- Work exclusively with plywood suppliers that participate in forest restoration.
- Collect and recycle all excess fabric, dacron and leather.
- Accurately determined the current carbon footprint through Life Cycle Assessment (LCA).
- Identified hot-spots in energy consumption and associated CO2 emissions.
- Optimized energy efficiency and reduced CO2 and GHG emissions contribution from production processes.
- Identified solutions to neutralize CO2 emissions that cannot be eliminated through energy saving measures.

About this Report

Who is 9to5

Mission

Founded in 2004, 9to5 Seating specializes in the design and production of ergonomic and aesthetically pleasing office seating to accommodate the rigorous demands of today's office environment. With many years of experience in the manufacturing of office seating, 9to5 Seating differentiates itself from its competitors through its vertical integration. The combination of domestic and foreign manufacturing, with wholly owned facilities in the United States and China, offers the customer a wide variety of upholstery material only when manufactured in the United States, allowing 9to5 Seating to compete with prices of completely foreign manufactured products.

Unlike many competing companies, the vertical integration of 9to5 Seating paired with the highest quality raw materials and state of the art manufacturing equipment results in 9to5 Seating building with quality rather than checking for quality. In a major reshoring effort to bring manufacturing jobs back to the United States, 9to5 Seating recently opened its 3rd manufacturing facility in Union City, Tenn. The knowhow and the hard work ethic of the American work force brings the products closer to their point of use in the United States and can rival the competition imported from overseas.

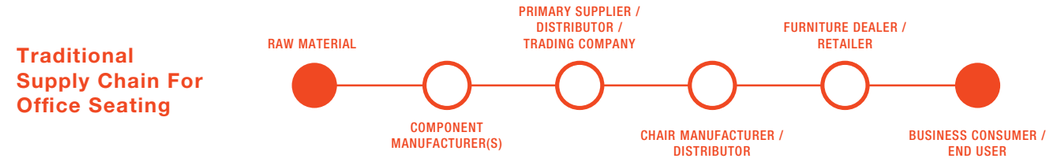
Companies today demand the most for their money and 9to5 Seating is prepared to deliver the highest quality product without sacrificing selection or speed of delivery.

Below are some highlights of the program:

- Lead Time: 5 Business Day Quick Ship and Standard 15 Day Lead time
- Textiles: Choose from thousands of commercial grade designer textiles from Architex, Arcom, CF Stinson, Designtex, Lindsey & Hall, Maharam, Mayer, and Momentum Textiles
- Leather: Select from a wide range of leather colors including 10 colors in leather/vinyl combinations
- Lifetime Manufacturer's Warranty
- Premium Quality Components
    - Nylon Bases are made from 100% virgin glass reinforced nylon
    - All task, executive, and conference seating incorporate molded foam cushions

Supply Chain Innovation

Due to our vertical integration, 9to5 Seating has achieved efficiencies not found in the operations of other manufacturers. Our investment in facilities capable of producing chair components provides a cost advantage for our company on every chair we produce. Additionally our independence from third-party manufacturers allows 9to5 Seating to better control quality, lead time, and consistency. Traditionally, chair manufacturers have been forced to buy components at prices that support the overhead of the component manufacturer. 9to5 Seating's innovative supply chain has effectively eliminated this unnecessary overhead resulting in the extraordinary value found in our product.



Business Practices

It is an integral part of our corporate philosophy to promote environmental preservation. This ideology drives our endless commitment to a sustainable future.

9to5 Seating incorporates the following practices into our business functions:

- Compact and recycle 100% of inbound carton packaging material, protecting landfills from over 25 tons of cardboard every month!
- Assembled a national network of blanket wrap carriers to allow orders to ship without cartons.
- Produce all outbound cartons from recycled corrugated cardboard.
- Ship with blanket wrap carriers whenever possible to eliminate cardboard debris.
- Use of electric forklifts in lieu of propane or other fuel based vehicles.
- Recycle all paper cans and plastic bottles from daily office activities.
- Dispose of used computer equipment and machine oil through proper channels.
- Return empty photocopier/printer cartridges to our supplier for refilling.
- Utilize paperless systems for internal reporting and production/warehouse management.
- Specify recycled paper for all printed literature pieces.
- Rooftop photo voltaic panel system offsets 5,164,303 pounds of C02 over its lifetime of 25 years, equivalent to the amount of C02 emitted by driving 157,278 cars 50 miles a day for one year.

