



KNOLL PRINTING & PACKAGING

# SUSTAINABILITY REPORT

## 2023-2024

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# 1. MESSAGE FROM THE CHIEF EXECUTIVE OFFICER (2-22)

At Knoll Printing & Packaging, sustainability is at the heart of who we are. As a global leader in luxury packaging, we understand that the relevance of sustainable development to our business has never been greater. Our responsibility extends beyond creating award-winning and industry-first products—it includes protecting the environment, respecting people, and contributing to a more sustainable economy. Through our **Knoll Social Responsibility (KSR)** program, we continue to integrate sustainability into every aspect of our operations.

- **In the short term**, we focus on reducing emissions, increasing renewable energy use, and strengthening supply chain transparency.
- **In the medium term**, we are advancing toward our **Science-Based Targets**
- **In the long term**, we aspire to lead our industry toward a **circular economy**, where every Knoll product adds value to people and the planet.

Our purpose—to create luxury packaging that protects what is precious—guides us to prevent negative impacts and deliver positive change. Aligned with the UN Global Compact and the Sustainable Development Goals, our priorities emphasize climate action, responsible production, decent work, and gender equality.

During this reporting period, we achieved a 29% reduction in GHG emissions from our 2020 baseline, maintained over 50% renewable energy use, and ensured over 99.9% of forest-based materials were FSC-certified. We are proud of our progress, yet we remain committed to doing more—especially in expanding our climate strategy and enhancing product circularity.

The world is evolving quickly, with new expectations, regulations, and innovations shaping our future. At Knoll, we see these changes as opportunities to lead responsibly, collaborate boldly, and inspire trust. Together with our employees, customers, and partners, we will continue to ensure that sustainability remains both our compass and our legacy.

**Jeremy Cohen**  
Chief Executive Officer

## 2. MESSAGE FROM THE SUSTAINABILITY DIRECTOR

Through writing this report, I am proud to reflect on the journey we have embarked on at Knoll Printing & Packaging. Sustainability is not just an initiative; it is an integral part of our identity and operations. As the sustainability director of Knoll, my role is to support and amplify our commitment to responsible practices through our Knoll Social Responsibility program. Here are some key highlights of our efforts:

- **Innovative material use:** We have enhanced our Material Consumption Database, enabling us to monitor and optimize the materials we use. Our goal is to achieve 100% FSC-certified forest-based materials, and I'm pleased to report that we have maintained over 99.9% compliance. Our focus on renewable and recycled materials has resulted in over 91% of our materials being renewable in 2024.
- **Climate commitment:** Our ambitious targets, validated by the Science-Based Targets Initiative, aim for a 42% reduction in scope 1 and 2 greenhouse gas emissions by 2030. We have already achieved 29% reduction from our 2020 baseline, reflecting our proactive approach toward mitigating climate change.
- **Empowering communities:** Initiatives like Knoll Gives Back Day highlight our dedication to social responsibility. By engaging in meaningful community service, we not only help those in need but also foster teamwork and camaraderie among our employees.

In 2024, we conducted a comprehensive materiality assessment, allowing us to identify and focus our efforts on the areas that matter most to our stakeholders and the environment. This assessment has equipped us with valuable insights, ensuring our actions align with the priorities of our community and the broader ecosystem.

The path to sustainability is a continuous effort, shaped by collaboration, innovation, and transparency. I invite everyone to actively engage in this mission. Your feedback and participation are crucial as we work to elevate our sustainability standards. Together, let's cultivate a meaningful impact that resonates beyond our organization and into the communities we serve. Thank you to everyone in the Knoll family for your ongoing dedication to our sustainability goals.

**Wincy Cheng**  
Sustainability Director

# 3. ABOUT

## A. KNOLL PRINTING & PACKAGING

(GRI 2-1, 2-6, 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-17)

Knoll Printing and Packaging, Inc. (Knoll), a leader in the deluxe packaging industry, has delivered innovative and creative printing and packaging solutions to luxury global brands since 1984. Knoll provides premium packaging to the world's most prestigious brands, ensuring high quality, creativity, and precise reliability. Our main product is secondary packaging (which is the assembly of cardboard and paper boxes used to protect the small bottles or perfume, cosmetics, or spirits) to luxury brands according to required aesthetic specifications from our customer. Knoll is a privately owned company headquartered in New York, USA. We operate worldwide and our global presence allows us to source any material and satisfy manufacturing and delivery demands from anywhere in the world.

At Knoll, the executive management group is responsible for the decision-making and overseeing the management of Knoll's impact on the economy, environment, and society. The group consists of our owners and management representatives from each region we operate in. The executive management group is led by our CEO, Jeremy Cohen. We don't have independent board member/independent person in the mentioned group. The group sets a strong tone on sustainability-related issues which is regularly communicated corporate wide. They supervise and work closely with the sustainability team on business model, targets, actions, monitoring, and reporting.

Additionally, when needs arise, the group will form dedicated cross-department/cross location teams to manage different initiatives or projects. The executive management group have tremendous amount of knowledge regarding the industry and Knoll operating locations. Additionally, the group regularly update their understanding about sustainable development through both internal and external training opportunities.



## B. KNOLL SOCIAL RESPONSIBILITY

- Promote sustainable practices throughout our value chain to ensure sustainable consumption and production patterns
- Strengthen partnership, with both vendors and customers, for sustainable development, economic growth, and innovation
- Promote equality throughout Knoll

In 2018, we launched Knoll Social Responsibility (KSR) initiative as a pledge to protect our people and planet. Based on our materiality analysis and to meet our United Nations Sustainable Development Goals (UN SDGs) commitment, we determined that KSR should encompass not only our own office operations but also extends to our supply chain and customers. Our CEO leads the top management in the development or corporate sustainability strategy and oversees the implementation of KSR.



Our sustainability team is working closely and supported by the executive management group on the implementation of KSR company wide. The team also regularly participates in conferences in relation to the SDGs and other sustainability issues to contribute to the global sustainability agenda through the sharing of knowledge and experience. Knoll participated in United Nations Global Compact (UNGC) starting in 2018 and is actively involved in UNGC initiatives since 2019 which includes participation in the action platforms, participation in workshops and summits, recognition as UNGC LEAD company and is one of the Early Adopters for the new Communication on Progress.



# SUSTAINABILITY MILESTONES

**2018**

- KSR launch
- Joined the UN Global Compact as participant
- Established the sustainability team

**2019**

- Completed first materiality assessment
- Ecovadis Silver
- Submitted advanced UN Global Compact Communication on Progress
- Participated in UN Global Compact's Reporting on the SDGs and Decent Work in the Global Supply Chain action platform
- Recognized as LEAD participant by the UN Global Compact

**2020**

- Completed first greenhouse gas emission calculation (scope 1 and 2)
- Ecovadis Gold
- Submitted advanced UN Global Compact Communication on Progress
- Participated in UN Global Compact's Reporting on the SDGs and Decent Work in the Global Supply Chain action platform
- Recognized as LEAD participant by the UN Global Compact
- Conducted first product life cycle analysis

**2021**

- Certified with FSC Chain-of-Custody
- Committed as signatory of Women's Empowerment Principles
- Committed as signatory of UN Global Compact Sustainable Ocean Principles
- Submitted advanced UN Global Compact Communication on Progress
- Participated in UN Global Compact's Decent Work in the Global Supply Chain and Sustainable Ocean Business action platform
- Recognized as LEAD participant by the UN Global Compact
- Completed first submission to Carbon Disclosure Project (CDP) on climate change

**2022**

- Completed first full greenhouse gas emission (scope 1, 2 and 3)
- Ecovadis Gold
- Recognized as Early Adopter of enhanced Communication on Progress of UN Global Compact
- Completed full submission to CDP including climate change, forest, and water
- Completed Supplier Leadership on Climate Transition (SLoCT) Scope 3 Footprinting Track and Target Setting course

**2023**

- Committed to Science-Based Target Initiative
- Ecovadis Gold
- Completed full submission to CDP including climate change, forest, and water
- Shared first full sustainability report in accordance with GRI standards
- Opening of sustainable manufacturing facility, JB Packaging
- Wins Best CSR Initiative at UK Packaging Award for Knoll Gives Back Day

**2024**

- Ecovadis Gold
- Completed the CDP's first dedicated SME questionnaire and received disclosure score of SME B for Climate
- Received Best CSR Initiative award at Shanghai LuxePack in Green Awards for Knoll Gives Back Day
- Sustainability Director receiving the UN Global Compact Network USA Pioneer Award

## C. REPORTING FRAMEWORK (GRI 2-1, 2-2, 2-3, 2-4)

Since 2019, we have been committed to transparency in our sustainability efforts by disclosing through the UNGC Communications on Progress, which emphasizes the Ten Principles of the UNGC. In 2023, we proudly published our first stand-alone sustainability report detailing our sustainability approach, strategy, and performance. This will be the second issue of our sustainability report where we disclose our material sustainability progress in accordance with the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) and aligns with internationally recognized guidelines and frameworks such as the UN SDGs. Number in parentheses displayed throughout the report indicates the relevant GRI standard that is being reported. For details about version of report and topics disclosure, please refer to Appendix 2.

