

2019 Sustainability Report



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About This Report

In the spring of 2014, Knu LLC & La-Z-Boy Contract Furniture began a sustainability initiative which would help us obtain certification to the ANSI/BIFMA e3 Furniture Sustainability Standard (Business and Institutional Furniture Manufacturers Association), known as level® Certification. During the course of our work towards earning level® Certification, we have developed management systems and programs to assess and continuously improve our performance around the matters of Materials, Energy & Atmosphere, Human & Ecosystem Health, and Social Responsibility, all this while assessing our products' conformance to the BIFMA e3 Furniture Sustainability Standard and maintaining 3rd party certification to the standard since April of 2014. This report is an opportunity for us to communicate with our stakeholders, how and what we have been working on to improve our sustainability performance.

Our effort towards earning BIFMA level® certification has involved developing an Environmental Management System (EMS) that contains elements similar to the requirements of ISO 14001. As we developed our EMS process, we identified our significant environmental impacts and aspects, actual or potential, which could arise as a result of manufacturing our products and could potentially impact on our stakeholders. For those significant aspects, we have set objectives and targets that will be reviewed and updated regularly.

We recognize our stakeholders to be our owners and investors, employees, dealers, end-customers, suppliers, and our community. This list was generated after considering all groups who influence, or have the potential to influence, our company decisions and those who are, or could be, impacted by our operations.

We hope that you find the information and metrics, disclosed in the pages ahead, valuable. We welcome your comments, feedback, and suggestions for improvement. Please email us at customerservice@getKnu.com.

Thanks for your attention, we truly appreciate your interest!



About Us & Our Products

La-Z-Boy Contract Furniture began as a division of La-Z-Boy Incorporated in 1971, with the introduction of a reclining office chair. The success of that first chair led to many more seating products, and the company continued to grow to meet the furniture needs of the business and healthcare sectors.

In 2005, La-Z-Boy Contract Furniture was purchased by a family-owned company with decades of experience in the furniture industry. That partnership has helped La-Z-Boy continue the tradition of crafting the highest quality furniture at competitive prices.

In 2011, the company added the Knú Contract (pronounced "new") line of furniture to its offering. Knú Contract complements the extensive seating offering found in La-Z-Boy Contract Furniture. Knú Contract products offer seating and solutions designed with the patient in mind. At Knú Contract, a patient's needs come first, and even the smallest details aren't overlooked. Knú Contract's extensive offerings of seating, paired with the La-Z-Boy Healthcare line of seating, bring comfort, style and practicality to any clinical setting. To learn more about Knú Contract's product offerings, please visit <https://www.getknu.com/catalog/category>.

In 2014, the company began operating as Knú LLC. The company is headquartered in Ferdinand, IN with manufacturing operations located in Leland, MS, where all Knú and La-Z-Boy contract products are manufactured.

Our offerings have grown to include lobby, lounge, guest and visitor seating for organizations of all sizes. We've also expanded our line of recliners, sleep chairs, sleep sofas, room chairs, waiting room seating, and bariatric furniture for healthcare environments – including specialized products for intensive care and dialysis.

In every product we produce, we strive to balance sophisticated styling with optimal functionality. In contrast to many competitors, Knú Contract | La-Z-Boy Contract Furniture is made in the U.S.A. at a state-of-the-art manufacturing facility. Our products boast craftsmanship, comfort and competitive pricing for a truly compelling value.

The La-Z-Boy Difference La-Z-Boy is synonymous with comfort. For over 35 years La-Z-Boy Contract Furniture has been crafting comfortable yet durable furniture for the business and healthcare industry. Today, we retain that commitment to quality while incorporating environmental stewardship into our product design and manufacturing processes. "The La-Z-Boy Difference" remains an unrivaled combination of comfort, style, and value for the workplace and healthcare environments.

Every day, thousands of people experience the comfort and quality of Knú Contract | La-Z-Boy Contract Furniture as they work at a desk, sit in a waiting room, receive medical treatment, or rest at a loved one's bedside. For over 40 years, we've provided quality and comfort when it matters most. To learn more about La-Z-Boy Contract Furniture's product offerings, please visit <https://www.getknu.com/catalog/category>.