Who is 9to5

Locations

Headquarters: Hawthorne, CA
Manufacturing locations: Hawthorne, CA, Union City, TN, Guangzhou, China

Showroom Locations:

- Hawthorne, CA
- San Jose, CA
- Phoenix, AZ
- Denver, CO
- Atlanta, GA
- Chicago, IL
- Union City, TN
- Dallas, TX

Markets Served

Currently serving all of the United States, and parts of Canada and Mexico

Scale of Organization

- Total number of employees = 160
- Total number of operations = 13
- Quantity of products of services provided = 35 product

Who is 9to5

Company History

1982
Susan, Darius and their son, Dara, immigrate from Iran to the United States

1983
Opens first U.S. distribution warehouse in Downtown L.A.

1985
Receive first containers of imported chairs from Italy

1986
Cyrus Business Furniture founded

First mass market sales

1987
Start Domestic Manufacturing & Vertical Integration

1995
Long Beach, CA factory opened

2001
Cyrus Business Furniture re-incorporates as D3, Inc.

2002
Dara joins company full time, after graduating from USC as IS (Industrial & Systems) Engineer

2003
Habitat factory opens in China (wholly owned China manufacturing plant)

2004
9to5 Seating officially launches

2005
9to5 Seating first attends NeoCon

2009
Starts construction on Hawthorne facility (offices, showroom & just-in-time manufacturing)

2010
Opens permanent showroom on 10th Floor of Merchandise Mart in Chicago

2013
Hawthorne, CA facility receives LEED Gold Standard

2014
Began construction of Tennessee manufacturing facility

Tennessee factory's first shipment to 9to5 Seating

2015
Tennessee factory officially opens and fulfills first mass market order

2016
9to5 Seating enters healthcare market with Sophie

Tennessee factory sends first shipment of components to China, helping to reverse the U.S. import trend

2017
9to5 Seating recognized as industry's best kept secret

2018
9to5 Seating achieves LEVEL 1 Certification

Watch what happens next

9to5 History

2018 EMPLOYEE EVENTS

We strive to be a contributing member to our local communities. Here is a list of our 2018 community events, of which we were proud to participate.

Toys for Tots

is a program run by the United States Marine Corps Reserve which distributes toys to children whose parents cannot afford to buy them gifts for Christmas. The program was founded in 1947 by reservist Major Bill Hendricks.

Furniture Donation to Hawthorne School District

9to5 Seating donated over $13,000 worth of office chairs to the local school district.

We look forward to sharing more of how 9to5 Seating is rolling up our sleeves in 2019 and helping our local communities.

Inclusion

MALE

	WHITE	HISPANIC OR LATINO	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES
EXECUTIVE/SR OFFICIALS & MGRS	1						
FIRST/MID OFFICIALS & MGRS	3	2			1		
PROFESSIONALS	1	1					
TECHNICIANS		1					
SALES WORKERS							
ADMINISTRATIVE SUPPORT	2	7			3		
CRAFT WORKERS		5					
OPERATIVES		29			2		1
LABORERS & HELPERS		16	4				
SERVICE WORKERS		0					
TOTAL	7	61	4	0	6	0	1
PREVIOUS YEAR TOTAL							

FEMALE

	WHITE	HISPANIC LATINO	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES
EXECUTIVE/SR OFFICIALS & MGRS	1						
FIRST/MID OFFICIALS & MGRS	1				4		
PROFESSIONALS	2						
TECHNICIANS							
SALES WORKERS							
ADMINISTRATIVE SUPPORT	2	5			5		
CRAFT WORKERS		3					
OPERATIVES		21					
LABORERS & HELPERS		1					
SERVICE WORKERS							
TOTAL	6	30	0	0	9	0	0
PREVIOUS YEAR TOTAL							

