Bush INDUSTRIES

SUSTAINABILITY REPORT

2024

Our World

Sustainability is a journey. There are goals, milestones and accomplishments. Yet it remains a continuous path without an end. At Bush Industries, we are mindful of the world and our place within it. Our commitment to our planet comes full circle with our dedication to our business partners and customers. Our promise continues to the many people who bring their passion and innovation to work every day.

Our Word

We understand that it is difficult for companies or individuals to be completely green. From the very beginning, everyone leaves a footprint. In knowing that the operation of our company has an environmental impact, we have made it our mission to implement initiatives to reduce our footprint and increase our dedication to care for our world.

Bush Industries, Inc. is committed to producing high-quality office furniture products while delivering exceptional customer service and support to our reseller partners and our customers. Bush supports these goals with a corporate philosophy of adhering to the highest ethical conduct in all its business dealings, treatment of its employees, social and environmental policies. This culture exemplifies the values of stewardship that guide us in our business. We align our success with the world's well being.

The benefits that we create for our stakeholders, customers, suppliers, employees and the communities where we live is fostered by our commitment to care for the sustainability of our world.

We are enthusiastic about our journey.

Our Vision

Bush Industries, Inc. is a leading manufacturer of commercial-grade case goods and ready-to-assemble furniture designed for office and home applications. Our 60+ year legacy is built upon quality, safety, reliability and durability. Bush Industries is a privately held, home and office furniture manufacturer in business since 1959.

Our company operations and primary manufacturing facilities are based in Jamestown, NY operating both administration and manufacturing facilities. In addition, we have two distribution facilities in Erie, PA and Sacramento, CA. We operate two North American divisions, BBF and Bush Furniture, along with manufacturing operations in China.

Our commercial division of Bush Industries, BBF provides professional-grade workplace furnishing solutions for small and medium-sized businesses, while expanding into the growing work-from-home market. Our distribution channels include retail dealers, office superstores, furniture stores and online ecommerce resellers.

We are focused on meeting the needs of a changing marketplace. Our goal is to create a more flexible, contemporary brand that is well positioned for a changing economy, while designing products, services and programs that focus on growth opportunities in a dynamic market.

We create functional, reliable and durable commercial-grade furnishings. Our furniture solutions address different work styles with a broad range of modular and adaptable product components.

- Variety of different styles and aesthetic choices to satisfy individual needs and preferences.
- Furniture that fits and performs well in a home, professional setting, or wherever work needs to be done.
- Range of collections that meet varying space requirements and work styles.
- Exhaustively tested to stand up to the rigors of a 40 hour+ full-time work week.

Our solutions fit various budgets with value-driven products and services at a range of price points that allow customers to purchase furniture at reasonable prices. These cost effective products are backed by our comprehensive manufacturer's warranties.

We honor these principles by producing environmentally responsible products in our commitment to conserve the world now and sustain it for generations to come.

Our Products

To ensure our products are durable, every component is required to pass applicable industry standards as published by ANSI/BIFMA. Products are retested at prescribed intervals to ensure ongoing quality and durability. These products are designed to allow reuse and reconfiguration, thereby extending their flexibility and useful life.

Service

BBF provides next-day shipping, complete assembly and fast turn-around for both large and small installations. Bush Industries handles the challenges of office installations with our comprehensive Install 360™ services simplifying our customers' business from order to delivery. We pride ourselves on quality in-stock products, customer satisfaction and prompt professional installation.

Space-planning experts help customers choose the right furniture for their offices.

- Design complete office layouts based on particular specifications.
- 2D and 3D plans provided by email or fax within 48 hours.
- Configure workstation for optimal efficiency and use of space.
- Plans include shopping list for convenient ordering.
- Plans are based on the actual dimensions and physical conditions of the designated office space, taking into account doorways, windows, obstructions, etc.

We combine the right products with our exceptional customer services and knowledge to ensure orders are completed fast, easily and affordably. Our customers rely on Bush Industries to always go the extra mile.

This is a time of exciting challenge, opportunity and change.

The world economy, markets and products are constantly evolving. While a company's success is largely dependent on its ability to adapt to changing market conditions and consumer preferences, our commitment to ethics and to support each other is unwavering. This is a broad area that includes our commitment to ethical behavior, inclusiveness, community involvement, social and environmental accountability, and human rights.