Environmental Stewardship

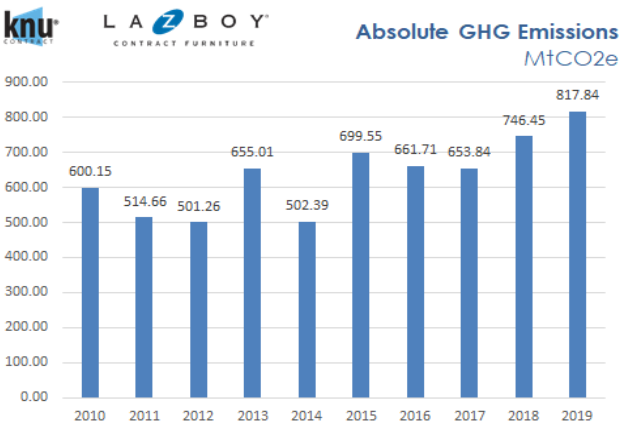
Knú LLC is fully entrenched in the full meaning of being a "good steward" of this place we live and work, called Earth. The company is dedicated to sound environmental policies and socially responsible business practices that help preserve the environment and the well-being of our existence not only for those of us that live and enjoy it today, but also for future generations.

ENVIRONMENTAL COMMITMENT

Knú LLC is committed to conducting business in an environmentally responsible manner and in accordance with all regulatory requirements that are applicable to our operations in this regard. The company and its employees will support the development of new technologies and techniques that further this goal. We will strive to reduce, reuse, and recycle manufacturing by-products and employ other creative solutions to conserve resources and prevent pollution. Finally, we will apply our company's core value of continuous improvement to assure we are always searching for more environmentally responsible ways to conduct our business.

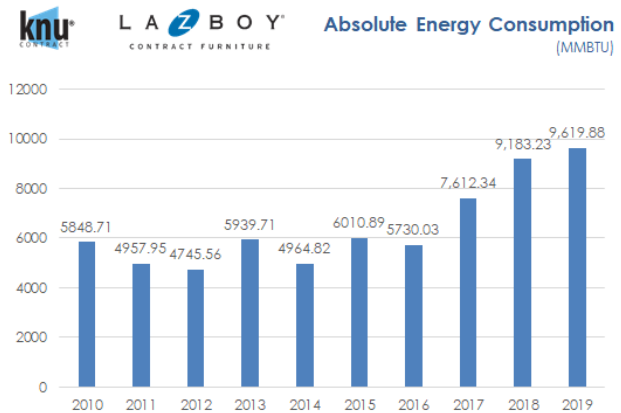
ENERGY & GREENHOUSE GAS EMISSIONS

Knú LLC is committed to reducing our energy consumption and greenhouse gas emissions. It is our policy to continuously improve upon and regularly monitor our energy performance; acting in accordance with all regulatory requirements. As part of our Environmental Management System, we have set targets to reduce our energy consumption and greenhouse gas emissions, which are reviewed at least annually.



We have set a 5% reduction goal, from a 2010 baseline, for absolute energy consumption at our Leland, MS facility, where manufacturing and final assembly occur. In order to achieve this, we have begun, and will continue to implement energy savings projects to reduce our energy consumption. See the metrics we use to track both our energy consumption and greenhouse gas emissions (GHGs).

In addition, Knú has committed to purchasing Renewable Energy Certificates (RECs) to offset a portion of the energy consumed from our manufacturing operations on an annual basis. For 2019, 330 MWh of Green-e certified RECs were purchased to account for a little over 20% of our electricity consumption.



TRANSPORTATION

Knu LLC & La-Z-Boy Contract furniture is committed to reducing transportation related emissions through idling reductions, carrier selection, and reductions in unnecessary intercompany movement. Attention is given to environmental criteria when selecting 3rd party carriers for inbound and outbound products and materials. Our No-Idle Policy applies to the operation of company owned vehicles and other vehicles on company property. The purpose is to minimize engine idling time at all company owned facilities. Unnecessary idling is bad for the environment and bad for the bottom line. Idling vehicles waste fuel and financial resources.

