

in paact 2.0

teknion

a future together

Welcome from David Feldberg
President & CEO

Since starting this company almost 40 years ago with my father, Saul, everything and nothing has changed. While the office landscape has dramatically evolved over the past 10 years, and we have matured into a leading international manufacturer of furniture, the character of our company has remained the same. We are human, bold, curious, connected and ready.

I believe the success of our sustainability efforts is rooted in our approach – which has always been to do what feels right – in the way we collaborate with our customers to win great projects, in the way our employees give back to community causes they feel strongly about, and in the way we incorporate people with different abilities and perspectives into our organization.

We do what’s right because it makes us a more competitive company and a better place where generations of people want to work. It’s not always the easiest way but it takes us further.

I am proud of how far we have come. As a family and a community, we have always risen to any challenge presented to us. We remain consistent to the substance of our goals, not just the narrative of sustainability. We have never shied away from what’s difficult. Lots of work remains to be done, and I look forward to doing it, together.

David Feldberg

Yours truly,
David Feldberg
President & CEO

David Feldberg, CEO, in a fire-side chat with long-term employees.

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our guiding framework

SUSTAINABLE DEVELOPMENT GOALS

The United Nations defines sustainability as “Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.” At Teknion, these words continue to shape our approach as we continue to embed sustainability into our culture and operations. We use the United Nations Sustainable Development Goals (UNSDG) as a guiding framework to achieve maximum impact on our employees, customers, communities and the planet as we continue to grow our business. In the following pages we have indicated where our efforts align with the relevant Sustainable Development Goals.

1. No Poverty

2. Zero Hunger

3. Good Health and Well-Being

4. Quality Education

5. Gender Equality

6. Clean Water and Sanitation

7. Affordable and Clean Energy

8. Decent Work and Economic Growth

9. Industry, Innovation and Infrastructure
10. Reduced Inequalities

11. Sustainable Cities and Communities

12. Responsible Consumption and Production

13. Climate Action

14. Life Below Water

15. Life on Land

16. Peace, Justice and Strong Institutions

17. Partnership for the Goals



*We create places where employees
can grow and flourish personally
and professionally.*

our employees

WE ARE A COMPANY ROOTED IN FAMILY
AND COMMITTED TO OUR EMPLOYEES.

Our employees and the diversity they bring with them are the defining strength of our company. Their collective insights, perspectives, skills and abilities drive our growth. We have generations of employees working in our plants and offices. This allows us to make long-term investments in their advancement

and well-being through programs and initiatives geared towards inclusivity, professional development, health, wellness and safety. Ultimately, our cultural goal is to create a place where individual initiative and ideas are valued and supported. A place where every employee feels they belong.

creating a place to belong

HEALTH + SAFETY: protecting the future



ergonomic lift workstations in our toronto facility

This equipment enables a single worker to easily maneuver architectural fabric elements that previously required four people. They protect and support user health, especially our more senior employees who have been with us for decades.

nine facilities: Have at least two years worth of No Lost Time injuries.

WELL-BEING: a holistic approach to the workplace



Wednesday "wows" summer party, February 2019.

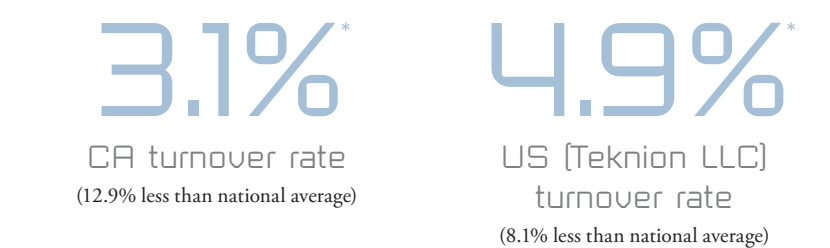
wednesday "wows" in quebec

Provide fun activities and opportunities for employees to socialize. Examples include a "summer party" in February to evoke summer vibes, and a mini sugar shack in the parking lot in March.



Wellness clinics in our Malaysian facility make it easy for employees to access medical care and follow up.

CULTIVATING TALENT: to date our employee retention rate is



*as of September 2019

In our Malaysian operations:



new + emerging leaders program

One-year program that provides employees with the opportunity to learn and practice leadership skills. It pairs up people from different areas within the organization, affording participants insight and new perspective into how other departments work. Those that have gone through the program have moved on to greater leadership roles in the company.