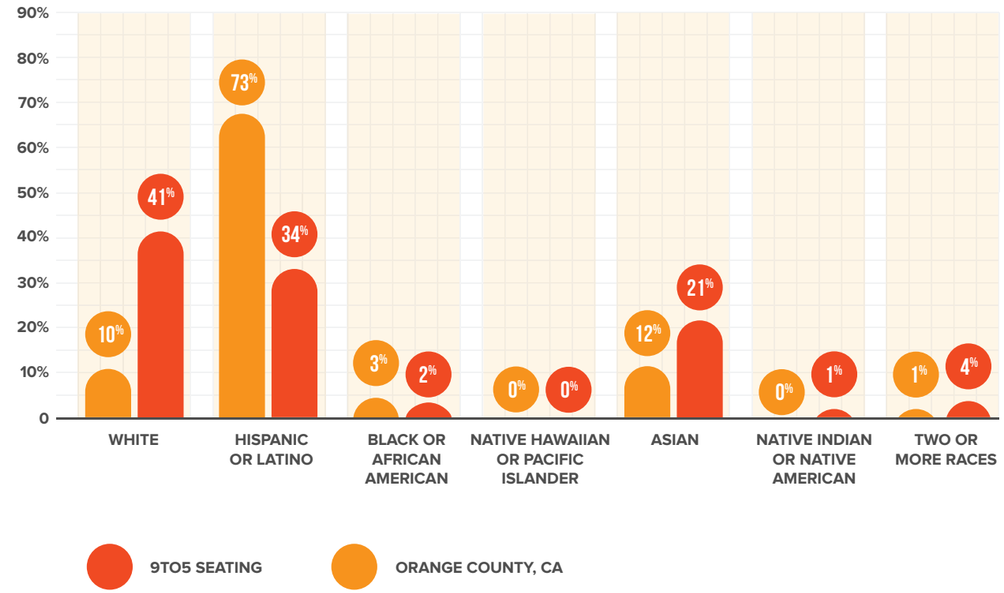
Inclusion

RACE

	WHITE	HISPANIC LATINO	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES
EXECUTIVE/SR OFFICIALS & MGRS	2	0	0	0	0	0	0
FIRST/MID OFFICIALS & MGRS	4	2	0	0	5	0	0
PROFESSIONALS	3	1	0	0	0	0	0
TECHNICIANS	0	1	0	0	0	0	0
SALES WORKERS	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	4	12	0	0	8	0	0
CRAFT WORKERS	0	8	0	0	0	0	0
OPERATIVES	0	50	0	0	2	0	1
LABORERS & HELPERS	0	17	4	0	0	0	0
SERVICE WORKERS	0	0	0	0	0	0	0
TOTAL	13	91	4	0	15	0	1
PREVIOUS YEAR TOTAL	10%	73%	3%	0%	12%	0%	1%

	9TO5 SEATING	ORANGE COUNTY, CA
WHITE	10%	41%
HISPANIC OR LATINO	73%	34%
BLACK OR AFRICAN AMERICAN	3%	2%
NATIVE HAWAIIN OR PACIFIC ISLANDER	0%	0%
ASIAN	12%	21%
AMERICAN INDIAN OR NATIVE AMERICAN	0%	1%
TWO OR MORE RACES	1%	4%

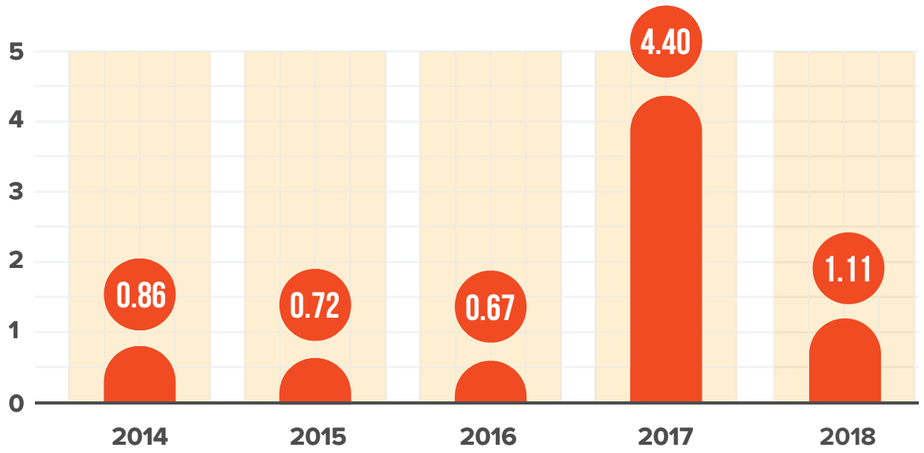
POPULATION COMPARISON - 2018



Health & Safety

INJURY RATE

YEAR	RECORDABLE INJURIES	TOTAL HOURS WORKED	INJURY RATE
2014	1	231897	0.862451864
2015	1	278412	0.718359841
2016	1	298145	0.670814537
2017	7	318240	4.399195576
2018	2	361393	1.1068283



2017 Increase in injury has been a result of incorrectly defined safety procedures. With the formation of the safety council and actions taken thus far, there was a significant decrease in incident level from 2017 to 2018.