We at Bush Industries are proud to be respected for providing innovative, quality products while adhering to the highest ethical standards. We carry on traditions and practices built over a half century by hardworking people in our organization. Our commitment to ethical business practices in the coming years will ensure our continuing legacy of integrity, honesty, quality, innovation, performance and environmental sustainability. This will help make the world a better place for our stakeholders, fellow employees, shareholders, customers and communities.

Bush Industries, Inc. is pleased to share our initiatives and the programs our organization has implemented to drive social responsibly. We have initiated and improved policies, practices and guidelines to make social responsibility an ingrained part of our culture and daily practice. Here is a summary of our efforts to be a partner in the community and to ensure compliance in all areas of our operations.

The employees of Bush Industries, Inc. are expected to act with integrity and conduct business in an ethical manner at all times. Unethical, illegal or improper conduct is not tolerated in our organization. Our corporate ethics policy outlines behaviors that are not in line with our operational objectives and provides direction for reporting issues and concerns.

These are the areas regarding ethical conduct addressed by this policy:

- Personal relationships with customers and suppliers
- Affiliations with customers and suppliers
- Unethical practices by persons other than Bush Industries, Inc. Employees
- Confidential information
- Competitive practices
- Business gifts and entertainment

Our Responsibilty

Our social policies underscore our commitment to being good corporate citizens. We act in a socially responsible way in the communities in which we live and work.

Child Labor

Bush Industries performs social audits on all contract manufacturing partners prior to their certification to ensure that they are compliant with all relevant national laws, regulations and provisions. We support the International Labor Organization (ILO) Minimum Age Convention No. 138 and the Worst Forms of Child Labor Convention No. 182. Bush Industries' co-workers in our trading offices have contact with our suppliers on a regular daily basis. They are able to observe social and working conditions and act as necessary should they encounter undesirable conditions.

Employee Communications

We believe that mutual respect and open communications go hand-in-hand. We encourage managers to have direct and open contact with employees. This helps to build teams empowered to find ways to continuously improve our value to our customers, employees and marketplace.

Bush Industries believes that employees should also have the right and means to voice their concerns anonymously. To provide this opportunity, the company conducts employee opinion surveys and offers a 24-hour third party "Concern Line" answered in both English and Mandarin that allows employees to be heard on any concern they may have.

Opportunity

Over a third of the company's managers and supervisory staff started off as hourly or administrative clerical employees. Our company is dedicated to promoting from within its workforce wherever possible. We look for win-win approaches and leverage them when we find them.

Fair Hiring Practices

Bush Industries is an Equal Opportunity Employer. We do not discriminate against any person on the basis of religion, race, gender, sexual orientation, handicap, or veteran status. We are committed to diversity in our workforce.

Wellness Program

The company supports employees in their attempts at smoking cessation, weight loss and other conditions that affect their personal comfort and satisfaction with their work environment.

Safety by Choice

Keeping our employees safe and healthy is an integral part of our culture here at Bush Industries. We believe that giving our employees the necessary training and equipment to get their jobs done without injury is absolutely paramount. We also believe that safety is everyone's responsibility, and empower employees to make safety a part of everything they do.

To enable them to do that, our Safety Program consists of the following components:

- A dedicated Safety Council provides tactical direction and decision-making for the program with involvement from the senior management.
- A Safety Coordinator tracks incident reports to ensure compliance and spotlight trends with management, and helps develop Safety Program training content and updates.
- The Project Managers oversee and draft Job Safety Assessments (JSAs).
- Every employee can call a safety time-out at any time.

Our Responsibilty

We've worked hard to achieve a safe workplace and are proud of the safety record we've earned. Maintaining a safe workplace is one of the most important benefits we offer to our employees and their loved ones. We are committed to ensuring a safe working environment by integrating strict safety and health rules into our best practices for both our manufacturing and corporate associates, including:

"We encourage all our employees to be stewards of safety, and we provide ongoing education and communications on the importance of safety."

- Requiring every location has an active safety program that is strongly supported by the management team.
- Rigorously adhering to the established safety procedures, following safety practices and not allowing shortcuts.
- No tolerance policy for any threats of harm – either direct or indirect – or any conduct that harasses, disrupts, or interferes with another employe's work area or performance, of that may create an intimidating or hostile work environment.
- Prohibiting the possession of weapons and other dangerous devices by Bush employees, contractors, vendors, and visitors at all times on the property of the Company; and by Bush Industries employees while on the property of its suppliers or its customers; and prohibiting all levels of substance abuse.