ENGAGEMENT + FEEDBACK: giving our employees a voice

CEO fire-side chats

Provide opportunities for new and long-term employees to connect with CEO David Feldberg to share insights and provide feedback.

propel online learning hub

- Some of the courses available:
- Career and family challenges for women
 - Overcoming unconscious bias in the workplace
 - Improving your memory skills

'blank page' meetings in quebec

Employees are given opportunities to provide feedback on how to make the facilities better with management implementing the best ideas.

Managers at Studio TK. From left to right: Jocelyn Gaines, Manufacturing Lead; Samantha Pendergraph, Quality/Sustainability Lead; Janie McKinney, Production Implementation & Quality Manager; Adilia Amaya, Sewing Lead; and Frances Young, HR Manager.



SUPPORTING INCLUSIVITY
IN MANUFACTURING:




5 full-time formaca employees
work at quebec facilities

Formaca provides people with intellectual and physical limitations the opportunity to integrate into the workforce and the community at large. Teknion comprises 30% of Formaca’s business – with Teknion’s support, the Formaca workforce has grown from 30 to 80 people.

At our Studio TK facility in North Carolina:

50%
of the manufacturing management
team are women; 36% of the
overall workforce is female
(compared to 29% average in US)

45%
visible minorities in workforce



supporting women in STEM

*Alyssa Schall, Facilities
Apprentice (right), with
Jerry Young, Team Lead,
Studio TK.*

studio tk: a place for everyone to thrive

ALYSSA SCHALL, FACILITIES APPRENTICE AND ASPIRING ENGINEER AT STUDIO TK, IS PAVING THE WAY FOR WOMEN IN MANUFACTURING.

Alyssa Schall is 18 and the oldest of five children. Born and raised in Clayton, North Carolina, her roots run deep in the local community. She is pursuing a four-year Johnston College Apprenticeship Program (JCAP) in Applied Engineering. This program enables her to apprentice with a local manufacturing partner in the city of Clayton. Charlie Bell at Studio TK knows it's important to mentor and equip the next generation of talent. "Facilities Management looks a lot different today than it did even five years ago and so do the employees who are responsible for it. We need people who understand the new technologies we now have in place. And importantly, how to resolve issues when these systems go down."

This year there were 11 participants in the JCAP program and Alyssa was the only female. As a partner company, Studio TK held an open

house for all the participants. Companies made their picks and pitch to students, and the candidates then decided where they would like to go. Craig Edwards, Facilities Manager at Studio TK, explains, "We immediately saw the potential Alyssa had – we knew we would be competing against other world-class organizations including Caterpillar, Grifols and Novo Nordisk for her." Edwards adds, "She's an interesting, very intelligent person – we saw her and thought, we need to get her, she's the right fit for our company." Fortunately, Alyssa also thought Studio TK was the right match. Alyssa says, "This place just felt right from the first time I visited. I knew I would be valued here."

Jerry Young, Team Lead and Alyssa's hands-on mentor at Studio TK, acknowledges the talent her generation brings to the table. "Not only can we teach her, but

she's bringing to us new ways of thinking and new ideas that will streamline our systems."

Alyssa's paid apprenticeship will result in her earning a journeyman's license, a rarity for a woman in this industry. Alyssa adds, "I know many people my age and gender dismiss trades as a career. But we need trades, and I'm lucky, because in trades I have found job security, and fulfillment." Reflecting on Alyssa's time to date at Studio TK, Jerry concludes, "The future is in good hands."

"This place just felt right from the first time I visited. I knew I would be valued here."



creating
careers, not
just jobs

Christopher Thibault,
Substitute Team Leader,
Teknion Quebec

travail jeunesse: a place for everyone to thrive

CHRISTOPHER THIBAUT HAS GAINED MATURITY AND A LONG-TERM VIEW FOR HIS PROFESSIONAL AND PERSONAL GROWTH.

Christopher Thibault began his training with Travail Jeunesse, an organization dedicated to the successful integration of at-risk youth into the community and workforce. Travail Jeunesse teaches its members to not only perform contract manufacturing work for local businesses, but also gain the necessary social skills to function within the community.

Forty-four individuals are enrolled in this program each year, and the organization boasts a 75% integration rate into the workforce. Teknion is a beneficiary of this success rate beyond just Travail Jeunesse's manufacturing plant. It employs Travail Jeunesse trainees and alumni within its facilities, reaping the benefits of a skilled workforce it has custom-trained.