Knoll has been actively supporting the UN SDGs as we align our sustainability approach with the global agenda. In particular, we have identified the following SDGs that are closely relevant to Knoll, Goal 5 – Gender equality, Goal 8 – Decent work and economic growth, Goal 9 – Industry, innovation and infrastructure, Goal 12 – Responsible consumption and production, Goal 13 – Climate action, Goal 14 – Life below water, Goal 15 – Life on land, and Goal 17 – Partnership for the goal. We also support the other SDGs throughout our operations which are also shared in this report.

This report presents our response to sustainability topics that bring along both opportunities and challenges to our operations. It discloses details on issues identified as material to Knoll covering the period from January 1st, 2023, to December 31st, 2024. The scope of this report incorporates data from all our locations where we have operational control – New York (USA), Hong Kong, Paris (France), Dongguan (China), and Bath (UK). There is no adjustment to previously communicated data in this report. The manufacturing facility in the Philippines will not be included in this report. Instead, we will issue a separate report to allow better year-by-year monitoring and comparison.

Content of this report was finalized on November 20th, 2025. For any questions regarding this report, please contact the Sustainability Team at the following email:

[ksr@knollpack.com](mailto:ksr@knollpack.com)

Your inquiries and feedback are important to us.

## D. EXTERNAL ASSURANCE (GRI 2-5)

Providing accurate and complete information to our stakeholders is one of our core values. Prior to release, our executive management team reviewed this report to ensure both accuracy and alignment with our strategic goals. Additionally, it was reviewed by Pierre Gliganic, independent expert and consultant in sustainability. The external verification process provides reasonable assurance on greenhouse gas emissions and limited assurance on majority of other metrics.

Main findings and recommendation of the verification:

- GHG emissions absolute values for scope 1, 2, and 3 are accurate, with a high level of confidence.
- While the disclosed GHG emissions absolute values are correct, they are not sufficient for comparing progress due to fluctuations in the company's activity levels (e.g., number of boxes produced, or weight of raw materials transformed) from year to year. To enable external readers to assess progress made by Knoll, it was recommended to develop a GHG emissions efficiency metric expressed in tons of CO2 equivalent per ton of transformed raw material. This metric will align with GRI 305-4 GHG emissions intensity disclosure standards and will provide a clear indication of whether the company is on track to improve its emissions intensity, showcasing an improvement of 5% between the 2023 and 2024 reporting periods.
- Additional minor recommendations include considerations for the format and presentation of data, such as using graphs, and the advantages of including 2022 historical values to help readers better understand the long-term progress achieved by the company.

A written third-party assurance report is available upon request addressed to [ksr@knollpack.com](mailto:ksr@knollpack.com). Furthermore, our sustainability team will lead the task to have the information in this sustainability report to be reviewed by our stakeholders following its release.



# 4. GOVERNANCE

## A. POLICY (GRI 2-23, 2-24, 2-27)

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 procedure. Our commitments are listed in our corporate policy which is available publicly on our website through this link

<https://www.knollpack.com/sustainability/>

The Knoll Corporate Policy undergoes regular reviews and updates to ensure its relevance and compliance with applicable standards. Our commitment is to maintain policies and standards that not only meet but exceed legal requirements, incorporating industry best practices into our operations and services. In addition to *the Ten Principles of the UN Global Compact*, the policy also references internationally recognized frameworks, including *the Universal Declaration of Human Rights* and *the International Labor Organization's Declaration of Fundamental Principles and Rights at Work*.

The most recent update occurred in September 2025. This update is to strengthen our commitment to sustainability which includes:

- **Sustainable Development:** Strengthened commitment to sustainability
- **Environmental Policy:** Enhanced focus on minimizing environmental impacts with specific targets for energy consumption and waste management, including updated practices for water use and pollution control.
- **Labor & Human Rights:** Introduction of new measures to ensure fair labor practices, improved employee safety protocols, and enhanced anti-discrimination policies.
- **Ethics Policy:** Updated guidelines on anti-corruption, clearer definitions of fraud and conflict of interest, and reinforced responsible information management practices.
- **Sustainable Procurement:** Expanded expectations for suppliers regarding sustainability and ethical practices, along with a commitment to continuous improvement in our supply chain.

Developed by the sustainability team and approved by the executive management group, the policy mandates that all employees participate in training sessions to ensure a comprehensive understanding of its contents. New recruits receive an overview of the corporate policy as part of their induction program. Following any updates, mandatory training sessions are conducted by the Sustainability Director to reinforce key concepts. In September 2025, the Knoll Corporate Policy was revised, and all employees were required to attend training. After the sessions, employees have the opportunity to review the document again and sign an acknowledgement, affirming their understanding and commitment to act with integrity in accordance with the policy.

This corporate policy applies to all Knoll activities and locations. During the reporting period, there were no instances of non-compliance with laws and regulations. Similarly, we expect our supply chain to adhere to these standards, as outlined in our Knoll Supplier Code of Conduct. We prioritize partnerships with suppliers who integrate sustainable and ethical practices into their operations and work collaboratively with them to enhance performance, minimize negative impacts, and maximize positive contributions.

## **B. LEADERSHIP** (GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-17)

As a family-owned business, we do not have a board of directors. Instead, our executive management group serves as the highest level of management responsible for decision-making and overseeing Knoll's impact on the economy, environment, and people. The group is comprised of our owners and management representatives from each of our operating regions, and it is led by the CEO. We do not have independent board members or external individuals within our executive management group.

The group consistently sets a strong tone on sustainability-related issues, which is regularly communicated throughout the organization. They work closely with the sustainability team to develop our business model, targets, actions, monitoring, and reporting. All reported information is reviewed and approved by the group before its released internally and externally. When necessary, the group forms dedicated cross-departmental or cross-regional teams to manage various initiatives or project.

The executive management group possesses extensive knowledge of the industry and the locations where Knoll operates. They also stay informed about sustainable development by participating in both internal and external training sessions and meetings.

## **C. ETHICS AND INTEGRITY** (205-1, 205-2, 205-3, 206-1)

Knoll has a zero-tolerance policy against all form of bribery and corruption, reflecting our commitment to ethical practices in our business operations. In addition to the corporate policy training mentioned above, our management group has conducted in-person training sessions for employees to explain our expectation regarding anti-corruption, covering topics such as gratuities, conflict of interest, anti-competitive practices, and appropriate behavior with customer.

Since 2022, we have subscribed to an e-learning platform focused on ethics and compliance, which is accessible to all employees. Relevant training that has been rolled out includes Anti-Bribery Training, Business Ethics and Integrity, Conflict of Interest, and Fraud Prevention. These training ensures that everyone is aware of ethics risks that they are exposed to daily.

To facilitate effective reporting of possible ethical violations, we have established the Knoll Employee Formal Communication Channel which will be detailed in the following section. In 2023 and 2024, we have recorded zero confirmed incidents of corruption and no pending or completed legal actions related to anti-competitive behavior or violations of anti-trust and monopoly legislation.

## **i. Third-party due diligence on anti-corruption**

In addition to internal awareness training and reporting procedures, we carry out third-party due diligence to minimize the risk of corruption in our relationships with third parties. To assess the corruption risk associated with our third parties, we researched and documented their relationship with Knoll, the location of their headquarters and operations, their industry, workforce size, organizational type, and any relevant corruption-related news. All third parties involved in business transactions, including suppliers, customers, and service providers, are reviewed to identify those with high corruption risk. Our most recent due diligence is completed in 2023, it is an in-depth analysis of corruption risk for our third parties that represent over 80% of Knoll's transaction value.

Our review process did not identify any third parties with significant corruption risk that would require further action. However, we distributed our anti-corruption due diligence questionnaire to our top six tier-one suppliers based on Knoll's annual spending. The questionnaire requested company details, management structure, and corruption prevention measures. The results indicated a limited corruption risk among these suppliers.

For our customers and other service providers, we conducted secondary research on nine companies identified as significant third parties, also based on annual transaction volume. The due diligence process for this group differed with above, as all are publicly listed companies with readily available information. Our research focused on ownership structure, anti-corruption policies and actions, and any related corruption news. Based on our findings, the corruption risk for this group is also limited.

## **ii. Data privacy and cybersecurity (GRI 418-1)**

Knoll understands the importance of cyber security and data privacy to protect our stakeholders' personal data and operation integrity. We continuously review our data protection measures to ensure we can operate without the fear of data leaks or supply chain disruption due to cyberattacks. Our corporate policy specifies the minimum standards for data management and has been recently updated to include an enhanced section on information management. If local regulations are more stringent, our measures are adjusted to comply with those requirements. This allows us to achieve a high level of data protection for our employees, customers, and suppliers. In 2023 and 2024, there were no substantiated complaints concerning breach of privacy and customer data.

