

# KNOLL CORPORATE POLICY

Updated on March 20, 2020

## 1. Sustainable Development Policy

Knoll Printing and Packaging (Knoll) is committed to operate in an environmentally, socially and economically responsible manner. We adhere to the *Ten principles of the UN Global Compact* by incorporating it into our strategies, policies and procedures.

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human right abuses.

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor; and

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Principle 10: Business should work against corruption in all its forms, including extortion and bribery.

## 2. Environmental Policy

Knoll is committed to minimize negative impacts and maximize positive impacts of our operation to the environment. We will continually identify environmental impacts associated to operation and implement measures to improve environmental performance. It is our policy to maintain environmental policies and standards that meet or exceed legal requirements and integrate industry best practices into operations and services. We commit to:

### 2.1. Energy & Water

2.1.1. Energy source: Ensure that energy used in our offices and other facilities is sourced sustainably, and renewable energy are used whenever possible in order to minimize greenhouse gas emissions.

2.1.2. Energy consumption: Ensure that energy is used effectively and efficiently. Energy saving measures should be applied whenever practicable.

2.1.3. Water source: Ensure that water used by our facilities are sourced sustainably and reused whenever possible.

2.1.4. Water consumption: Ensure that water is used effectively and efficiently.

2.1.5. Water discharge: Ensure that wastewater is treated either internally or in local drainage services department before discharging to water source in order to minimize the possible adverse consequences on freshwater and marine environments.

## 2.2. Air Quality Management

- 2.2.1. Air Emissions: (if applicable) Knoll should have a system in place to monitor its air emissions and practicable measures must be applied to minimize concentration of air pollutant.
- 2.2.2. Indoor Air: Knoll must provide sufficient ventilation in indoor spaces. Usage of high VOC content materials must be avoided to ensure good indoor air quality.

## 2.3. Materials, Chemicals & Waste

### 2.3.1. Materials procurement:

\*\* Materials mentioned below includes raw materials we supply to factories and daily necessities used in operation of offices.

- 2.3.1.1. Ensure that materials are sourced sustainably, at an appropriate amount and used responsibly. Materials with minimal negative environmental impact are preferred.
- 2.3.1.2. Minimize carbon footprint attributed to material transportation by either sourcing locally or prioritizing sea shipment for import of materials.
- 2.3.1.3. Prioritize usage of recycled materials, provided that these materials are of the requisite quality and that sufficient quantities are available. Knoll shall notify customers whenever usage of recycled materials is possible, so that it can be considered.
- 2.3.1.4. Ensure that no wood products used by Knoll come from controversial sources.
- 2.3.1.5. Record of Knoll supplied materials must be kept by suppliers and shared to Knoll. Final treatment of spares after production should be decided by Knoll.
- 2.3.2. Optimizing material usage: Material usage must be optimized at all time to minimize wastage.
- 2.3.3. Chemical usage: Manage chemical substances possessed by having it clearly labelled, securely stored, and properly handled. Recovery and recycling of chemical used should be explored whenever possible.
- 2.3.4. Solid waste: Minimize generation of solid waste in all forms. Reuse and recycle of solid waste should be attempted either inside Knoll's office or outsourced to a trustable third party. Disposal should always be the last option of waste treatment.

## 2.4. Products

### 2.4.1. Products design:

- 2.4.1.1. Design printed materials and packaging for easy dismantling and recyclability.
- 2.4.1.2. Present alternative options with less negative environmental impact whenever possible.

2.4.2. Feature communication: Any communication regarding features of product must be accurate and handled carefully.

### 2.4.3. Products delivery:

- 2.4.3.1. Prioritize sea shipment as the main delivery mode whenever possible.
- 2.4.3.2. Plan and schedule production earlier to avoid air shipment. If customer requires further reduction of transportation timing, suggest customer to consider train shipment whenever possible.
- 2.4.3.3. Encourage customer to place orders earlier to minimize the need for urgent shipment.

### 2.5. Monitoring

Regularly monitor environmental impact (energy consumption, water consumption and discharge, solid waste generated, etc.) from operation and keep record.

### 2.6. Environmental Awareness

2.6.1. Communication: Communicate Knoll's environmental policy, targets and performance to all stakeholders, including employees, suppliers, customers, etc.

2.6.2. Training: Educate and enhance our employees' environmental awareness so that any decisions and actions take into account environmental considerations.

## 3. Labor & Human Rights Policy

### 3.1. Employee Health & Safety:

Knoll is committed to maintaining a healthy and safe work environment and minimizing any adverse health and safety impacts arising from operations.

### 3.2. Working Conditions:

3.2.1. Working Hours: Knoll must uphold the local legal limit on hours worked, and where no limit is imposed, they must not engage employees for more than 60 hours a week at most, outside of extraordinary circumstances. Employees must receive at least 1 day off each week and must not be required to take work home.

3.2.2. Wages and Social Benefits: Knoll must pay their employees either the legal minimum wage or the prevailing industry wage, whichever is higher, as well as any legally prescribed benefits. Employees must not be subject to financial penalties for poor performance or face illegal deductions for benefit payments.

### 3.3. Career Management & Training

3.3.1. Training & Development: Knoll commits to foster a strong and committed workforce by investing in training and development of our employees.