Labor and Human Rights

Promoting teamwork and excellence demands a working environment that is free from discrimination, harassment, or other intimidating personal behavior. All Bush Industries facilities worldwide must maintain a professional and harassment-free working environment. We manage and encourage environments where employees act with respect for one another and for those with whom we do business.

The following behavior is expressly prohibited:

Unwelcome conduct – whether verbal, physical, or visual – that is based on a person's protected status, such as race, religion, gender, age, national origin, citizenship status, disability, sexual orientation, former military status or any other protected status.

Abusive language, physical behavior that deliberately causes injury to another or any disorderly conduct or malicious disturbance. This includes intimidation or harassment of others.

Sexual Harassment – This includes unwelcome advances, requests for favors, as well as other physical, verbal, or visual conduct that is inappropriate in our workplace. The conduct has the purpose or effect of unreasonably interfering with the individual's work performance by creating a hostile, offensive, or intimidating working environment.

In addition to covering all employees, Bush's harassment-free workplace policy extends to outside vendors, customers, professionals, and other providers of goods or services to any Bush location worldwide. This policy applies to both work-related settings and company-organized activities outside of the workplace.

Inclusiveness

As a company, we expect all employees treat one another with respect and dignity. Each employee has a unique role in making Bush Industries a better and more rewarding place to work. Our values are richly embedded in this commitment and are backed by our philosophy. Equal opportunity and fair treatment extend to all employees. We prohibit discrimination on the basis of age, disability, ethnicity, national origin, race, religion, gender, former military status and any other characteristic protected by law. Decisions are based on the individual applicant's or employee's qualifications as they relate to each job. In addition, our managers comply with all U.S. Equal Employment Opportunity (EEO) laws and all other civil rights, human rights and labor laws around the world where it is applicable to our corporation.

We are committed to providing an environment that values diversity with a conscious desire to achieve understanding, respect, inclusion and continuous learning. Our values and culture reflect our dedication to being good citizens by acting in a responsible way in the communities we live and work in around the world.

Our Community

Supporting the Western New York area is a part of the Bush Industries, Inc. culture and we encourage our employees to be involved. Each year our organization participates and donates time and efforts to multiple programs.

Kaleida Health

Kaleida Health is the largest healthcare provider in Western New York, serving the area's eight counties with state-of-the-art technology and comprehensive healthcare services. Its expert, compassionate healthcare professionals are committed to providing the best possible outcomes and experience for patients and visitors.

Habitat for Humanity

Habitat for Humanity is a global nonprofit housing organization working in local communities across all 50 states in the U.S. and in approximately 70 countries. Habitat's vision is of a world where everyone has a decent place to live.

Our Community

The Salvation Army

Annually, Bush Industries sponsors an Angel Gift Giving Tree, proudly displayed in our corporate lobby, which encourages our employees to provide gifts for regional children of all ages who are under-privileged and in need. We share our gratitude during the holidays to help those in our community feel our support and spirit with caring gifts.

Audubon Community Nature Center

Audubon Community Nature Center builds and nurtures connections between people and nature by providing positive outdoor experiences, opportunities to learn about and understand the natural world, and knowledge to act in environmentally responsible ways.

US Marine Corps

Bush Industries supports Toys for Tots donations for disadvantaged children. Each year, the Marine Toys for Tots Foundation relies on the generous donations of the American public and we are a corporate partner helping them to deliver gifts to children.

United Way of Chautauqua County

Bush Industries makes a 50% Matching Corporate Contribution to our employees' annual giving to the United Way campaign and programs within our community.

Chautauqua County Chamber of Commerce

The Chautauqua County Chamber of Commerce, in partnership with the Manufacturers Association of the Southern Tier, is leading businesses and leading communities here in our region. As privately funded organizations we focus on initiatives and services to help build stronger businesses and communities in Chautauqua County.

The WCA Foundation

The WCA Foundation has been an outstanding partner of UPMC Chautauqua WCA for more than 30 years. With generous contributions and legacy gifts, the Foundation has grown, been a good steward of those gifts and been able to support the health care initiatives of UPMC Chautauqua WCA.