To further enhance employee's awareness regarding data privacy and cybersecurity, we have subscribed to a training platform that specializes in security awareness training. This platform offers a comprehensive range of courses, and it also includes simulated attacks such as phishing emails, which helps us identify employees who may need targeted training. Additionally, we have established specific channels for employees to report any anomalies related to data security. This ensures that potential issues can be addressed promptly, fostering a culture of vigilance and responsibility within the organization. Through these initiatives, we aim to strengthen our defenses against cyber threats and safeguard the integrity of our operations.

# D. STAKEHOLDER ENGAGEMENT (GRI 2-16, 2-25, 2-26, 2-29, 2-30, 407)

Stakeholders are individuals or entities that interact with Knoll and are influenced by, have an influence over, or hold a vested interest in the company. We prioritize our engagement efforts with employees, suppliers, and customers, as we recognize these groups as key stakeholders with whom we can collaborate for the greatest impact. We engage with them regularly to better understand their perspectives and needs, enabling us to make informed business decisions and identify potential risks and opportunities. The following table lists the engagement channel and the key interest of the stakeholder group that we closely engage with.

Stakeholder Groups	Engagement Channels	Key Interest
<p>Employees</p>	<ul style="list-style-type: none"> <li>• CEO Messages</li> <li>• Internal newsletters</li> <li>• Management meetings</li> <li>• Team meetings</li> <li>• Staff surveys</li> <li>• Internal communication platforms – e.g., TEAMS</li> <li>• Group discussions</li> <li>• Knoll Employee Formal Communication Channel</li> <li>• Training and development programs</li> </ul>	<ul style="list-style-type: none"> <li>• Organizational governance structure and process</li> <li>• Working conditions and social protection</li> <li>• Employee health and safety</li> <li>• Stability of the company</li> <li>• Career development and job security</li> <li>• Work-life balance</li> <li>• Company culture</li> </ul>
<p>Suppliers</p>	<ul style="list-style-type: none"> <li>• Supplier surveys</li> <li>• Supplier audit</li> <li>• Supplier meetings</li> <li>• Site visits</li> <li>• Tradeshows and conferences</li> <li>• Supplier performance reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Fair competition and anti-corruption</li> <li>• Fair operating practices</li> <li>• Stable demand</li> <li>• Fair and timely payment</li> <li>• Long-term partnership</li> <li>• Transparency and clear communication</li> </ul>
<p>Customer</p>	<ul style="list-style-type: none"> <li>• Customer meetings</li> <li>• Tradeshows and conferences</li> <li>• Knoll website and press releases</li> <li>• Social media</li> </ul>	<ul style="list-style-type: none"> <li>• Organizational governance structure and process</li> <li>• Fair competition and anti-corruption</li> <li>• Avoidance of service/delivery disruption</li> <li>• Quality products and services</li> <li>• Prevention or minimization of negative impacts</li> <li>• Responsible operating and purchasing practices</li> <li>• Customer service, support, and complaint handling</li> <li>• Data protection and privacy</li> <li>• Trust and transparency</li> </ul>

For our employees, we are committed to promoting an environment where they can openly express their thoughts, emotions, and concerns. Every employee is empowered and compelled to directly contact the CEO of the company if they have a grievance, as the CEO takes a personal interest in the health and welfare of all employees. The Knoll Employee Formal Communication Channel has been established to provide a platform for whistleblowing and submitting grievances when open discussion with supervisors is not possible or when an employee feels uncomfortable with informal discussions. The channel addresses a wide range of issues, including:

- Terms and conditions of employment
- Workplace bullying and harassment
- Health and safety issues
- Supervisor behavior
- Adverse changes in employment conditions
- Breach of code of conduct or company policies
- Fraud and malpractice
- Misuse of company resources and sensitive information
- Bribery and corruption
- Breach of legal and regulatory requirements
- Discrimination

All submissions to the channel are reviewed and addressed directly by the CEO and the executive management group with guarantee that anyone raising a genuine grievance or reporting suspected misconduct will be protected. Employees will not face dismissal or discrimination for using the channel, and their career prospects will not be adversely affected. During the reporting period, the total number of critical concerns received through the channel or reported directly to the CEO was zero.

Additionally, as specified in our corporate policy, we recognize employees' rights to freely associate and engage in collective bargaining without negative repercussions. During the reporting period, no employee unions were formed and there was no collective bargaining agreement in place or under discussion.

Furthermore, Knoll engages with non-governmental organizations (NGOs) to better understand and minimize risks within our operations and supply chain. Collaborating with NGOs provides valuable insights, offering information and guidance on various areas that may be challenging to address independently. The NGOs we interact with cover both social and environmental topics, enhancing our ability to implement responsible practices and foster sustainable development. Through these interactions, we also have the opportunity to connect with other companies, sharing best practices and collectively addressing global challenges.



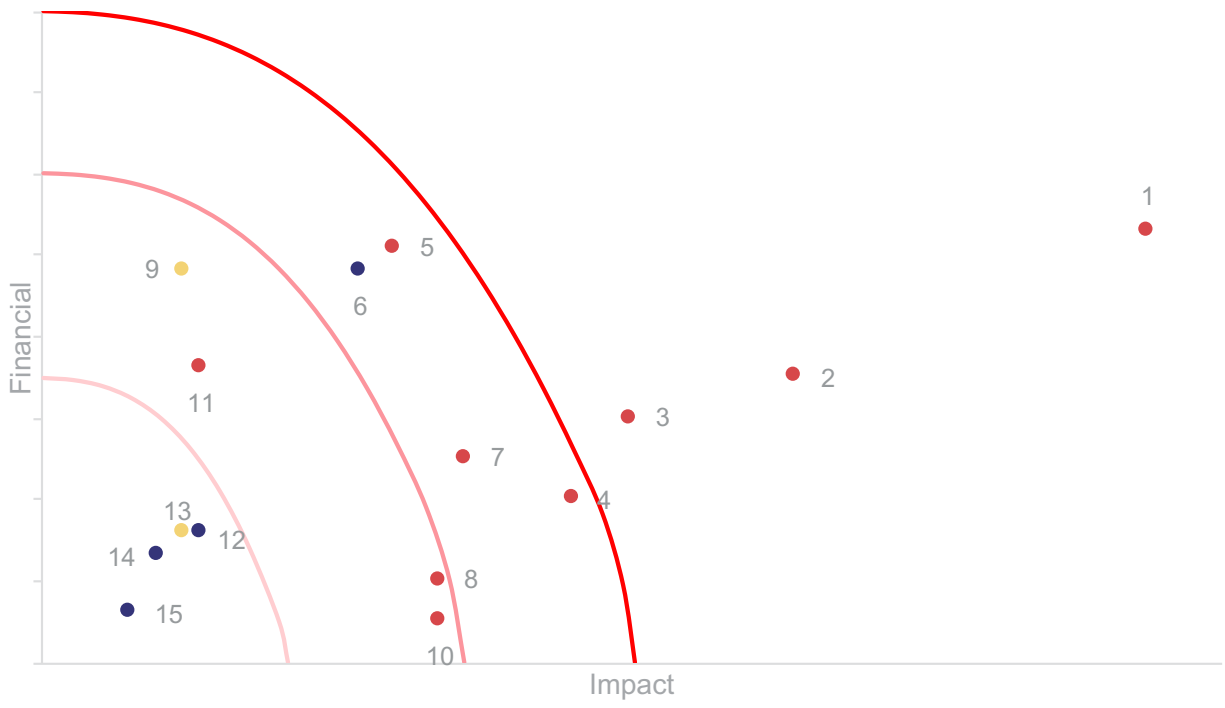
## E. MATERIAL TOPICS FOR KNOLL (GRI 3-1, 3-2, 3-3)

According to GRI 3: Material Topics 2021, Material topics are topics that represent an organization's most significant impacts on the economy, environment, and people, including impact on their human rights. It is essential for Knoll to understand our material topics in order to focus our resources on areas where it matters. We conduct materiality analysis at least once every five years.

In 2024, we conducted a materiality analysis according to the guideline suggested by the Corporate Sustainability Reporting Directive (CSRD) Double Materiality Assessment. The directive is being phased in starting 2024 through 2029. It is currently not mandatory for Knoll yet, hence, this assessment is voluntary. The assessment scope is the same with this report and it looks into both:

1. Impact materiality – the impact the business has or are likely to have on sustainability matters
2. Financial materiality – the impact that sustainability matters have or are likely to have on the organization's finance

The assessment process for identifying material topics at Knoll begins with a review of the full list of sustainability matters outlined in the European Sustainability Reporting Standards (ESRS) to identify relevant subject matters. Once pertinent topics are identified, we assess the associated impacts, as well as the risk and opportunities for each subject matter. Next, we rate both the impact and financial materiality of these relevant topics to understand their significance. Impact materiality is rated based on its level of gravity (i.e., scale, scope, and reversibility of impact) and the probability of occurrence. Financial materiality is rated according to the continuous usage of company resources, the extent of impact on reputation, and the probability of occurrence. To ensure a comprehensive perspective, we conduct interviews with various stakeholders, including management, employees, and customers. We also consult an external consultant during this process to provide an objective third-party perspective. These engagements allow us to gather valuable insights and adjust the ratings as necessary. Finally, we complete the materiality assessment by finalizing the material topics for Knoll, referencing to both their impacts and financial materiality to guide our sustainability strategy. From this analysis, we have identified the following material topics, which will be discussed in this report.