Employees are required to be familiar with the company's no-idling policy and assist in communicating expectations of the policy with other employees, contractors and site visitors. Violations of the policy should be reported to the department supervisor, the Health, Environmental and Safety Manager or the Shipping and Distribution Manager.

SOLID WASTE DIVERSION

Eliminating waste from our operations requires a long-term commitment. Knú LLC honors that commitment; our goal is 100% process waste diversion from disposal. We will continuously work to employ reduction, reuse and recycling strategies to eliminate the amount of solid waste that is sent to landfill as a result of our operations.

CHEMICAL REDUCTION

It is our policy to reduce the human and ecosystem health impacts of our products and processes through regular monitoring and evaluation of the chemicals used in our facility and in our products, and by updating our chemical management and hazard communication plans. We will maintain Safety Data Sheets through an electronic filing system and build a chemical inventory to track and manage all chemicals in our facility and ensure their proper end of life management.



Product Responsibility

DESIGN FOR ENVIRONMENT

Knú's efforts to reduce the environmental impact of our products begin during the design and development phase. Whenever a major existing product is changed, or a new one is being developed, we will take into account the environmental impact of materials chosen; including their origin, use in our products, and end-of-life recovery options. We will give preference to renewable, recycled, recyclable and biodegradable materials and will also make design considerations to conserve raw materials, water and energy.

DESIGN FOR DURABILITY and UPGRADEABILITY

Knú is committed to product designs that facilitate end-of-life reuse and recycling efforts, and more importantly, products that are built to have a long and useful life. Our products are warranted against defects in material and workmanship under normal use and service for the life of the product. Products are manufactured to withstand repeated service, repair and handling. To facilitate maintenance, servicing and reassembly; replaceable components are standard features of the products we manufacture, extending their useful life.



INDOOR AIR QUALITY

All Knu LLC & La-Z-Boy Contract furniture products have been awarded a Greenguard Certificate for compliance with UL's 2818 - 2013 Standard for Chemical Emissions for Building Materials, Finishes and Furnishings and have been certified for low chemical emissions. Find our products' certificates here:



<https://spot.ul.com/main-app/products/catalog/?keywords=knu>



U.S. GREEN BUILDING COUNCIL (USGBC) MEMBER

Knu LLC & La-Z-Boy Contract furniture maintain a membership with USGBC in an effort to support the green building movement. The U.S. Green Building Council (USGBC) is committed to transforming the way our buildings are designed, constructed and operated through LEED — the top third-party verification system for sustainable structures around the world.

Every day USGBC is helping advance spaces that are better for the environment and healthier for us to live, work and play in. Through their community network, continuous collaboration with industry experts, market research publications and LEED professional credentials, USGBC remains a key driving force in the green building sector.



level® CERTIFIED

Since 2014 our products have been third-party certified to the ANSI/BIFMA e3 Furniture Sustainability Standard, known as level® Certification. level® was created to deliver the most open and transparent means of evaluating and communicating the environmental and social impacts of furniture products in the built environment. It is the third-party certification program for the furniture industry's multi-attribute, sustainability standard.

The ANSI/BIFMA e3 Furniture Sustainability Standard takes into account a company's social actions, energy usage, material selection, and human and ecosystem health impacts. The level brand identifies that a product has been vetted by an independent third party certifier and its numeric marking 1, 2, or 3 indicates what threshold of the standard it has achieved.

With level, customers can make informed choices about commercial furniture that exceed single attribute eco-certifications. Manufacturers – big and small – now have a consistent structure to communicate environmental and social characteristics in a clear, easily understood manner to the marketplace.

BIFMA's level® certification program is included in the U.S. Environmental Protection Agency's Recommended Specifications, Standards and Ecolabels for federal furniture purchasing.