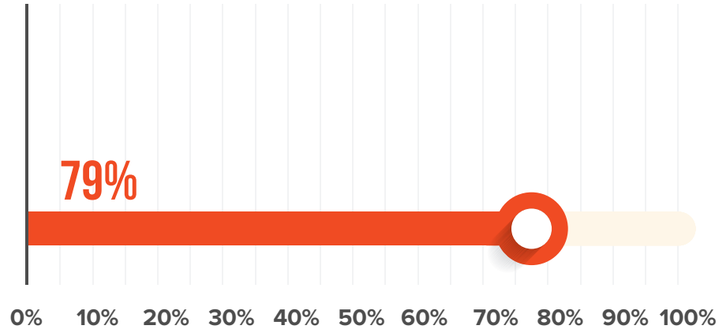
Labor & Human Rights

Provide a description of the company's Workplace Code of Conduct (WCOC), what subjects are included and what you require of your Suppliers

Include the percent of suppliers that have returned signed copies, based on 2016 spend data

Potentially, Include an image of your WCOC

TO WHAT EXTENT DOES YOUR COMPANY MEET THE FOLLOWING INTERNATIONALLY RECOGNIZED SOCIAL RESPONSIBILITY CRITERIA?



INCLUDE THE PERCENT OF SUPPLIERS THAT HAVE RETURNED SIGNED COPIES, BASED ON 2018 SPEND DATA

9to5 Products



Acclaim
2780



Agent
1425



Aria
1860



Axis
2600



Bella
1310



Bella Mesh
1360



Cydia Mesh
3300



Cydia Upholstered
3300



Diddy
2450



Indy
1010



Kelley
1060



Lilly
9111



Luna
3460



Mila Mesh
3760



Mila Upholstered
3760



Mimi
1030



Neo Lite
3150



Neo
3160



Strata
1560



Strata All Mesh
1570



Strata Lite
1545



Theory
2160



Theory All Mesh
2170



Vault
1460



Bristol
2360



Core
2260



Cortina
2900



Cosmo Mesh
3250



Cosmo Upholstered
3220



Lilly Side
9144



Lilly Stool
9165



Link
1410



Logic
1725



Logic Plus
1790



Shuttle
1210



Shuttle Mesh
1260



Sol Upholstered
3680



Sol Mesh
3680



Sophie
8111



Vesta
3060

Zoom
1115

©2019 9to5 Seating • Model Line Up Poster • version 3

9to5 Products



Commitment to Sustainability

9to5 Seating Commits to Think & Act Green

9to5 Seating is committed to sustainable and environmentally responsible business practices. This global perspective is endorsed and executed throughout every aspect of our corporate culture, and within our warehousing, manufacturing and office facilities. We are proud to demonstrate our commitment by offering GREENGUARD Certified products, participating in the U.S. Environmental Protection Agency's Waste Wise Program, and have been awarded the prestigious LEED® NC Gold Certification for our factory and corporate headquarters.

Environmental Commitment in Action

9to5 Seating's corporate headquarters uses a rooftop photovoltaic panel system to generate electricity for the facility. To view how much power we are generating in real-time visit our solar portal at www.9to5seating.com/solar

Over 30 years, the system will offset:

- 6,102,370 lbs of CO_2 | a leading cause of global climate change
- 4,192 lbs of NOx | a leading cause of smog
- 1,048 lbs of SO_2 | a leading cause of acid rain
- 1,215 lbs of particulates | a leading cause of asthma

6,102,370 lbs of CO_2 is equivalent to the amount absorbed by 13 acres of trees over their lifetime

GREENGUARD Certified

Our entire product line earned GREENGUARD Indoor Air Quality Certification issued by the GREENGUARD Environmental Institute. The GREENGUARD Indoor Air Quality Certification Program assures that products designed for use in office environments and other indoor spaces meet strict chemical emissions limits.

- Contribute to healthier interior environments.
- Add points for LEED Certification.
- Offer fabrics made from 100% recycled content. (Fabrics made from recycled content are identified with the symbol in the Grade-In section of this price book pages 14 – 23.)
- Manufactured using plastic, nylon, steel, aluminum and polypropylene components that are 100% recyclable.
- Use suppliers that share an earth-friendly philosophy.
- Certified below chemical emissions limits for TVOC, Formaldehyde, Total Aldehydes, Individual VOCs, 4-phenycyclohexene.

Environmental Data Sheets for all 9to5 Seating products can be found at our web site www.9to5seating.com. For more information about GREENGUARD programs visit www.greenguard.org.