Christopher was placed by Travail Jeunesse as a trainee at Teknion five years ago. Since then, he has progressed to Substitute Team Lead, actively involved in updating Teknion's warehouse inventory system. Christopher has been recognized by his team as a problem solver. He attributes the inclusive environment at Teknion as being integral to shaping his outlook on work and life. "I'm proud of the maturity I've acquired. Now I have a larger perspective on life. In the past I was taking my job and even my future hour by hour. Now I have a long-term view." He chuckles, "I've lost 35 pounds, gained a few more tattoos but, most importantly, am blessed with a daughter and now, thanks to Teknion and Travail Jeunesse, a long-term plan to care for her and myself."

75%
integration rate into
the workforce

44
individuals are
enrolled in this program
each year

"I've lost 35 pounds, gained a few more tattoos but, most importantly, am blessed with a daughter and now, thanks to Teknion and Travail Jeunesse, a long-term plan to care for her and myself."

We were the first manufacturer in the world to be WELL Certified™ silver under WELL v1 for our Collaboration Hub.

our customers

WE DO NOT PRESCRIBE SOLUTIONS. WE LISTEN, OBSERVE, THEN SHARE THE KNOWLEDGE GAINED.

We are engaging our partners, stakeholders and customers to expand our perspective beyond reducing the environmental impact of the built environment, to also considering how that built environment can be a tool for improving health and well-being. We continue to use our WELL-certified showrooms as a tool for sharing insights into how to create healthier spaces.

We are pushing material transparency further by entering our product information into the mindful MATERIALS Library and attaining Declare certification for 58 products and textiles, and counting. As creative collaborators, we are constantly learning from our clients, benchmarking their best practices against ours to ensure we are raising the bar for everyone.

supporting healthy spaces

SHARING KNOWLEDGE:

5 WELL certified showrooms:
Toronto, Boston, Dallas, New York and Los Angeles

education + training

WELL + LEED
Every member of our sales team is trained and ready to support our customers in LEED and WELL alignment and/or certification.

To date we have educated:
10,000+ professionals on LEED
1,500+ professionals on WELL

CEU courses we've offered:

- Designing for Health
- Feeling Good to Feeling WELL
- Designing for Human Behavior
- Biophilia and the Healthy Workplace
- Introduction to the WELL Building Standard

FOSTERING TRANSPARENCY:

Tilt Shift by Luum Textiles:
made from apparel waste

Tilt Shift is comprised of 59% polyester and 41% recovered upcycled post-consumer cotton derived from apparel waste that has been collected, sorted by color, shredded and spun into yarn.

30+
products are Red List Free

Over 90% of our Malaysian facility's supply chain is Red List Free.

58
+ counting

Declare certified products and textiles

WELL advocacy

Teknion's Director of Sustainability, Tracy Backus, has been recognized for her global impact and advocacy for the WELL Building Standard. She received the IWBI Leadership Award in both 2018 and 2019.

mindful MATERIALS (mM)

This collaborative library makes it easy for manufacturers to communicate product transparency and, in turn, for design teams and end-users to find environmental data and metrics on manufacturers' products.

Teknion was a pioneer in the mindful MATERIALS Manufacturers Group and remains actively involved in contributing to the product database and advocating for a call-to-action within the A+D community on the importance of material health.

500+
Teknion products and textiles included in mM

100%
of Luum textiles are in mM

toxnot

We use the Toxnot database to track chemical ingredients to streamline the Declare certification process for our products, as well as submission of sustainability information to the mindful MATERIALS database.



spreading the love

*Kristin Archer, Senior A+D
Market Manager, Teknion,
and Keith Metzger, Director
Corporate Real Estate &
Administration, Subaru
of America.*

teknion + subaru: spreading the love through shared values

SUBARU DELIVERS ON ITS PROMISE TO COMMUNITY AND PLANET.

When it became time for Subaru to unify their 500-strong workforce into a single location, they chose to stay true to their roots and remain in New Jersey. Moving just a few kilometers from Cherry Hill to Camden, New Jersey not only cements their commitment to the local community they've supported for more than 45 years it also keeps them aligned with their Love Promise, the foundation of their brand. Thomas J. Doll (Tom), President & Chief Executive Officer, explains, "It's a promise to do the right thing and a promise to support the communities in which we live and work."