Social Responsibility

CORPORATE ETHICS

At Knú LLC / La-Z-Boy Contract Furniture, our ethical principles set the ground rules for all that we do. The ethical principles we base our success on are as follows:

- ❑ **HONESTY:** We will not say things that are false. We will never deliberately mislead. We will be as candid as possible, openly and freely sharing information, as appropriate to the relationship.
- ❑ **TRUSTWORTHY:** We will go to great lengths to keep our commitments. We will not make promises that can't be kept and we will not make promises on behalf of the Company unless we have the authority to do so.
- ❑ **FAIRNESS:** We will create and follow a process and achieve outcomes that a reasonable person would call just, evenhanded, and non-arbitrary.
- ❑ **RESPECT FOR OTHERS:** We will be open and direct in our communications, and receptive to influence. We will honor and value the abilities and contributions of others, embracing the responsibility and accountability for our actions in this regard.
- ❑ **INTEGRITY:** We will live up to our ethical principles, even when confronted by personal, professional, and social risks, as well as economic pressures.

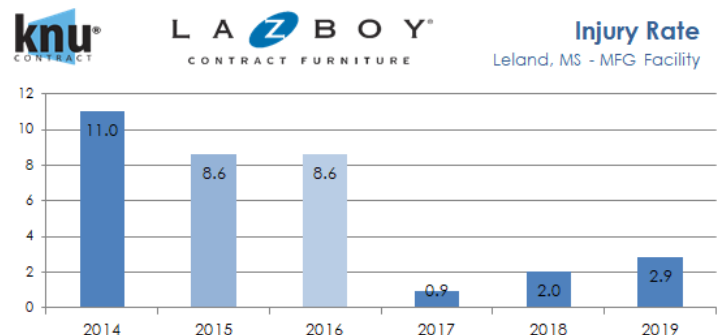
The Human Resources Department has overall responsibility for communicating our Knú's Corporate Ethics Policy, the policies contained in this document, and those of the company with all employees. Management ensures that education and training needs are identified, that training is provided to all personnel, and that personnel are qualified based on appropriate education, skills, training, and/or experience.

EMPLOYEE HEALTH and SAFETY MANAGEMENT

Knú LLC views our employees as our most valuable resource and their safety and well-being is our number one concern. The Company recognizes the importance of employee safety and accident prevention procedures as an essential part of an efficient, productive and quality operation.

All employees and officers of the company are expected to follow all safety and health requirements, whether established by the Company or by federal, state, or local law, and go through mandatory safety training as part of their initial orientation at their time of hire. Each employee also receives training specific to their job duties, with refresher training on a periodic basis.

Safety committees meet regularly to inspect and review any unsafe or potentially unsafe condition(s). However, safety is the responsibility of all employees, at all levels. Employees should not take chances. All unsafe conditions or hazards must be reported immediately to the departmental supervisor or to a member of the safety committee.