LEED®

At its core, a green building is a better performing building. It uses fewer resources and offers a better place to work through improved energy and water efficiency, better air quality, and access to natural daylight. We have been awarded the LEED® NC Gold Certification for our newly constructed corporate headquarters and manufacturing facility.

Sustainable aspects of 9to5 Seating's headquarters building design contributing to LEED Gold Certification include:

- Rooftop photovoltaic panel system generating approximately 90% of electricity required for facility operation.
- Reduction of energy consumption through increased natural day lighting to enable factory to operate during an average day with lights off.
- Use of LED lighting throughout office space for further energy savings.
- Site selection promoting development density and community connectivity.
- Providing alternative transportation including access to public transportation, parking for low emitting and fuel-efficient vehicles.
- Quality control of storm water runoff.
- Decrease in heat island effect.
- Use of water efficient landscaping.
- Reduction of water usage by 40%
- Optimization of energy performance through a 28% improvement over 2011 California Title 24 code.
- Recycling or salvaging 75% of construction waste.
- Use of recycled content and regional building materials.
- Increased ventilation to promote indoor environmental quality.
- Use of low-emitting adhesives, sealants, paints, coatings and flooring systems.

Commitment to Sustainability

Energy Consumption

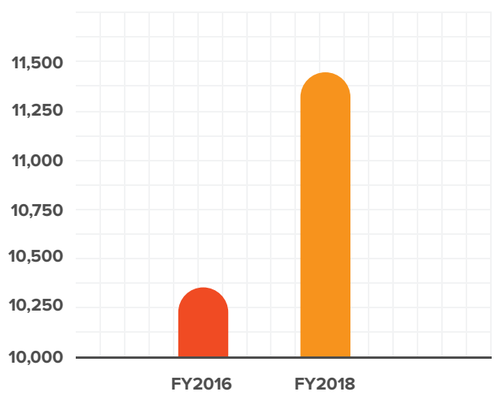
2018 ABSOLUTE ENERGY

FY2016 (MMBTU)	10309.12	MMBTU
FY2018 (MMBTU)	11486.87	MMBTU

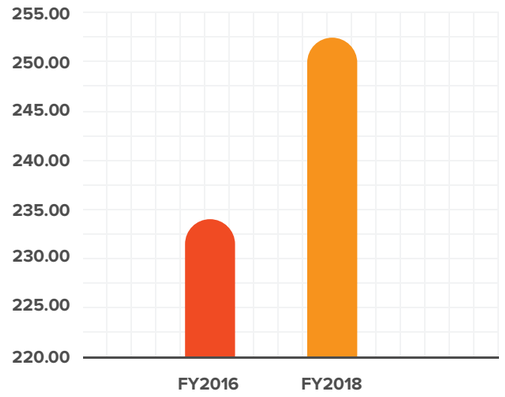
2018 NORMALIZED ENERGY

FY2016 (MMBTU)	10309.12	MMBTU
FY2018 (MMBTU)	11486.87	MMBTU

2018 ABSOLUTE ENERGY USE
(MMBTU)



2018 NORMALIZED ENERGY USE
(MMBTU/NET SALES MILLION $)



GHG

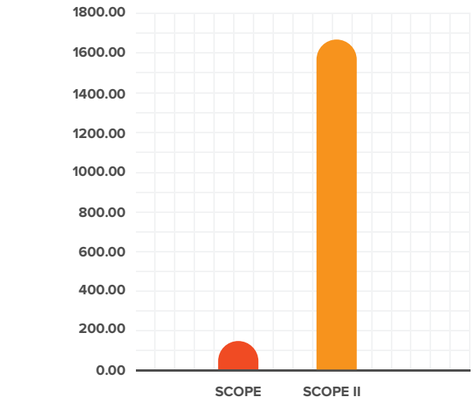
2018 GHG EMISSIONS (tCO2e)

SCOPE I	4.88	tCO2e
SCOPE II	67.98	tCO2e

NORMALIZED GHG EMISSIONS

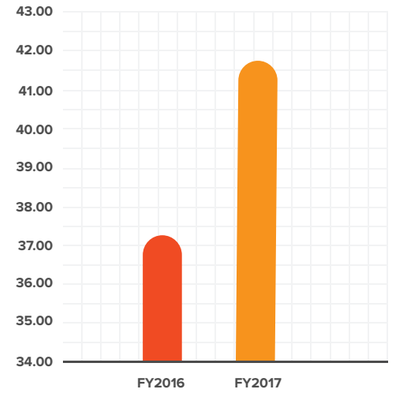
FY2016	1.49	tCO2e/Net Sales Million $
FY2017	1.50	tCO2e/Net Sales Million $