Keith Metzger, Director Corporate Real Estate & Administration at Subaru of America adds, "First we start out with a car people can love, then we move into a brand that people can love. And now we're pushing that out to building a space that our own people can love." Subaru's new space is open and inclusive. Hierarchy is removed, light is shared and there is plenty of

room for conversation, collaboration and connection. Keith expands, "Part of what we really wanted to do here is de-emphasize the workstation as the only place where work can get done. Everybody has their favorite perch point around the building to get things done." Subaru has also built a Love Garden, where employees grow produce for donation to local food banks. Finally, Subaru of America headquarters, like its manufacturing plants, is a zero-landfill site. In partnership with TerraCycle, the world's leader in the collection and repurposing of complex waste streams, Subaru collects all waste then upcycles it into quality products, like park benches, picnic tables and playground materials, which it then donates to Subaru community partners. The success of this new space for employees is obvious and a point of pride. Says Kristin Archer, Senior A+D Market Manager at Teknion, "You can see it on employee's faces when they come in. They're happy to be at work."

For Subaru, it was of the utmost of importance to partner with a company who shares the same values. Tom expands, "The great thing about partnering with a company who shares the same values is that we don't have to explain who we are." Keith continues, "Our employees voted on the manufacturer they wanted to partner with and I have to tell you it wasn't close in terms of selecting Teknion. We like it that Teknion is not a products and features furniture manufacturer. It's a brand that aligns well with Subaru's love promise. Our cares are similar." Tom rounds out this sentiment by explaining the collaboration between Teknion and Subaru. "We care about our customers, we care about our community and we care about the planet. We call Teknion a partner because partners are in it for the same thing. That's how we can help make the world a better place. That's how we share the love."

"We like it that Teknion is not a products and features furniture manufacturer. It's a brand that aligns well with Subaru's love promise. Our cares are similar."

our communities

WHEN OUR LOCAL COMMUNITIES THRIVE, OUR BUSINESS AND STAKEHOLDERS ALSO BENEFIT.

We are active in and committed to the communities in which we operate. Not only does this connection enable us to reach out to sectors of the community that otherwise would be underserved or excluded,

it also gives us an opportunity to discover new talent. Because we understand that doing good for our business and doing good for our community are intrinsically connected.

Preparing and packing snack packs for the Ronald McDonald House, Southern New Jersey.

investing in our communities

LOCAL MANUFACTURING: we still make things

business partner
of the year:

*Award in 2018 to Studio TK for
its work with Johnson Community
College in North Carolina.*



benefits of
owning our
manufacturing

Despite the industry shifting to outsourcing, we have kept our commitment to operating our own manufacturing facilities, because we know it is the best way to keep us autonomous, creative, accountable and diverse.

Other benefits include:

- Well-paid, skilled jobs for our communities
- More economical use of resources & energy
- Less transport required = Less greenhouse gas emissions

SUPPORTING OUR COMMUNITIES:



Publicolor:
Organization for underprivileged kids from the Tristate area that Suzanne Tick provided weaving workshops for.



STEM (Science, Technology, Engineering, Math) workshops for girls

Teknion hosted its first Take Our Girls to STEM day for Grade 6-8 students. Modeled on the Take Our Kids to Work day program, Teknion employees are invited to bring their Grade 6-8 daughters to our Head Office to introduce them to STEM programming, and to encourage them to study STEM subjects.

174 *The total amount of people who are currently employed at CÉTAL, a not-for-profit organization that integrates people with functional limitations back into the workplace, through the support of partners like Teknion.*



Mount Laurel,
New Jersey office
focuses on
social action

- Recent efforts include:*
- Packing care packages for patients and their families at the local pediatric hospital
 - Filling backpacks for under-served students with school supplies donated by employees
 - Making food bags for the homeless
 - Adopting families for the holidays

 sponsor:
Clayton, NC,
Little League
Team

\$346,000+

Raised since 2010 for Ride for Heart

\$17,000

In furniture donated to the Innovation Academy in North Carolina

\$25,000

Donated for an MRI machine for Hôtel-Dieu de Montmagny in Quebec

\$4,000

Scholarship for the next five years for students in need at Université Laval in Quebec



extending
our shared
values

Left to right: Gayle Wilton, Principal, Mamawi Atosketan Native School; and Danny Chase, Owner, Chase Office Interiors with his Cousin Larry Wilkins, Aunt Marie Wilkins and Uncle Roger.

chase office interiors: benefits of our success beyond the bottom line

FOR DANNY CHASE, FOUNDER AND CEO OF CHASE OFFICE INTERIORS, GIVING BACK IS A FAMILY AFFAIR.