Furniture Donations

Bush Industries supports requests for furniture donations from regional non-profit organizations, in an effort to assist them to develop functional office environments, with in kind donations, so that they can maximize their financial budgets and fundraising efforts.

...and various other Western New York charities.

Our Environment

Bush Industries, Inc. is dedicated to operating our plants and facilities in complete compliance with all applicable environmental regulations and functioning in a manner that protects and improves the quality of our environment.

We are committed to striving for a goal of zero waste generation for land, air and water that is achieved by continual improvement in all operations. This goal guides the conduct of our manufacturing operations, the development of new products, and our interaction with suppliers and customers. We are committed to encouraging our families, our employees, and our communities through education and leadership, to conserve our natural resources and to protect and improve the environment in our daily lives.

Our Recycling

Materials and components specified during our furniture design phase are chosen to ensure a long service life. Our products are tested to withstand 40-plus hour work weeks and most are backed by Limited Lifetime or 10 Year warranties. However, when the furniture has reached the end of its useful life, recycling and reclaiming the materials is a much better option than simply sending the item to a landfill.

Replacement

Many of our large workspace configurations can be easily disassembled for moving or reconfiguration. Our office furniture is designed to allow for the replacement of damaged or worn parts. Our customer service department is available to assist consumers and a parts inventory is maintained to quickly respond to those needs. Products and parts are standardized whenever possible. Our furniture is designed to enable reuse and reconfiguration, extending the flexibility and lifespan of our products.

Repurpose

We encourage refurbishing existing BBF furniture with new fabrics or finishes or adding new components that can extend the life of customers' furniture investment. We are steadfast with continuous product improvement initiatives which influence our journey for enhancing our sustainability practices. Selling the piece through a local dealer, online auction or even lawn sale will be beneficial for both our customers' pocketbooks and the environment.

Education

Most of the materials used in the manufacture of our products are comprised of recycled fiberboard and particleboard. However, materials such as steel, aluminum and plastics also need to be considered when evaluating end of ownership alternatives for BBF products. We publish the recycling content of each product within the individual owner installation instruction sheets. Each component is identified by its raw resource, such as aluminum, glass, steel, wood, fabric, plastic and zinc. On our website, consumers can locate these instruction sheet breakdowns years later and identify the established network for the recycling of these various materials.

Particle Board

Each year thousands of tons of office and domestic furniture made of particleboard are being thrown away by their users. Consumers can repurpose used items or take the disassembled furniture to an organic waste recycling center.

Our Recycling

Steel

When recycling the steel components of BBF products, disassemble all products and their individual parts as completely as possible, gather all metal pieces and then take them to a scrap metal dealer that will recycle the metal and, ultimately, ship raw steel back to mills for re-use. For more information visit
http://www.recycle-steel.org

Aluminum

Aluminum recycling can be reused in products after its initial production. Recycling scrap aluminum requires only 5% of the energy used to make new aluminum. The absolute best option for used aluminum products and scrap aluminum is to send it to a recycling plant, so the metal can be used to make new products and materials. Visit this Recycling Center Locator: http://earth911.com/

Plastics

The plastic recycling process begins from the time the virgin plastic is made, all the way through to the end, when it begins again as a new product after recycling is complete. Recycling old plastic makes good sense – sending it to a landfill does not. Recycling Center Locator: http://www.plasticsrecycling.org