INCLUSIVENESS

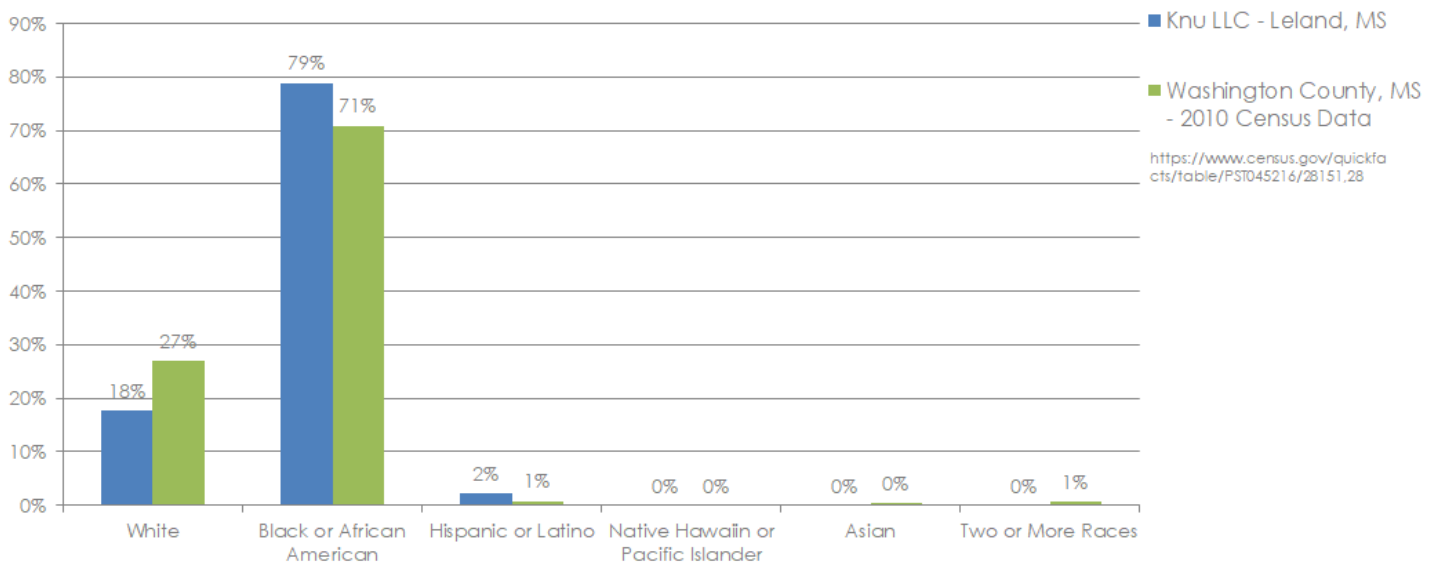
Equal Employment Opportunity has been, and will continue to be, a fundamental principle at Knú LLC, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, gender, sexual orientation, age, national origin, disability, veteran's status, or any other protected characteristic as established by law. Workplace inclusion at Knú LLC embraces a cooperative and supportive work environment that recognizes the value of our differences. At Knú LLC, our support of inclusion is a critical component of positioning our company for competitive excellence. This ethic is built upon the values of fairness, mutual respect, understanding and cooperation. All employees can contribute unique perspectives for creative ideas and solutions to sustain Knú LLC's excellent reputation as a provider and employer of choice.

Knú LLC undertakes a third-party review of all employment practices on a yearly basis to ascertain our compliance with Equal Employment Opportunity requirements as mandated by federal, state, and local law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment. In addition, Knú LLC will not tolerate any discriminatory employment practice or procedure by anyone, including co-workers, supervisors, vendors, and visitors. Any employee who believes they have witnessed or been subjected to discrimination has a duty to report the matter to Knú LLC in accordance with this policy.



2019 Population Comparison Leland, MS - MFG Facility



LABOR AND HUMAN RIGHTS

Knú LLC is committed to upholding all aspects of Labor and Human Rights, as understood by the international community, which protect workers and prohibit forced, compulsory, and child labor. Through programs such as e-verify, we confirm ages on all employees through governmental records to certify that we are not using any child labor. We are in a "Right to Work" state with a published "Employment at Will" policy outlined in our handbook. This means that each person chooses to work here of their own accord with the right to leave of their own free will at any time.

Knú LLC has implemented a requirement of its suppliers, both domestic and internationally, to sign off on our Supplier Code of Conduct, which addresses various human rights issues.

The image shows a 'Supplier Code of Conduct' form. At the top, there are logos for 'knú CONTRACT' and 'LA Z BOY CONTRACT FURNITURE'. The title 'Supplier Code of Conduct' is centered. Below it, the 'Purpose and Scope' section explains that the code sets business conduct standards for suppliers and serves as a means for suppliers to assess their own operations. It asks suppliers to read the code and agree to comply by signing and returning a copy. The main body of the form lists 11 standards, each preceded by a checkbox. The standards cover compliance with laws, safe working conditions, human rights, fair treatment, diversity, freedom of association, child labor, fair competition, anti-corruption, gifts and conflicts of interest, and environmental compliance.

knú
CONTRACT

LA Z BOY
CONTRACT FURNITURE

Supplier Code of Conduct

Purpose and Scope

This supplier code of conduct sets forth the business conduct standards to which Knú, LLC expects its suppliers to adhere. This Code covers suppliers, vendors, contractors, consultants, agents and other providers of goods and services who do, or seek to do, business with Knú, LLC worldwide. This Code also serves as a means for our suppliers to assess their own operations.