**Environmental:**

- 1. Climate change mitigation
- 2. Pollution of living organism and food resources
- 3. Circular economy – resources outflows related to products and services
- 4. Pollution of water
- 5. Biodiversity loss – direct exploitation
- 7. Water consumption
- 8. Circular economy – resources inflows including resource use
- 10. Impact and dependencies on ecosystem services
- 11. Climate change adaptation

**Social:**

- 6. Workers in the value chain – child labor
- 12. Workers in the value chain – health and safety
- 14. Workers in the value chain – working time
- 15. Own workforce – gender equality and equal pay for work of equal value

**Customer**

- 9. Corruption and bribery
- 13. Consumer and end-users – access to quality information

The assessment of material topics reflects an overall shift from more focus on labor and human rights issues toward a greater emphasis on environmental sustainability. While topics related to labor and human rights – such as employee policies, health and safety, and prevention of child labor – remain important, their urgency has lessened as actions have been effectively implemented in these areas. In 2020, labor and human rights were critical concerns, reflecting the need for practices within the supply chain. However, by 2024, the focus has increasingly shifted to pressing environmental challenges, including climate change mitigation, pollution of living organisms, and the circular economy. This transition indicates that Knoll has made meaningful progress in addressing labor-related issues, allowing the organization to allocate more attention and resources toward urgent environmental matters. While Knoll continues to uphold our commitment to labor and human rights, the shift reveals a responsive adaptation to evolving stakeholder expectations and the critical need for environmental action.

# 5. ENVIRONMENT

## OUR TARGETS AND ACHIEVEMENT

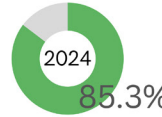
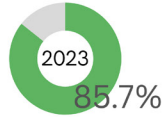
Make all packaging reusable, recyclable or compostable by 2028

Continue to collect information of raw material consumption information and traceability to tier 2

Only use FSC-certified forest-based material by 2025

To reduce absolute scope 1 and scope 2 GHG emissions 42% by 2030 from a 2020 base year

Establish long-term climate mitigation strategy that includes scope 3 emission by 2025



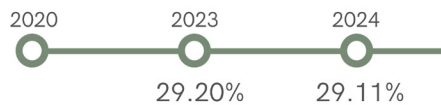
packaging developed is reusable, recyclable or compostable



Information is collected through the Material Consumption Database for both 2023 and 2024



In both 2023 and 2024, 99.9% of forest-based material used are FSC-certified



reduction of absolute scope 1&2 GHG emissions



Scope 3 GHG emission measured since 2021 and Knoll is working on the climate mitigation strategy

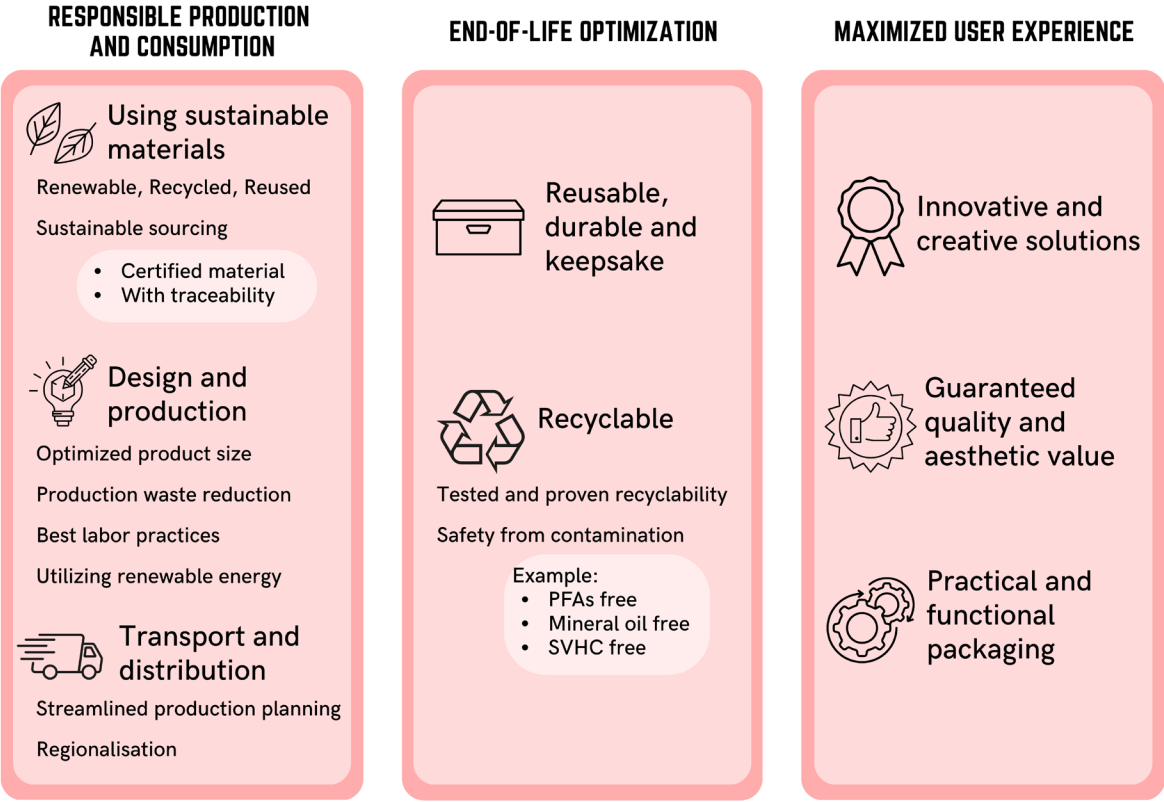


# A. OUR PRODUCTS, DESIGNS, AND INNOVATIONS

For 40 years, Knoll has consistently delivered the highest level of innovation, technical expertise, and quality in luxury packaging. The world’s most prestigious brands trust us with exceptional quality, complex technical constructions, advanced printing techniques, first-to-market designs, and sustainable materials. We see design innovation as a crucial lever to promote environmentally friendly practices.

In our packaging design and production, we prioritize the principles of the circular economy, which emphasizes circulating products and materials at their highest value while minimizing the need to extract new resources. In 2024, we developed the Knoll Eco-Design Framework, which focuses on three main aspects: responsible production and consumption, end-of-life optimization, and maximizing user experience. We believe that there should be a balance between the three aspects to produce a truly eco-friendly product. Producing over 400 items annually, we consistently offer diverse options to all our customers to drive and implement change. We commit to continuously set a new standard for luxury sustainable packaging driven by innovation.

## KNOLL ECO-DESIGN FRAMEWORK



# Product and Material Showcase

## i. Responsible production and consumption (GRI 204, 301-1, 301-2)

Knoll recognizes that sustainable consumption and production patterns are critical to minimize the negative impacts of the three planetary crises: climate change, biodiversity loss, and pollution. Our first step towards sustainable practices is understanding the materials we consumption to create our products. In 2020, our sustainability team initiated the development of the Material Consumption Database to gain insights into the materials used in our products, our annual consumption, and our supply chain beyond tier 1. The database was fully implemented in 2021, allowing us to collect and record data for all products sold. Through collecting relevant data, we can identify areas for improvement at both the product level and supply chain level.

Data Extracted from our Material Consumption Database on Material Used to make Knoll Products:

	2022	2023	2024
Total material used for products	3332tons	1484tons	1619tons
Top 3 Material Used	1) Grey board 59.11% 2) Art paper 19.65% 3) Polystyrene 10.91%	1) Grey board 52.53% 2) Art paper 16.83% 3) One-side white/black board 4.97	1) Grey board 60.19% 2) Art paper 13.95% 3) Mylar paper 4.49%
Type of material	Renewable material 75.99% Non-renewable material 24.01%	Renewable material 91.55% Non-renewable material 8.45%	Renewable material 91.20% Non-renewable material 8.80%
Recycled input materials	50.00%	61.38%	62.41%
FSC-Certified material for Forest-based material	99.83%	99.92%	99.93%

The numbers reported above reflect our commitment to promoting responsible production and consumption. Our approach is multi-faceted, involving various effort to implement eco-design practices. Notably, we have increased the percentage of renewable material and recycled material compared to our reported data in 2022 for both 2023 and 2024. Renewable material was at 76% in 2022, and it is currently at over 90%. Recycled material use has increased from 50% in 2022 to 61.38% in 2023 and 62.41% in 2024. FSC-certified materials for forest-based material remains at above 99%.