CO2

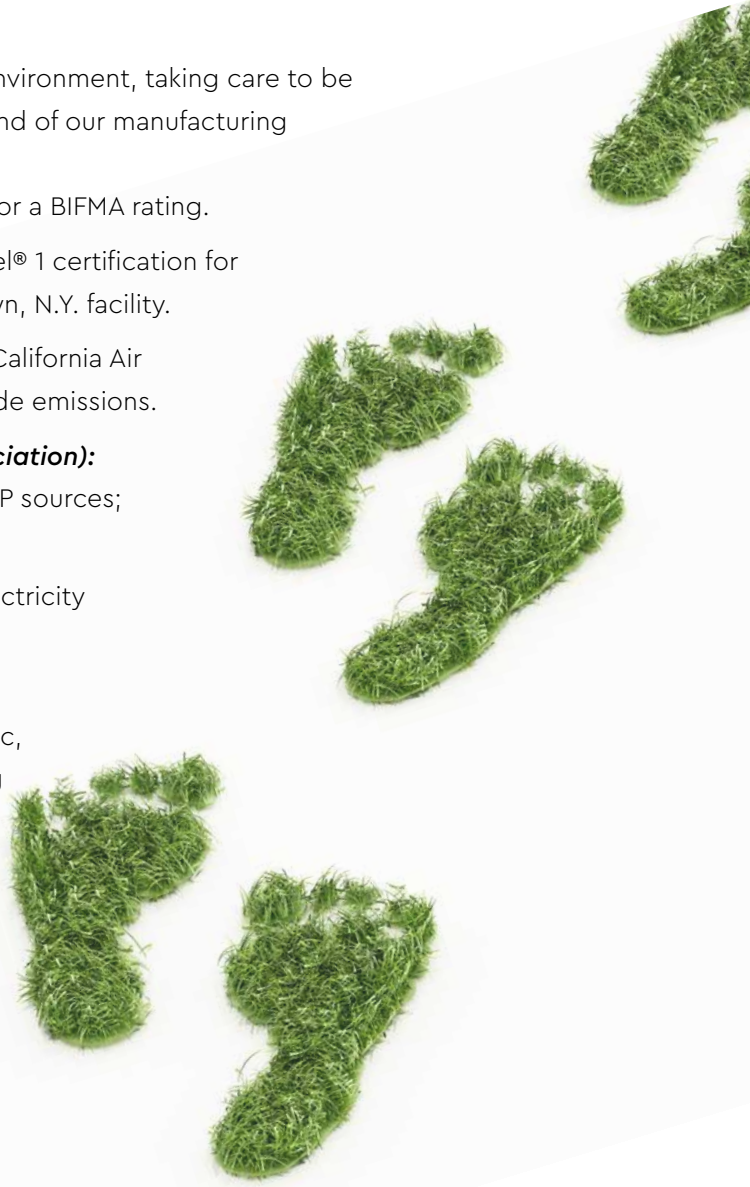
Our Footprint

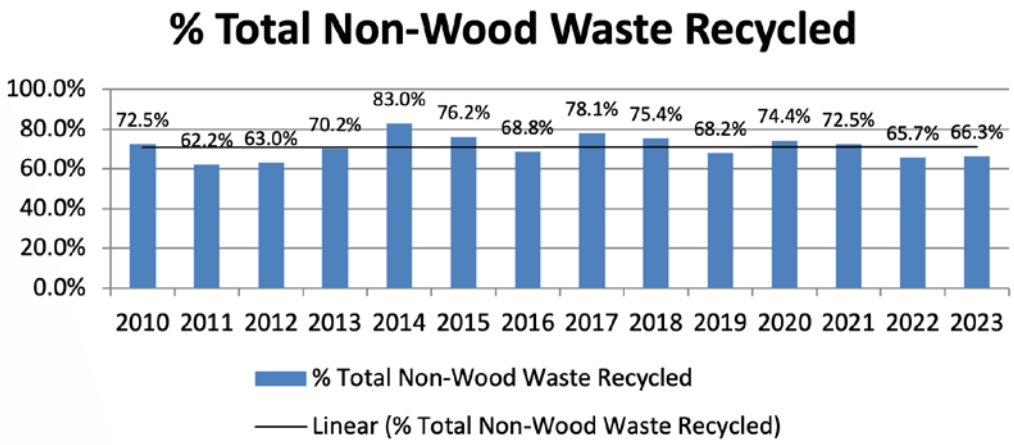
Environmental Stewardship

Bush Industries is proud to be a good steward of the environment, taking care to be environmentally conscious from the beginning to the end of our manufacturing process.

We currently have many furniture collections certified for a BIFMA rating.