Since founding his company 16 years ago, along with his team, Danny has grown his dealership, Chase Office Interiors, into one of the largest in Canada. Family and community were the foundational principles on which Saul and David Feldberg built Teknion. These same values are the cornerstone of Danny's business, drive his growth and connect him to his roots. Chase Office Interiors is Teknion's only fully-owned and controlled Aboriginal dealership. On Chase's relationship with Teknion Danny remarks, "We step up and support each other. The Community of First Nations is the same. It's all about community and family. In fact, giving back is very much a family affair."

Danny, along with his Cousin Larry Wilkins, are major supporters of Alberta's only private Aboriginal high school, Mamawi Atosketan Native

School. Mamawi Atosketan means "working together" and it serves four nations and four reserves. The school provides its students with a well-rounded education comprised of spiritual, academic and hands-on experiential learning to instill pride in their roots while giving them the future-ready skills they will need when they graduate.

Larry Wilkins is Danny's mentor and inspiration, and was key to getting him involved with the school. Larry recalls, "I took Danny to the school's open house, and when he met the school principal, saw the kids and saw what they were wanting to build, he was hooked." Larry adds, "We all share a passion for our First Nations heritage." Danny thought he was going to talk about a donation of equipment and computers, but what Gayle Wilton, the principal said was, "We really

need a high school." That led to Chase sponsoring a major part of the construction, including the state-of-the-art gymnasium. Gayle explains, "We're a private school. Without donations we wouldn't be here. We thought we'd be lucky if we got a few rooms, but we ended up with a whole school! We are proud to have a school that is culturally appropriate, that gives our students a sense of pride about who they are and who they can be. They have a place here."

"My charitable work motivates me. I was given an opportunity, and I want to give back, and provide that to others. I can open the door so that the next generation can walk through it," says Danny. Chase Office Interiors' team is proud of what they have helped build. Concludes Danny, "It demonstrates there is a greater purpose and meaning to things than just dollars and cents."



"I can open the door so that the next generation can walk through it."

weaving a better future

Weaving workshop at
Collegiate School for Boys.
Photo by Leah Cristenson.

weaving workshops: learning patience, consideration + mindfulness

SUZANNE TICK, CREATIVE DIRECTOR, LUUM TEXTILES,
FINDS BEAUTY IN FOUND ITEMS.

Seeing the potential and promise in found objects is a gift Suzanne Tick has inherited from her father. She recalls, “My father was a third-generation recycler – he owned a scrap metal yard. It’s always been second nature to me to recycle or upcycle materials. It goes hand in hand with my respect for nature, and creating value from what otherwise would be discarded.” It’s also a passion she has carried forward into her business and her life. Appreciation of the found is apparent in her new textile offering, Tilt Shift. This textile incorporates upcycled cotton from apparel waste into its recycled polyester weave to create a beautiful and sustainable textile. For Suzanne, weaving connections between her craft and community is ongoing. Recently, she led a workshop with children from Publicolor to teach them the art of weaving. Publicolor is a youth development program that engages at-risk students in their education through a continuum of design-based programs that mentor them for success in college, career and life. Suzanne explains, “We ask participants to collect the materials that they will use in their weaving. We had one little boy bring in his old blue jeans, while another little girl had a ballerina costume that was too small. This way they are not only recycling material, but also keeping those materials they love relevant and meaningful through a second life.” The act of weaving is a contemplative discipline. It teaches the value of being patient, considerate, mindful and thoughtful, important values to instill in children. Suzanne explains, “It’s my calling – I like teaching them to reclaim. It’s a whole other feeling of satisfaction showing people how they can transform something, and at the same time perform a service to our planet.”

Suzanne Tick, Creative Director, Luum Textiles



“There is
beauty and
potential in
found materials.”

Hives are selected to address long-term environmental and social trends.

30

31

our planet

WE STILL MAKE THINGS, THEREFORE OUR PRIORITY AS A MANUFACTURER IS TO MINIMIZE THE ENVIRONMENTAL IMPACT OF OUR ACTIVITIES.

Our efforts to reduce our environmental impact are guided by our Foundation Programs. We have carefully selected these programs based on our ability to use them as tools to raise the bar for our industry and ourselves. They also drive transparency and

accountability through the use of third-party auditing and reporting. Most importantly, we are able to use these programs to challenge our thinking and broaden our understanding and perspective. By doing this, we often go further.

minimizing our footprint: foundation programs



divert

Teknion's Divert program is a turnkey service that provides the people and expertise to help our customers divert their decommissioned furniture from landfill by providing them with the option to sell, donate, and/or recycle that furniture.