Through our Material Consumption Database, we identified polystyrene as one of the top materials used in 2022 accounting for 10% of total material weight. We recognize the environmental impact of plastic use, particularly in terms of pollution and resource depletion. Plastics, especially single-use items, contribute to landfills and oceans, harming wildlife and ecosystem. Their production involves the extraction of fossil fuels, which not only contributes to GHG emissions but also depletes natural resources. By identifying polystyrene as a major component of our material consumption, we have taken steps to eliminate its use and transition to more sustainable alternatives. This insight prompted us to focus on finding and implementing alternative materials, such as Knoll Ecoform® and the Patented KnollLuxe® Premium Board Platform. As a result, our use of polystyrene has been reduced to below 2.5% of total weight in both reporting years.

In addition to our Material Consumption Database, we also conduct analysis on the environmental impact and benefits of our sustainable packaging solutions. One example is to use life cycle analysis to compare between the two options. We collaborated with EVEA in the development of ASKOR, a LCA tool that is modified to better suit our needs and industry. We use such tool to propose solutions to customer supported by science-backed data.



## ii. End-of-life optimization

In 2020, we have committed to make all packaging reusable, recyclable or compostable by 2023. We have made notable progress, with the percentage of developed packaging options that meet these criteria increasing from 58% in 2020 to 85.7% in 2023 and 85.3% in 2024. We have yet to achieve our target due to various reasons, including evolving industry standards over recyclability, specific customer requirements, and material availability. Consequently, we have adjusted our target deadline to 2028 and will continue to collaborate with our suppliers and customers to advance packaging that are reusable, recyclable, or compostable.

Specifically on recyclability, we engaged external organizations to help with recyclability assessments of our material and components. We tested our commonly used materials and components to understand its recyclability. We currently consider a packaging to be recyclable only when each component and material are verified to be recyclable in the USA and Europe. When we identify non-recyclable material or component, our technical development team and manufacturing team will work to determine the reason and work on solutions. Additionally, our recyclability metric focuses on whether a packaging can be recycled in a single stream, as separating and sorting materials remains a significant challenge.

## iii. Maximized user experience (GRI 416-2, 417-1, 417-2, 417-3)

In addition to providing products of the highest quality, we prioritize the safety of our consumers, the environment, and all individuals involved in the manufacturing and supply chain process. We do not use hazardous materials in our products or production processes. Hazardous materials are defined as material that pose a substantial risk or danger of causing injury to people or damage to property. Our testing laboratory operates without the need for chemicals, eliminating any relevant hazardous materials from our direct operations. The only material associated with hazardous risks in our products are inks, glues, and white oil. Ensuring the health and safety of our products is a top priority for Knoll, therefore, we require that our products are free of substance of very high concern (SVHC). Since 2022, we have also mandated the use of mineral oil-free inks in all our productions. To verify supplier compliance, we review safety data sheets and test reports, ensuring that all materials meet our safety standards. During the reporting years, there were no incidents of non-compliance regarding the health and safety impacts of products and services.

We also have measures to avoid making misleading claims about product benefits and environmental impacts, ensuring that all marketing materials reflect true and verifiable information. As a business-to-business company, our communications reach global brands that we collaborate with. The information and labelling of our products are ultimately at our customer's discretion. While we conduct our own testing to support claims, Knoll strongly recommends that customers conduct their own testing before labelling products or making any public statements. Throughout the reporting years, no non-compliance issues related to product labeling and marketing communications have been identified.



#### **iv. Sustainable sourcing** (GRI 204, 308-1, 414-1)

We recognize that majority of our impact lies within our supply chain, as illustrated by our analysis showing that most of our carbon footprint is classified as scope 3. Additionally, multiple risk assessments have indicated potential risks related to human rights and environmental protection in this area. Knoll is committed to building a sustainable supply chain that minimizes environmental harm while positively contributing to people and communities. Our Supplier Code of Conduct outlines our social and environmental expectations to ensure that we collaborate with partners who share our values. Initially released in 2019 and updated in 2022, all existing suppliers have signed the code, and new suppliers must sign it before any business commences. The sustainability team is currently working on the next update to align expectations with Knoll's Corporate Policy. In addition to signing the Supplier Code of Conduct, we require our tier 1 suppliers to complete a self-assessment checklist designed to evaluate their performance based on the code. The submitted checklist content is validated by our quality assurance team during site visits. Furthermore, we have social and environmental audit requirements for all our tier 1 suppliers, which have been successfully met.

In both 2023 and 2024, over 90% of the materials used to manufacture our product were forest-based. While forest-based materials are primarily renewable, it is important to ensure that natural resources are given adequate time to replenish, especially given current global consumption trends. To address this, we are committed to sourcing from responsibly managed forest, using the Forest Stewardship Council (FSC) as our benchmark. FSC is an independent, non-governmental organization that promotes responsible forestry management to preserve ecosystems and wildlife. Knoll Packaging has utilized FSC-certified paper for many years, and since 2019, we have promoted corporate-wide use of FSC-certified material. In 2021, we achieved FSC Chain of Custody certification and committed to using 100% forest-based certified materials by 2022. This target was revised to 2025 as we recognized the ongoing work required. Since 2020, we have required our suppliers to use FSC-certified material whenever possible. Non-certified material was used in some projects where FSC-certified were unavailable or non-certified material is still available in our inventory. In both 2023 and 2024, 99.9% of forest-based material used are FSC-certified.

In addition to requiring FSC-certified material, we also request our suppliers to provide traceability information regarding the origin of the materials, including details on tree species, harvest regions, and harvest concessions. This information is included in our Material Consumption Database, allowing us to review material sources and ensure our operations do not contribute to deforestation. By requesting this data, we also convey our commitment to sourcing responsible materials to our suppliers.

## B. CLIMATE CHANGE MITIGATION AND ADAPTATION

### i. Monitoring, measuring, and reporting carbon footprints (GRI 305-1, 305-2, 305-3, 305,4)

We understand the importance of monitoring and reporting as it not only helps to track progress, but also provide a holistic view of opportunities and risks. This process is critical for enabling adaptation, allowing us to continually evolve and improve our strategies. We are committed to reporting our progress in addressing climate change and greenhouse gas (GHG) emission annually. This includes this report, UN Global Compact Communication on Progress, SME Climate Hub, and Carbon Disclosure Project (CDP). In 2023, we have submitted a full questionnaire to CDP, achieving a score of B in climate change and C for Forest and Water Security. In 2024, we disclosed our progress through CDP’s first dedicated SME questionnaire, again scoring B in climate – representing the highest-tier for all SME submissions that year.

### GREENHOUSE GAS EMISSIONS

(In tons CO2 equivalent)	2022	2023	2024
<b>Scope 1</b> Covers emission from sources that Knoll owns or controls directly	43	54	50
<b>Scope 2 (Market-based)</b> Emissions that Knoll causes indirectly and calculated based on emission factor that comes from actual energy supplier selected by Knoll (e.g., emission factor listed on energy contract signed by Knoll for supply of electricity from renewables)	59	55	59
<b>Scope 2 (Location based)</b> Emissions that Knoll causes indirectly and are calculated based on emission factory that reflects the average value of the country where electricity is purchased	90	88	87
<b>Scope 3</b> Encompasses emissions that are not produced by Knoll itself and are not the result of activities from assets owned or controlled by Knoll, but by those that it is indirectly responsible for up and down Knoll’s value chain	15271	5696	5926
<b>Total GHG emission</b> - scope 1, 2 (market-based) and 3	15373	5805	6035
<b>GHG Emissions Intensity</b> (total GHG emission/tons of transformed raw material)	5.12	3.93	3.74

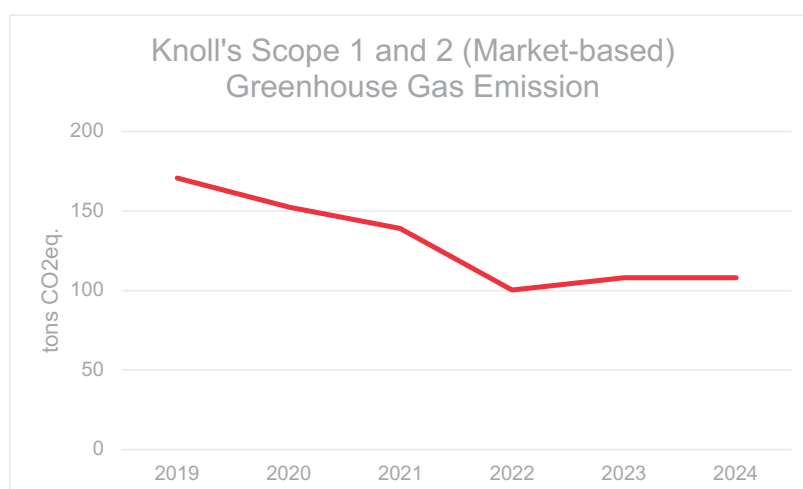
**Notes:**

- The CO<sub>2</sub> equivalent value listed above include all GHG from the Kyoto Protocol (i.e., CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFC's and PFC's, SF<sub>6</sub>, and NF<sub>3</sub>).
- Global warming potential factors are taken from the IPCC's 5th Assessment Report
- Consolidation approach for emission is operational control.
- Base year & method: Since 2019, we have calculated our scope 1 and 2 GHG emission and scope 3 was calculated since 2021. Our calculation follows the Bilan Carbone® version 8 methods and tools developed by the French Environment and Energy Management Agency (ADEME) and Association Bilan Carbone. The tool offers a selection of output formats and Knoll have decided to report based on the GHG protocol.
- Freight emission related to airplane contrails are not included in the disclosed number.
- Biogenic carbon and land use change emissions are not included in the base inventory.
- 2022 emission data is included for comparison

**ii. Commitment and action plan** (GRI 302-1, 305-5)

Knoll is committed to minimize our GHG emission. We have a target that was verified by Science-Based Target Initiative through the Small and Medium Sized Enterprises (SMEs) target validation route in 2023. The target is to reduce 42% absolute scope 1 and scope 2 GHG emissions by 2030 from a 2020 base year and to reduce scope 3 emissions. This is a predefined target option, based on SBTi Criteria 5.0, that is modified to reflect the level of decarbonization required to keep global temperature increase to 1.5C. With this target in place, we continue working to establish a long-term climate mitigation plan which will include scope 3 emission.