- ***BIFMA Level®:*** Bush Industries Inc. has received level® 1 certification for several product lines manufactured at our Jamestown, N.Y. facility.
- ***CARB:*** All BBF products are compliant with CARB (California Air Resource Board) standards for reduced formaldehyde emissions.
- ***EPP Downstream Program (Composite Panel Association):*** More than 50% of our panels are purchased from EPP sources; board is 100% pre- or post-consumer recycled.
- ***Energy Reduction:*** Bush is focused on reducing electricity consumption and improving machinery efficiency.
- ***Landfill Reduction:*** We are diverting plastic waste away from landfills and improving recycling of plastic, cardboard, tin and scrap metal in our manufacturing processes.
- ***Corporate Recycling:*** Programs in our corporate offices have greatly improved recycling of plastic, paper and aluminum cans.
- ***Special Sustainability Teams:*** Tasked with improving efficiency and reducing waste in our manufacturing processes.

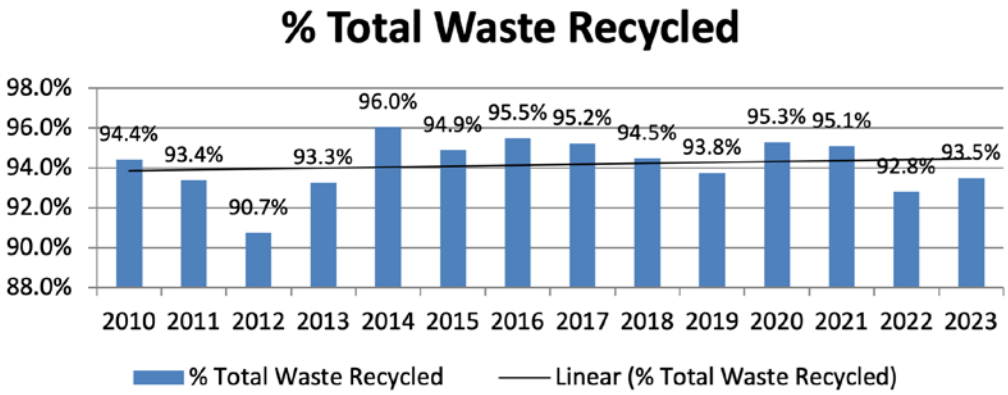




Our year over year strategy for being environmentally conscious starts from the beginning to the end of our manufacturing process. The companies we select to be our vendors and how we source our materials starts us off on the right foot. Our products are designed to utilize engineered wood, including particleboard and medium density fiberboard (MDF), which offer a number of advantages over solid wood.

More than 95% of a tree can be used for the production of particleboard, versus 63% for solid lumber.

The benefits of using particleboard include reduced cost, long-term durability, stability and resistance to warping and cracking. Particleboard is made up of natural wood chips, shavings and sawdust that are held together with adhesives, totaling 92% wood and 8% resin. Our furniture prevents our forest from atrophying, while making use of many of the scraps left behind from lumber yards. If a tree must be lost, it is only respectful to maximize its use with little to no waste.

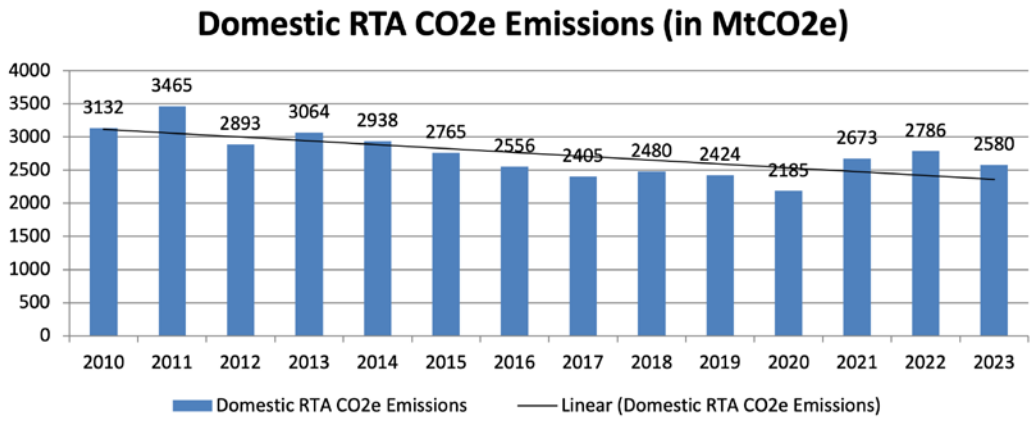


Each year our total wastes recycled maintains a continual focus on recycling more materials than are being committed to the landfill. Over 90% of all of our total wastes generated at Bush Industries are being diverted from landfills. We are maintaining a constant level of a total percentage of non-wood recycling. Everything that we recycle has increased by 50% since we started recording our processes in 2008.