3.3.2. Further Studies: Knoll encourages and supports our employees to pursue further studies in related fields.

### 3.4. Human Rights

Knoll respects and supports the internationally recognized human rights, such as the *Universal Declaration of Human Rights* and the *International Labor Organization Declaration of Fundamental Principles and Rights at Work*. Knoll seeks to avoid complicity in human rights abuses of any kind.

#### 3.4.1. Employment Practices

3.4.1.1. Child labor: Knoll must not, for any reasons, employ child labor. All Knoll employees must be aged 18 or above.

3.4.1.2. Forced Labor: Knoll must not use forced or compulsory labor of any kind, be it prison, bonded, indentured or otherwise. Furthermore, mandatory overtime is not permitted, and workers must be allowed to leave their employment after giving reasonable notice. We must never confiscate passports or work permits from employees.

#### 3.4.2. Diversity & Inclusion:

Knoll provides equal opportunities for all employees and believes that people should be recruited and promoted based on merit. Knoll is committed to creating and encouraging an inclusive and supportive working environment for all Knoll

employees regardless of age, gender, sexual orientation, family status, disability, race including ethnic origin or nationality, religious or political beliefs.

#### 3.4.3. [Social Dialogue:](#)

Knoll recognize the right of employees to freely associate and must comply with all local laws governing the right of employees to select or not to select workplace representatives.

#### 3.5. [Communication](#)

Knoll is committed to build a supportive and pleasant workplace for everyone where employees can openly express thoughts and emotions. Knoll employees should all feel comfortable to voice out their opinion whether it be through individual or casual group meetings with Human Resources Department or senior management. However, if direct communication is not possible, employees can use the suggestion box or the grievance/whistleblowing system. All submissions will be reviewed, investigated and dealt with as quickly as possible by senior management.

## 4. [Ethics Policy](#)

All Knoll employees must adhere to the highest standards of business ethical conduct. We act with integrity and honesty. Any misconduct occurring or has occurred must be reported as timely as possible to top management through the grievance/whistleblowing system.

#### 4.1. [Anti-Corruption](#)

All Knoll employees are required to follow all applicable laws, rules, and regulations related to anti-bribery and corruption.

#### 4.2. [Improper Payments, Gifts and Entertainment](#)

All Knoll employees may not give or receive gifts or entertainment unless they are not provided as quid pro quo, modest in value (below 50US\$, unless approved by supervisor), infrequent, unsolicited, given on a customary gift giving occasion, reasonable and customary in our business and community.

#### 4.3. [Anticompetitive practices](#)

All kind of anticompetitive practices are to be avoided, like for example agreement on prices with competitors.

#### 4.4. [Responsible Information Management](#)

4.4.1. Confidential Information: All Knoll employees must not disclose any confidential information of Knoll and our customers directly or indirectly to anyone outside the company and to anyone within the company except to those who need to know or use the information.

4.4.2. Information Protection: Knoll shall develop and maintain measures to protect information from access by unauthorized parties.

4.4.3. Password Security: Unique individual login credentials of any system, servers and websites should not be shared with anyone. Records of this information should also be stored securely.

#### 4.4.4. [Knoll's Intellectual Property](#)

*For more detail, please refer to the 'Knoll Intellectual Property Agreement'*

- 4.4.4.1. All Knoll employees must take appropriate measures to protect Knoll's Intellectual Property. Unless needed to carry out task, employees should not take photo or reproduce information about our machinery and process.
- 4.4.4.2. Knoll shall be entitled to sole ownership of any intellectual property rights including but not limited to software programs, hardware specifications and other property rights created, developed and discovered by Knoll employee while in the course of his/her employment with the Company, including all registrations for the same.
- 4.4.5. **Employee's Personal Data Privacy**  
This sets the minimum standard which will guide all Knoll employees when dealing with personal data. If local law is more stringent, measures must be taken to comply with the local requirement.
  - 4.4.5.1. Purpose and manner of collection of personal data: personal data must be collected for a lawful purpose and by fair means.
  - 4.4.5.2. Accuracy and duration of retention of personal data: data users must ensure that the data held are accurate and up to date. Personal data should not be kept longer than necessary.
  - 4.4.5.3. Use of personal data: unless personal data are used with the prescribed consent of the employee, the data must not be used for any other purpose not mentioned during data collection.
  - 4.4.5.4. Security of personal data: Knoll will take appropriate security measures to protect personal data against unauthorized or accidental access, processing, erasure or use by unauthorized person.
- 4.4.6. **Video Surveillance**
  - 4.4.6.1. Closed Circuit Television (CCTV) should only be used where it is necessary for a lawful purpose and that the data collected shall be adequate but not excessive.
  - 4.4.6.2. People should be explicitly informed that they are subject to CCTV surveillance.
  - 4.4.6.3. Positioning of CCTV: should be in a way that will not unnecessarily intrude into the privacy of individuals. No CCTV should be installed in places where people have a reason to expect privacy.
  - 4.4.6.4. Security of collected data: Knoll will ensure appropriate security measures to prevent unauthorized access to the CCTV system including proper access control defining who can access the recorded images and under what circumstances.

## 5. Sustainable Procurement & Supply Chain Policy

Knoll commits to identify and manage the environmental and social impacts within our supply chain. Knoll expectation on our suppliers are listed out in '*Knoll Supplier Code of Conduct*'. We will prioritize suppliers who have embedded sustainable and ethical practices within their organization. Additionally, we will work with our suppliers to continuously improve their performance to minimize negative and maximize positive environmental and social impacts.