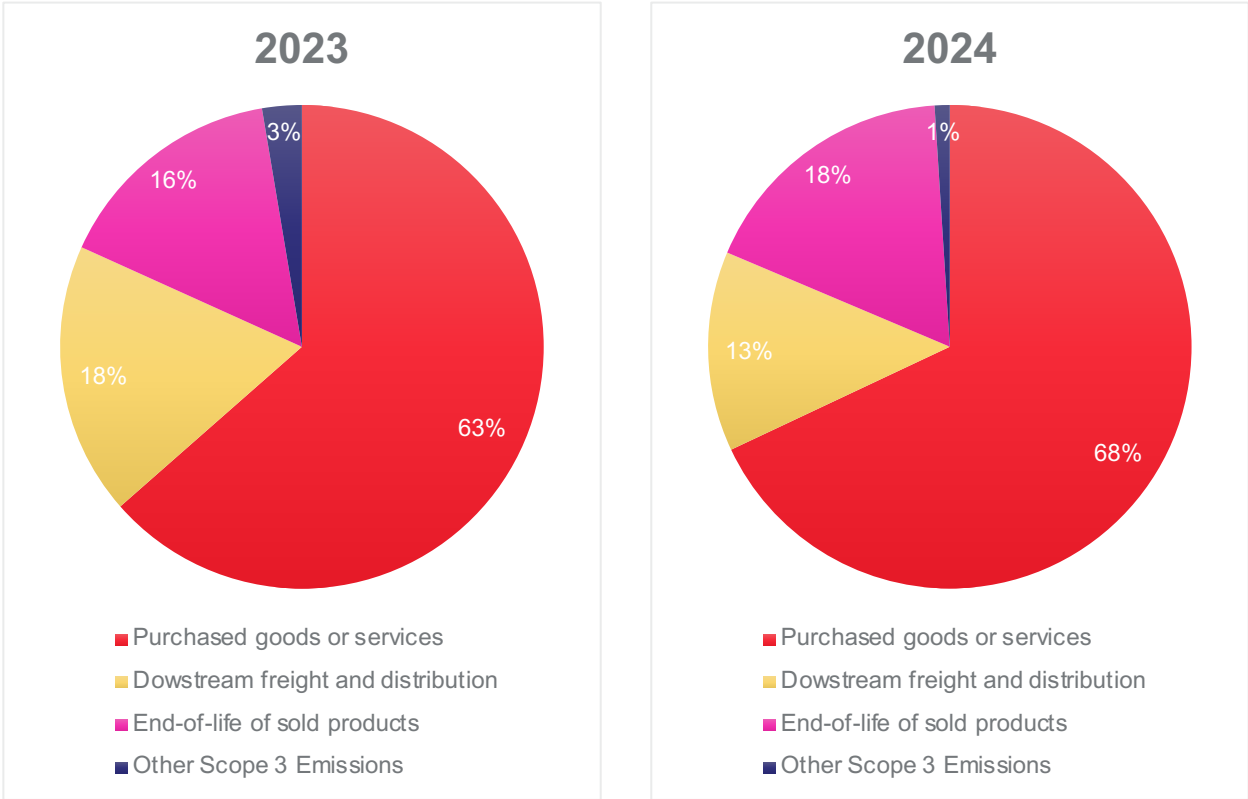
From our 2020 baseline, we have achieved a 29.20% reduction in GHG emissions in 2023 and a 29.11% reduction in 2024. A significant reduction occurred in 2022 due to the transition to renewable energy in most our offices, including New York office, Paris office, Hong Kong office, and Bath office. However, reduction progress has slowed down since then. Knoll is actively exploring renewable energy options for our office in Dongguan, along with other actions to further minimize our GHG emissions.



Utilizing renewable energy is a key strategy in our efforts to reduce GHG emission. In addition to our SBTi commitments, we have set a goal to use at least 50% renewable energy in our operations by 2025. Our share of renewable energy is 51.7% and 46.7% in 2023 and 2024 respectively. This represents over 60tons CO<sub>2</sub>eq of GHG emissions avoided over the two years. Our renewable energy comes from both in-house solar panels and purchase from credible providers. On the rooftop of our New York office, we have installed 52 photovoltaic solar panels with total peak power of 10.4 kilowatts. The power generated by these panels is used by the building, with any excess energy sent back into the electricity grid. On other locations, such as those in shared buildings, installing our own solar panels is not feasible. Instead, we have entered into various agreements, including renewable energy certificates and renewable energy tariffs, to purchase renewable energy for our operations in Paris, Bath, and Hong Kong. Similar agreements have also been established in New York to cover energy consumption not generated by the solar panels.

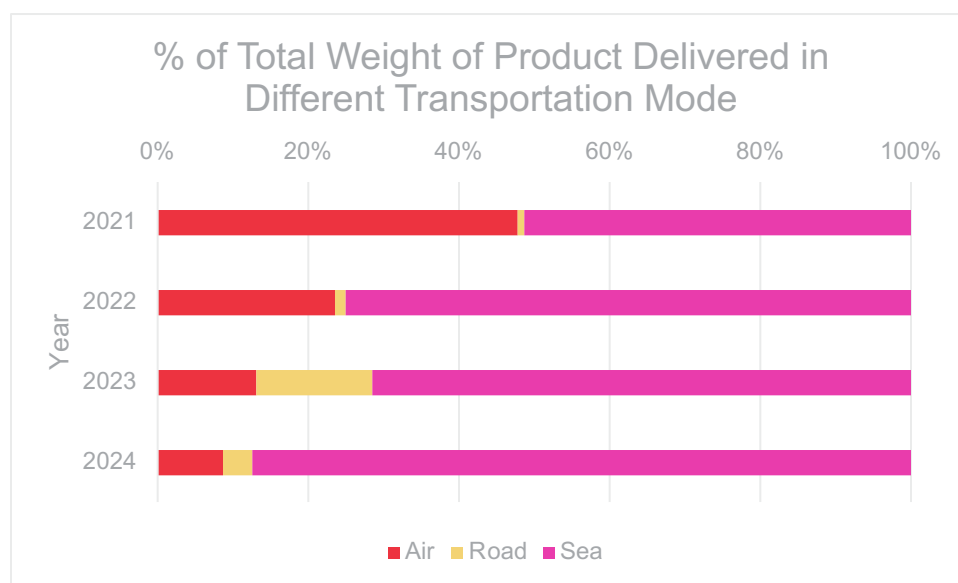
Scope 3 GHG emission account for over 98% of our total GHG emission in both 2023 and 2024. The primary contributors to these emissions are category 1 – purchased goods or services, category 9 – downstream freight and distribution, and category 12 – end-of-life of sold products. These would be our focus area for action to maximize our positive impact.

**DISTRIBUTION OF SCOPE 3 EMISSION**



Notably, more than half of our scope 3 emission comes from products, presenting a significant opportunity for Knoll to reduce its overall GHG emissions. Opportunities includes minimizing the use of material and using alternative materials that require less carbon. One effective strategy for minimizing material use is to eliminate excess space or removing redundant materials in our products. This approach not only reduces the emission associated with material consumption but also decreases emissions related to product delivery, as lighter and more compact products require less energy to transport. Additionally, we can lower emissions of product by replacing carbon-intensive materials with more sustainable options. Knoll Ecoform® is one material offering that we frequently recommend to our customers, as its emission factor is typically lower than the emission factor of traditional plastic materials. Furthermore, the material generally weighs less than plastic alternatives for similar designs or purposes, resulting in a reduced environmental impact from both material use and shipping.