We stay steadfast in measuring our energy use, water use, waste generation and overall material efficiency. Bush Industries is committed to implementing these ongoing processes to minimize the impact on our environment. The Domestic RTA CO2e emissions represents all of our energy usage of natural gas, electricity and propane from 2007 to 2018. Today, we have successfully reduced our carbon footprint by greater than 50%.

Bush Industries' flexible energy usage program allowed for a better approach for the management of our workplace environment. Plant temperature reductions on production down days has resulted in improved zone controls by reducing natural gas usage by implementing energy cycle management.

In another initiative to increase our energy efficiencies, we have replaced an older style lighting with a newer, more energy-efficient system. By upgrading to the T-5 fluorescent fixtures throughout our manufacturing area, we have disabled using our high intensity lighting system. In 2016 we continued striving to make additional energy reductions by replacing all metal halide lighting with a high output system.



Materials Bush Industries Recycles

Aerosol Cans	EPS Foam
Aluminum	Metal Banding
Batteries	Obsolete Equipment
Bulbs	White Paper
Cardboard	Plastic Totes
Computers	Stretch Wrap
Computer Monitors	Used Oils
Electronics	Wood

Bush Industries currently utilizes EPS foam with a minimum of 40% recycled content and our packaging materials are composed of 100% recycled corrugated cardboard.

We have implemented engineering specifications for product packing that no longer require over packing when we ship using small parcel carriers. We have replaced the traditional over pack process with corrugated interiors which further eliminated corner boards and shrink wrap, all the way down to saving extra energy use by not having to use the shrink bundling oven. We believe that every improvement adds up to saving energy, reduces wastes and creates a cleaner, more conscious manufacturing and product shipping process.

Our GRI Index

GRI	Description	Response	Page
1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy	Our World – Our Word A Message from our CEO	2–3
2.1	Name of the organization	Bush Industries, Inc	
2.2	Primary brands, products and or services	Products	6–7
2.3	Operational structure of the company including main division and subsidiaries	Bush Industries, Inc is a privately held corporation with a corporate office that houses both administrative and manufacturing operations, distribution facilities in Erie PA and Reno NV, with an international manufacturing facility in China	4–5
2.4	Location of organization's headquarters	Jamestown, NY	4–5
2.6	Nature of ownership and legal form	Office Furniture, incorporated	
2.7	Markets served and types of customers	United States, direct ship, retail dealer distribution and ecommerce resellers	4
2.9	Significant changes during the reporting period	Executives acquired ownership October 2014	
2.10	Awards received in the reporting period	None	
3.1	Awards received in the reporting period	None	
3.2	Date of most recent previous report	2010–2011	
3.3	Reporting cycle	Annual	
3.4	Contact point for questions regarding the reports contents	Brian Karda: bkarda@esolutionsfurniture.com	
3.6	Boundary of the report	The content in this report applies to Bush Industries headquarters in Jamestown, NY	

GRI	Description	Response	Page
3.7	State any limitations of this report	None	
3.8	Basis for reporting on joint ventures	Not Applicable	
3.12	Table identifying location of the Standard disclosures in the report; identifying the page numbers	GRI Index	26–27
4.4	Mechanisms for employees to provide recommendations or direction to the highest governance body	Our People	8–14
4.14	List of Stakeholder groups engaged by the organization	Employees, Owners, Customers, Community	8–17
4.15	Basis for identification and selection of stakeholders with whom to engage	Bush Industries, Inc. stakeholders were identified as those groups that are likely to be impacted most by operations	8–17
EN16	Total direct and indirect greenhouse gases	Our Footprint	21
EN20	Total wastes by type and disposal method	Our Footprint	19–25
EN27	Percentage of products using reclaimed materials	Our Footprint	19–21
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs	Our Community	15–17
PR15	Practices related to customer satisfaction	All customer sales and deliveries are followed up with customer satisfaction surveys	6–7
SAF	Employee safety standards	Our Responsibility	12–13

Bush Industries is dedicated to a long-term sustainability commitment by charting our growth and improvements year after year. We remain mindful of our world and our journey along the pathway to a respectful presence on this earth.

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