To date we have:

- | | |
|-------------------------------|--|
| Diverted: 2,043 tonnes | Reused: 230 tonnes (internally) |
| Donated: 557 tonnes | Avoided: 4,289 tonnes of CO2 |
| Resold: 336 tonnes | Helped: 109 charities |
| Recycled: 920 tonnes | |



design for
environment (DfE)

11 guidelines are continually reviewed to see if improvements can be made to forward sustainability throughout the process.

VOC
100%
of products certified to
a low-emitting standard

BIFMA LEVEL®,
LEED, WELL
100%
of products are aligned to
a holistic furniture standard

ISO 14001

From 2010 to 2018, we have saved:

54,009,349kwh
of electricity
Enough to power 5,400 homes for a year.

5,887,685m³
of natural gas
Enough to heat 3,098 homes for a year.

200,580L
of propane
Enough to heat 105 homes for a year.

304,973m³
of water
Enough to fill 121 Olympic-sized pools.



100% of our wood products are
sourced from sustainable forests



Teknion Bene Box: Our multi-functional modular wood furnishing system is made from pine plywood and does not use finishes, eliminating potential VOCs and chemicals of concern commonly found in finished wood products.

other initiatives

80_{yds}

of fabric saved per launch because of new testing methods for textiles

160,000_{lbs}

per year of waste and offcuts are recycled into rags



reducing textile waste

Fabric recycling program: A third-party company picks up our scrap textiles for recycling into rags. The program has been so successful that the scrap is now picked up for free.



earth day

- Teknion installed two hives, each containing 50,000 – 70,000 bees
- Teknion’s bees have produced over 200 jars of honey this season

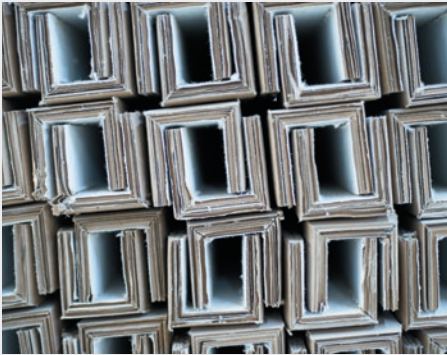
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Environment
Product Declarations
(EPDs)



pallet recovery initiative

An innovative colour-coding system that ensures pallets picked up from the customer are returned to the correct Teknion facility for re-use, keeping them out of landfill.



reducing packaging

Our facilities bundle their cardboard and plastic production/packaging waste, to reduce freight space and provide more opportunities to responsibly recycle waste.

85%

of packaging and shipping materials used in Toronto facilities are recyclable

145,440_{kg}

of cardboard recycled at Quebec manufacturing facilities

reducing our manufacturing footprint

Our Quebec manufacturing facilities uses only renewable energy (hydro power).

Elimination of one paint line at Fileco created the following savings with no decrease in capacity:

756,000_{kwh}

of electricity per year

500,000_{m³}

of natural gas per year

reducing carbon

MINIMIZING OUR FOOTPRINT:

Our largest impact on climate change is the generation of carbon. As such, the best way to reduce our footprint is not to offset, but rather to avoid creating carbon where possible. Initiatives including our ISO 14001 efforts to improve our manufacturing efficiency and our Divert landfill diversion program for furniture help us make progress towards reducing our carbon footprint. Tracking our efforts through these programs and other third-party reporting systems such as the Carbon Disclosure Project provides further accountability and transparency.



carbon disclosure project (CDP)

CDP is an independent, not-for-profit organization that aims to lessen greenhouse gas emissions. Teknion engages CDP to provide third-party reporting that measures and discloses our accountability and transparency, and manages and shares environmental information to further our accountability and transparency.

Our latest score: *above industry standard*

Since 2010 Teknion has saved:

49,889 tonnes of GHG

Equivalent to removing 9,977 cars from the road for a year.

4,289 tonnes of CO₂

Avoided through our Divert program.

A photograph showing two people in a workshop setting. A woman in the foreground, wearing safety glasses and a blue jacket over a black t-shirt with "TEKNION WE" visible, is pointing at a large, white, curved piece of material. Another person with blonde hair is leaning over the table, looking at the same material. The background is slightly blurred, showing workshop equipment.A photograph of a person in a white lab coat and gloves using a spray gun to apply paint to a large, dark, rectangular object hanging in a factory setting. The background shows industrial equipment and bright lighting.

sharing knowledge to disrupt thinking

THE PATH TOWARDS SUSTAINABILITY REQUIRES COLLABORATION – IT’S NOT SOMETHING ONE COMPANY CAN DO ALONE.