In terms of delivery impact, we prioritize options that meet our delivery time constraints while minimizing environmental impact. The two primary modes of transport we use for product delivery are sea freight and air freight. Although air freight is the fastest option, it results in significantly higher CO2 emissions compared to sea freight. Consequently, we reserve air freight for situations where expedited delivery is absolutely necessary. To minimize the need for air freight, we have developed production planning processes tailored to our main customers, based on available information and their expectations. For instance, one of our customers provides forecasts for annual demand on their highest-volume items. We analyze this data to identify order patterns, enabling our team to prepare for production in advance. This preparation includes ordering materials and components ahead of time and even starting production early to maintain finished inventory. This planning process, initiated in 2018, has consistently delivered promising results. Additionally, in 2023, we expanded our manufacturing capabilities to Europe and the Philippines. This regionalization allows us to be closer to our clients, enhancing flexibility in delivery schedules and offering more options for transportation modes. Through these various measures, we have significantly reduced our reliance on air freight. In 2021, air freight accounted for over 40% of our deliveries by weight, but this figure has decreased to 13.19% 2023 and less than 10% for 2024.



To strengthen our commitment and ensure that employees are engaged in our climate journey, we recognize the critical importance of raising awareness about climate issues. We encourage our employees to participate in relevant courses and workshops, both externally and internally. The sustainability team regularly shared information about sessions from the UN Global Compact Academy and the Skillcast compliance training platform. Additionally, the team organizes training sessions on these topics. For example, in 2023, Knoll's sustainability director conducted Climate Fresk workshops with all employees. This interactive activity teaches the fundamental science behind climate change and empowers participants to take action. By promoting awareness of climate issues, we are encouraging a bottom-up approach for Knoll's sustainability efforts where we can leverage creativity and knowledge of all employees. We have also established a corporate-wide sustainability bulletin board where employees can share news and insights related to climate and sustainability, further encouraging engagement and collaboration across the organization.

### iii. Carbon Storage Contribution

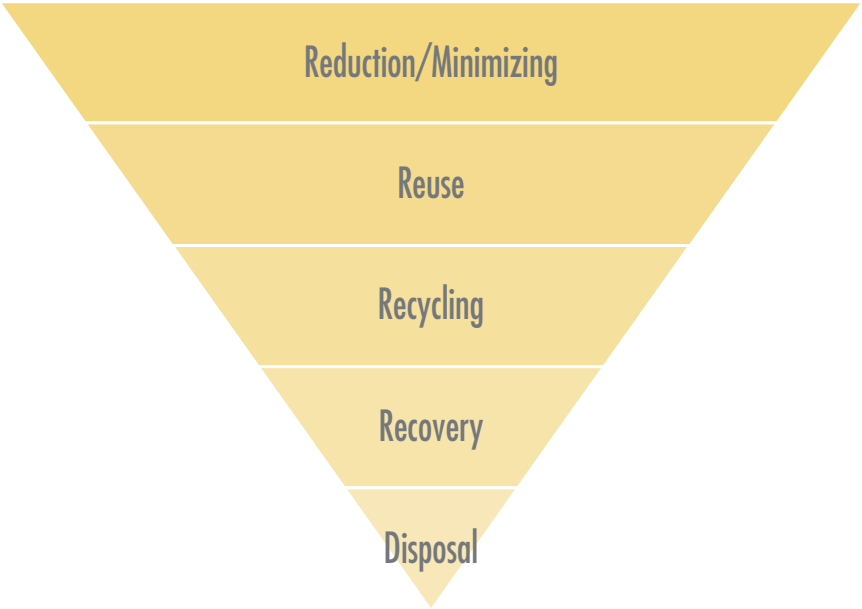
Since 2020, we have collaborated with non-governmental organizations to store carbon outside of our supply chain, for an amount exceeding our scope 1 and 2 emissions. Carbon contribution projects refers broadly to initiatives that reduces GHG emissions or increase carbon storage to offset emissions occurring elsewhere. In both 2023 and 2024, we purchased 180tonnes of carbon storage contribution from One Tree Planted. These contributions go to support Climate Action Reserve's projects focused on avoiding forest conversion. With our purchase, the organization retires the corresponding amount of credits from their registry. Knoll is committed to supporting projects that either reduces GHG emissions or enhance our carbon sinks. However, we recognize that carbon storage contributions should not be the focus of our climate mitigation strategy. Actions to cut emissions must always be prioritized over carbon sinks contributions. The carbon offset mentioned above were not deducted from the GHG emission reported above, in compliance with the GHG protocol.



# C. MANAGING IMPACT FROM OUR OPERATIONS

## i. Waste management (GRI 306-1, 306-2, 306-3, 306-4, 306-5)

Our waste management process adheres to the waste management hierarchy, prioritizing reduction and prevention as the most preferred options, while disposal remains the least favored. This philosophy extends throughout our supply chain, as we continuously communicate our expectations for waste minimization and proper waste treatment to our suppliers. The most significant source of waste for Knoll arises from production including potential waste from unused material, defects, and obsolete items, which can occur at various stages of the supply chain. Our team actively works to minimize material waste through design optimization. For example, our products are primarily paper based, we purchase large sheets of paper and board and cut them the appropriate sizes and shapes for production. We carefully plan the printing and cutting layouts to maximize material utilization.

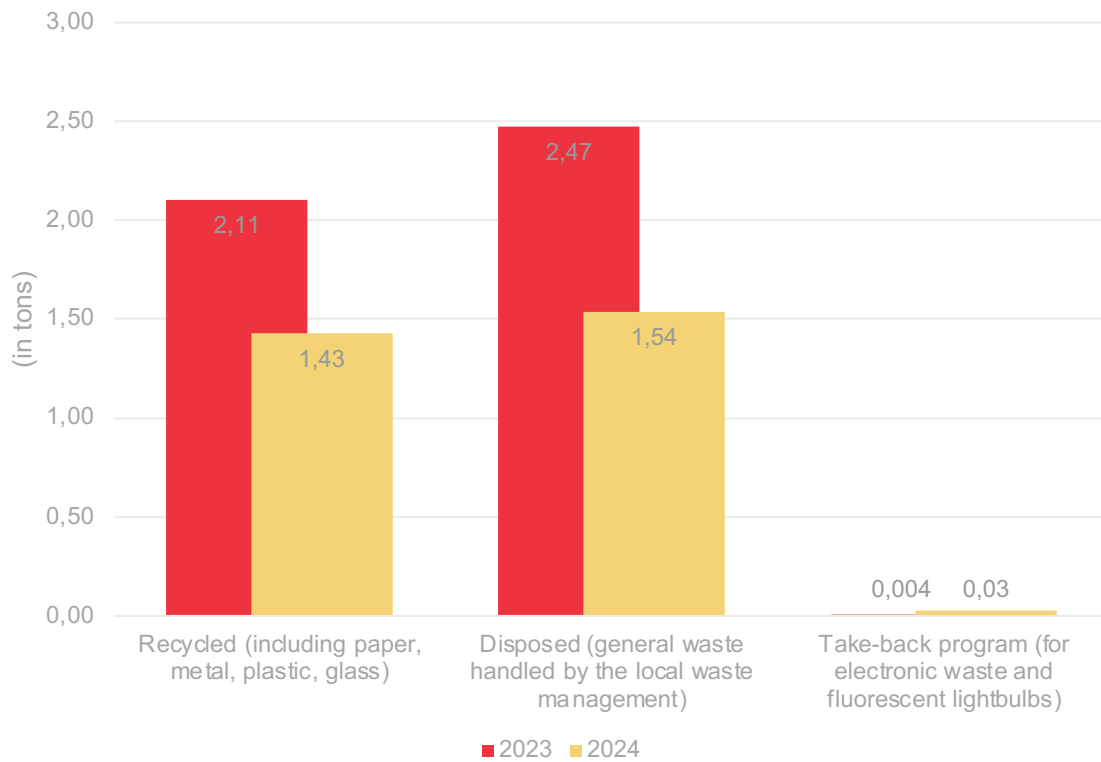


Minimizing waste generation is not limited to our production processes. It also extends to our day-to-day operations. Each location has tailored measures, as the types of waste generated, and the availability of alternatives vary by site. Examples of our actions include:

- **Minimize:** We are committed to limiting our use of resources, particularly disposables. As mentioned in our corporate policy, employees are urged to choose refillable or reusable items and to avoid single-use products. For example, we have stopped purchasing plastic bottled water by installing water filters or water dispensers, while encouraging employees to bring their own mugs and glasses to work.
- **Reuse:** We collect and reuse or repurpose some of our waste materials, such as cardboard boxes, packing fillers, water bottles, paper, and cans for office use. For example, when we receive packages, we always try to keep and reuse the cardboard boxes and packing fillers, provided they are in suitable condition for their protective function.

- **Recycle:** We have implemented a waste separation practice at our locations to ensure that recyclables are sent to the appropriate facilities for processing. The types of recyclables collected by each office depend on the capabilities and availability of local recycling facilities. Additionally, we strive to ensure that waste eligible for take-back programs is sent to collection facilities, maximizing the value of materials by facilitating their return for reuse.