2018 ABSOLUTE GREENHOUSE GAS EMISSIONS
(tCO2e)



2018 GHG Emissions (tCO2e)

NORMALIZED GREENHOUSE GAS EMISSIONS



NORMALIZED GHG Emissions

G4 GRI Index

CATEGORIES	SUBCATEGORIES	ASPECTS	INDICATORS		RESPONSE	PAGE
GENERAL STANDARD DISCLOSURES	Strategy and Analysis		G4-1	Statement from the most senior decision-maker of the organization	Letter from the President	
	Organizational Profile		G4-3	Name of the organization	9to5 Seating	
			G4-4	Primary brands, products, and services	Our Products	
			G4-5	Location of the organization's headquarters	Who we are	
			G4-6	Number of countries where the organization operates	Who we are	
			G4-7	Nature of ownership and legal form	Who we are	
			G4-8	Markets served	Who we are	
			G4-9	Scale of the organization	Who we are	
	Identified Material Aspects and Boundaries		G4-18	Process for defining the report content and the Aspect Boundaries	About Our Report	
			G4-19	Material Aspects identified in the process for defining report content	About Our Report	
			G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	No major changes	
	Stakeholder Engagement		G4-24	List of stakeholder groups engaged by the organization	About Our Report	
			G4-25	Basis for identification and selection of stakeholders with whom to engage	About Our Report	
	Report Profile		G4-28	Reporting period for information provided	About Our Report	
			G4-29	Date of most recent previous report, if applicable	No major changes	
			G4-30	Reporting cycle	About Our Report	
			G4-31	Contact information for questions regarding the report or its contents		
	Ethics and Integrity		G4-56	Organization's values, principles, standards and norms of behavior	Corporate Ethics	

CATEGORIES	SUBCATEGORIES	ASPECTS	INDICATORS		RESPONSE	PAGE
ENVIRONMENT		Energy	G4-EN3	Energy consumption within the organization	Energy & Greenhouse Gases (GHGs)	
			G4-EN4	Energy consumption outside of the organization	Energy & Greenhouse Gases (GHGs)	
			G4-EN5	Energy Intensity	Energy & Greenhouse Gases (GHGs)	
			G4-EN6	Reduction of energy consumption	Energy & Greenhouse Gases (GHGs)	
		Emissions	G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	Energy & Greenhouse Gases (GHGs)	
			G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Energy & Greenhouse Gases (GHGs)	
			G4-EN18	Greenhouse gas (GHG) emissions intensity	Energy & Greenhouse Gases (GHGs)	
			G4-EN19	Reduction of greenhouse gas (GHG) emissions	Energy & Greenhouse Gases (GHGs)	
		Compliance	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	None	
		Environmental Grievance Mechanisms	G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	None	

CATEGORIES	SUBCATEGORIES	ASPECTS	INDICATORS		RESPONSE	PAGE
SOCIAL	Human Rights	Non- discrimination	G4-HR3	Total number of incidents of discrimination and corrective actions taken	None	
		Supplier Human Rights Assessment	G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Labor & Human Rights	
	Labor Practices & Decent Work	Occupational Health and Safety	G4-LA6	Total of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Employee Health & Safety	
			G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	None	
		Diversity and Equal Opportunity	G4-LA12	Composition of governance bodies and breakdown of employees category according to gender, age group, minority group membership, and other indicators of diversity	Inclusiveness	
		Supplier Assessment for Labor Practices	G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Labor & Human Rights	
		Labor Practices Grievance Mechanisms	G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	None	

G4 GRI Index

CATEGORIES	SUBCATEGORIES	ASPECTS	INDICATORS		RESPONSE	PAGE
SOCIAL	Society	Local Communities	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	100%	
		Compliance	G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	None	
		Supplier Assessment for Impacts on Society	G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Labor & Human Rights	
	Product Responsibility	Customer Health and Safety	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Design for Environment	
		Customer Health and Safety	G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life	None	
		Marketing Communications	G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes	None	
		Compliance	G4-PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	None	

9to5 seating

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Follow us: @9to5seating

GREENGUARD
PRODUCT CERTIFIED FOR LOW CHEMICAL EMISSIONS
UL.COM/GG
UL 2818
GOLD

level

9to5 Furniture Group