Strong relationships with our suppliers foster open dialogue. They also support the sharing of knowledge to further transparency and the reduction of our collective footprint.

That’s why Teknion’s collaboration with Sherwin-Williams has been so successful. As we push ourselves to reduce chemicals of concern, we are sharing with Sherwin-Williams information about the TOXNOT database for chemical transparency, management and assessment as well as the requirements for DECLARE and other certifications. In return, Sherwin-Williams is helping us

become more efficient in how we apply paint on our products. At the end of the day, using less paint is the best way to reduce our impact.

Not only does this collaboration enable better results, it also helps to improve our processes and drives a focus on sustainable practices. A perfect example of this iterative process is Teknion and Sherwin-Williams collaboration to improve the application of a high-volume color, Storm White. In observing how the paint was applied by our technicians, we realized there was an opportunity to use less paint per application as it seemed to be

laying on thicker than needed. Consequently, it left a less than perfect finish. Working together, we undertook a detailed investigation of all the steps in both our processes. By making small changes to our equipment and training, and Sherwin-Williams refining their formulation, we were able to increase the transfer efficiency of the paint to improve first pass application. This reduced how much paint we use, and delivered a better, smoother, finished product.

Our collaboration also led to the creation of regular audits across Teknion paint facilities with

Sherwin-Williams. During these audits, Sherwin-Williams provides insights on how to refine our processes to improve efficiency without compromising quality. We also have opportunities to provide feedback on the paint to Sherwin-Williams supporting any formulation refinements to enhance product performance. Concludes Sandro Volpini, Technical Service Representative at Sherwin-Williams, “Together, we are always asking – how can we do better, what’s next? It’s a challenging process, but ultimately rewarding because it makes both of us better, more accountable and more sustainable.”

creating
a buzz for
our planet



Doug Hietkamp,
Director, Sustainability
& resident beekeeper.

pollinating our urban
industrial hub

ONE THIRD OF OUR GLOBAL FOOD SUPPLY IS POLLINATED BY BEES. SIMPLY PUT, BEES KEEP PLANTS AND CROPS ALIVE.

Without bees, humans would not have enough to eat. So, if bees do not thrive, people will not thrive. In keeping with our theme of Endangered Species for our annual Earth Day celebration, we made making a place for bees our primary challenge. Unlike other initiatives where beehives are placed in more rural settings, we integrated two hives into the heart of our manufacturing hub in Toronto, a strictly industrial zone.

Doug Hietkamp, Director of Sustainability and resident beekeeper for Teknion, explains “For me, one of

the best things about keeping these hives is the insight one gains into the connection of humans to nature and the big impact such a seemingly small act can have on our environment.” Bees travel up to 5km to scout and collect nectar, pollen, water and propolis to support the hive and flowering plants in the community dependent on insect pollination. Even though the hives are on Teknion property and located within an industrial area, they are expected to harvest 200 jars of honey from the hives each year.

90%
of flowering plants are dependent on insect pollination

500-1,000
times a honeybee will visit flowers in one day

50,000-70,000
bees contained in each of Teknion’s two hives

200+ jars
the amount of honey Teknion’s bees have produced this season



Honey from Teknion’s hives.



Shargina Shanthirasegaram,
Manufacturing Engineering
Specialist at Fileco.

giving the hook to overheated plants

MINIMIZING OUR FOOTPRINT AND
TRANSFORMING OUR FACILITIES TO
BECOME CLIMATE RESILIENT

As average temperatures across the planet continue to rise it’s critical that companies respond to climate change with climate resilience strategies. The paint line ovens at our metal storage facility produce heat that dissipates into the factory, specifically where our workers assemble products. As a result, the heat from the ovens, combined with generally warmer days, contributed to a warmer than ideal working environment for our employees and a potential threat to their well-being. In response to this new reality, we realized that we needed to reduce heat overall and find more efficient ways of doing things.

Eliminating a paint line was the logical step to take in order to reduce the total heat in the factory. Explains Shargina Shanthirasegaram, Manufacturing Engineering Specialist at Fileco, “While it was easy to eliminate a paint line, the challenge was to maintain the same capacity we had when there were two paint lines.” Examining the hooks that hold the parts as they go down the line, Shargina saw an opportunity. She designed a custom hook that could hold more furniture fronts, drawers and cases than the original hooks. She adds, “With this simple change, we were able to fit more products on a single line.”