Please read each description and acknowledge that you agree to comply with the following required principles by signing and returning a copy of this code to Knú, LLC or will provide Knú, LLC with a similar written commitment.

Knú, LLC expects its suppliers to conduct business responsibly, with integrity, honesty, and transparency and adhere to the following standards:

- ☐ Comply with all applicable laws and regulations of the countries of operation
- ☐ Provide safe and humane working conditions for all employees
- ☐ Respect human rights and prohibit all forms of forced or compulsory labor
- ☐ Treat employees fairly and honestly, including with respect to wages, working hours, and benefits
- ☐ Encourage a diverse workforce and provide a workplace free from discrimination, harassment, or any other form of abuse
- ☐ Respect employees' right to freedom of association and collective bargaining, consistent with local laws
- ☐ Ensure that child labor is not used in any operations
- ☐ Compete fairly for our business and without corruption which includes paying bribes, kickbacks or giving anything of value to secure an improper advantage
- ☐ Observe Knú, LLC's policies regarding gifts and entertainment and conflicts of interest when dealing with Knú, LLC employees
- ☐ Carry out operations with care for the environment and comply with all applicable environmental laws and regulations

COMMUNITY INVOLVEMENT

Knú LLC / La-Z-Boy Contract Furniture participates in a variety of charitable endeavors in the Mississippi Delta area. This participation ranges from financial contributions to donations of Knú LLC products, services, and other resources. We will continue to work with our communities by volunteering our time and talent and by financially supporting education and other worthy causes. Some examples of our efforts to assist, either financially or with product donations, the Leland Chamber of Commerce with their 2019 community activities are listed below:

☐ LELAND CHAMBER OF COMMERCE MEMBERSHIP BANQUET

Knú, LLC/La-Z-Boy supported the Leland Chamber of Commerce Annual Membership Banquet at the Capps Entrepreneurial Center in Stoneville. An awards presentation recognized individuals from Leland for Distinguished Service, Community Service, Achievement Ambassador, as well as Policeman, Fireman, Educator, and Business of the Year. Knú, LLC | La-Z-Boy contributed by providing a financial donation.

❑ LELAND CRAWFISH & BLUES FESTIVAL

This new festival is a partnership between the Leland Chamber and the Greenville Arts Council. The Council enjoys substantial support from members of the Leland Community and was desirous to build a wider footprint within Washington County. Knu, LLC I La-Z-Boy contributed by providing a financial donation.

❑ LELAND FROGFEST

This Leland marquee festival is quickly becoming known for its family-friendly environment and charming small-town atmosphere. Knú, LLC I La-Z-Boy generously sponsored this event. Through a collaboration with local and statewide granting agencies and a collection of corporate sponsorships, the festival has been able to steadily grow the array of activities over the years.

❑ WASHINGTON COUNTY SHERIFF'S DEPARTMENT

Knú, LLC provided a generous donation to the Washington County Sheriff's Office to support the purchase of two bomb canines (K-9s) and supplies for their handlers.



GRI References

Category	Subcategories	Aspects	Indicators		Response	Page
Environmental		Energy	G4-EN3	Energy consumption within the organization	Energy & Greenhouse Gases (GHGs)	5
		Emissions	G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	Energy & Greenhouse Gases (GHGs)	5
			G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Energy & Greenhouse Gases (GHGs)	5
Social	Human Rights	Supplier Human Rights Assessment	G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Labor & Human Rights	9
	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 Management	11
		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	10
		Supplier Assessment for Labor Practices	G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Labor & Human Rights	11
	Society	Local Communities	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	100% - Community Outreach & Engagement	11-12
		Supplier Assessment for Impacts on Society	G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Labor & Human Rights	11
	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	100% - Indoor Air Quality, Design for Environment, Chemical Reduction	7-8