Once the hooks were changed, the speed of the line was slowed down, ensuring the increased density could still be handled using the existing manpower from both lines.

Concludes Irwin Mungal, Plant Manager, Fileco, “It’s been a real win-win for our employees, our company and our planet.” Not only have these small but ingenious changes made our facility a more comfortable place to work, it has also reduced our footprint, saving us over 750,000kwh of electricity and 500,000m³ of natural gas per year.

We have saved:

756,000kwh
of electricity per year

500,000m³
of natural gas per year

“It’s been a real
win-win for our
employees, our
company and
our planet.”

extending product life

FINDING RESPONSIBLE END-OF-LIFE STRATEGIES
EXTENDS THROUGH OUR DEALER NETWORK

Our commitment to finding responsible end-of-life strategies extends through our dealer network. Groupe Focus is located in Montreal, Canada. It is one of Teknion’s leading Dealer Partners, and is leading the charge in its commitment to extending the life of decommissioned furniture. Three years ago, Groupe Focus launched its Premium Used Furniture Program. The program arose out of several client projects that required Groupe Focus to take back their existing furniture as part of the agreement for providing new furniture.

Where others may have seen waste, Groupe Focus saw opportunity. They noticed as they removed furniture from clients that much of it was still usable and relevant. With so much life left in the product, they didn’t just want to dispose of it. This led to the beginnings of the Premium Used Furniture Program. Renting space to hold

the decommissioned furniture, Groupe Focus started a campaign to promote and sell whatever they had. Their approach was to let potential clients know that, “We sell great work environments and great furniture that has maintained its value.” As a result of their campaign, Groupe Focus was able to sell 18 tractor trailers full of used furniture in about six months. Explains Stephane Lemieux, Partner, Groupe Focus, “This success demonstrated that not only was there a need to responsibly decommission furniture, there was also a demand for the furniture.” Adds Anthony Simon, Partner, “It’s not about selling ‘used’ furniture to budget clients, it’s about providing our clients the same level of service and attention whether the furniture is new or used, at every step including installation and delivery.” Heading into the third year of the program Groupe Focus has brought back and sold close to 3,000 workstations.



In addition to the Premium Used Furniture Program, Groupe Focus has also introduced an eco-fee on all new projects. The eco-fee covers recycling efforts for all packaging, guaranteeing items such as cardboard waste get bundled and taken back to recycling facilities instead of landfill. This has enabled Groupe Focus to recycle 108 tonnes of cardboard,

4 tonnes of plastic, 49 tonnes of metal and 100 tonnes of wood to date. Stephane explains, “Now, more than ever, we cannot shirk our commitment to the planet. We remain committed to reducing our environmental footprint and not surprisingly, our customers are happy with that. They are ready to take this step with us.”



Stephane Lemieux (left)
and Anthony Simon, Partners,
Groupe Focus.

To date, Groupe Focus has:

brought back + sold
≈ 3,000 workstations

Recycled:

108
tonnes
of cardboard

4
tonnes
of plastic

49
tonnes
of metal

100
tonnes
of wood

we still make things

A letter from Scott Deugo
Chief Sustainability & Sales Officer

Since our last Impact Report, Teknion has grown significantly and we have expanded our portfolio through our family of brands. As we continue to grow, our challenge has now become to align our network of partners and come together to ensure we design and manufacture our products in a way that delivers a better future for everyone. Collectively we are using our foundational programs as a tool for guiding our efforts to reduce, then eliminate environmental impacts while doubling down on carbon output reduction.

We have come a long way and have solved interesting challenges that are measured by our customers, LEED and WELL. The foundation programs that we use to educate and guide our teams are built across a broad range of third-party standards, which we use to disrupt our thoughts, and establish a creative tension across our organization, enabling us all to change and do better.

We are experiencing the fact that the pursuit of sustainable development gets more difficult the further we advance. Perhaps being harder to do just means that, in many ways, we are on the right path. Our teams' results encourage me. However, it is our unique culture that I know creates the organizational passion for us to continue to move forward.

Thank you for allowing us to share with you our progress and our commitment. We hope you have found it interesting.



Sincerely,
Scott Deugo
Chief Sustainability & Sales Officer



From left to right: Doug Hietkamp, Director of Sustainable Development Programs; Scott Deugo, Chief Sustainability and Sales Officer; Monika Torio, Manager, Sales Process Development; Michelle Binczyk, Program Manager, Divert; and Tracy Backus, Director, Sustainable Programs.

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