## WASTE TREATMENT FROM OPERATIONS



### ii. Water consumption and discharge (GRI 303-1, 303-2, 303-5)

In 2023, we conducted a water risk assessment using the WWF Risk Filter Suite, which evaluates basin risk. The analysis indicates that Knoll operates in locations with low to medium basin physical risk, very low to low regulatory risk, and medium to high reputational risk. The scenario analysis shows no significant increase of risk index over the next 10 years, even under the pessimistic pathway. Despite some noticeable basin risks, Knoll's overall water operational risk remains very low. This is primarily due to our minimal water use, which is restricted to drinking and sanitation purpose, and the fact that we do not operate in water-scarce regions. While Knoll is part of the paper-based industry, which typically relies on water, our direct operational activities covered in this report have minimal water demand. In 2023, our total water consumption was 950.9m<sup>3</sup>, decreasing to 742.33m<sup>3</sup> in 2024. Water discharge is managed by the local municipal facilities and is not within our control. However, as mentioned, our activities do not produce detrimental effluent. Given that most water-intensive activities occur outside of Knoll, it is crucial for us to extend our water stewardship efforts to our suppliers and partners.

### iii. Protection of biodiversity and ecosystems (GRI 304-1, 304-2)

Knoll understands the importance of biodiversity, which is crucial for maintaining healthy ecosystems that provide essential services such as clean air, water purification, and climate regulation. Biodiversity supports food security, enhances resilience against environmental changes, and contributes to the overall well-being of communities. While our locations are not in or adjacent to protected areas and areas of high biodiversity value, we recognize the biodiversity risks associated with the paper and forest products industry. To protect biodiversity and ecosystems, we ensure that we source from responsible suppliers who align with our commitment and expectations, thereby contributing to the sustainability of resources. We also acknowledge the ecosystem impact from our product's end-of-life, in which we minimize impact through implementing product features mentioned above in the "Our Product, Design, and Innovation" section.



# 6. SOCIAL

## OUR TARGETS AND ACHIEVEMENT

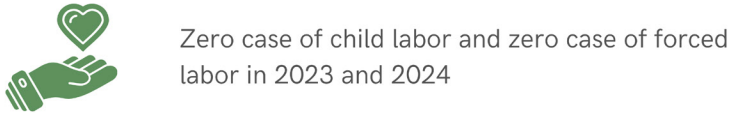
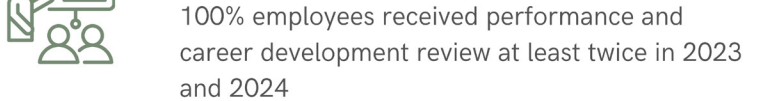
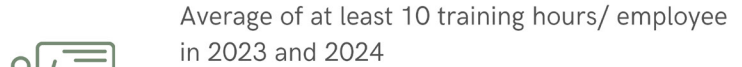
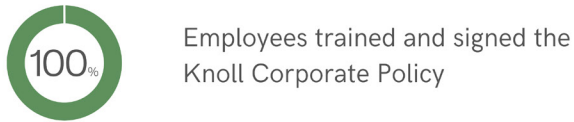
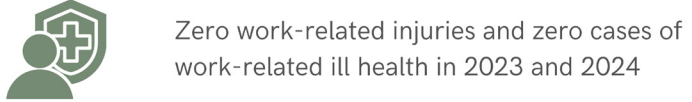
Continue to empower women and achieve gender equality

Eliminate all accidents, injuries, and incidents in the workplace

Maintain 100% compliance in training and policy acknowledgement for all employees

Continue to provide equal training and development opportunities to our employees

Zero tolerance for child labor and forced labor across all operations



## A. RESPECTING DIVERSITY AND PROVIDING EQUAL OPPORTUNITY

(GRI 2-7, 2-8, 405-1, 405-2, 406-1)

Knoll’s Corporate Policy clearly states that we do not tolerate discrimination in any form. Our CEO has consistently communicated this message through various channels to all employees. We strive to provide an equal and harassment-free work environment, and our commitment to diversity and equality extends throughout our operations, including recruitment and promotion processes. For recruitment, we have developed guidelines that emphasize evaluating candidates based on their skill level. The questions suggested by these guidelines are tailored to assess skill levels, enabling managers to focus on job suitability rather than irrelevant attributes.

All Knoll employees are permanent full-time employees, and we do not employ any non-employee workers. The average headcount in 2023 and 2024 is 72.5 and 62, respectively. The average is calculated by adding the employee headcount at the beginning and end of the year and dividing by two. The table below shows the percentage of female and male employees at different job levels and various regions.

### EMPLOYEE DEMOGRAPHIC (2023-2024)

	2023		2024	
	Female %	Male %	Female %	Male %
Overall	65.5	34.5	66.1	33.9
<b>By job level</b>				
Executive	46.7	53.3	46.7	53.3
Management	83.3	16.7	81.8	18.2
<b>By region</b>				
Asia	68.0	32.0	70.7	29.3
Europe	81.3	18.8	75.0	25.0
North America	50.0	50.0	50.0	50.0

Our multicultural team is a significant strength, as we respect and appreciate the differences among our employees, recognizing that diversity enhances creativity and innovation. To foster collaboration and communication, we regularly organize training sessions and team-building activities where employees of different backgrounds are encouraged to interact. For instance, in 2023, we hosted a company trip where employees from different locations gathered in Portugal and Spain. In addition to travel and sightseeing, we conducted various meetings and team building activities aimed at enhancing collaboration and understanding among team members. We also encourage employees to take opportunities to work in different Knoll locations, allowing them to appreciate cultural differences firsthand. Additionally, all employees are required to complete the “Equality and Diversity in the Workplace” e-learning course, which is available in multiple language.

Our Knoll Employee Formal Communication Channel provides a platform for employees to freely share their experiences, opinions, and thoughts. In 2023 and 2024, there were no submissions related to discrimination. Additionally, as with all other grievances or whistle blowing, every employee is empowered to contact the CEO directly, who takes a personal interest in the health and welfare of all employees. We have policies in place to protect those who raise genuine grievances or whistleblower concerns, ensuring that no employee faces dismissal or discrimination for reporting issues.

We offer a wide range of opportunities to all employees equally, regardless of gender. Our performance evaluations guide salary and remuneration decisions, resulting in an equitable ratio of basic salary and remuneration between women and men of similar job responsibilities at 1:1. Since 2021, we have proudly been listed among the global signatories of the Women Empowerment Principles, reaffirming our commitment to empowering women in the workplace. In 2023, women comprised 46.7% of our executive team and 83.3% of our managerial personnel, collectively accounting for 69.2% of women in leadership positions. In 2024, these figures remained strong, with women making up 46.7% of executives and 81.8% of managerial roles, resulting in 67.6% of our leadership positions occupied by women.

## **B. WORKING IN KNOLL**

### **i. Work conditions and environment** (GRI 401-1, 401-2, 401-3)

At Knoll, our working conditions and environment are deeply rooted in our Core Values which have been shaped by the contributions of all employees (please refer to Appendix for Knoll Core Values). This collective input guides our commitment to creating a supportive, innovative, and sustainable workplace. We believe that every employee is part of the Knoll family, fostering a positive and inclusive atmosphere where kindness and respect are important. This sense of belonging encourages collaboration, enabling us to support and trust one another.

Knoll endeavor to be a responsible employer, meeting the expectations of our employees. This commitment includes providing decent work, stable employment, a safe and productive work environment, and the support needed for everyone to achieve their full potential. Knoll fully complies with any local legal requirements with respect to minimum wage and benefits, and in practice, remuneration and benefits for full-time employees often significantly exceed these legal standards. Our company regularly review pay to ensure competitiveness and to reward employees for both individual and company performance.

We are dedicated to creating the best working environment that promotes productivity and the overall physical and mental well-being of our team. Our initiatives include the use of ergonomic furniture and the provision of seasonal fruits and healthy snacks to promote wellness. To support a healthy work-life balance and accommodate personal needs, Knoll management has implemented flexible working hours and remote work options whenever feasible. Employees can request flexible work arrangements from their managers when special needs arise. Additionally, all Knoll employees are entitled to parental leave in accordance with relevant local legislation. During the reporting year, two employees took parental leave, and both returned to work afterward, resulting in a 100% return-to-work and retention rate.

Effective communication and collaboration are essential to our success, foresting an environment where open dialogue and information sharing are encouraged. We organize various initiatives, and company trips designed to enhance cohesion and teamwork at Knoll. For example, we encourage employees to work occasionally in different Knoll locations, facilitating in-person collaboration and cultural exchange. Additionally, as mentioned earlier, we conducted different workshops in 2023 during our company trip for team building. Furthermore, our Knoll Gives Back Day invites our global teams to step outside their workplaces and engage with their local communities. Each location volunteers with a non-profit organization of their choice, participating in activities such as beach clean-ups, supporting underserved communities, and assisting at local food pantries. This initiative provides a fantastic opportunity for team members to connect with one another outside of the traditional work setting. (For more information regarding Knoll Gives Back Day, please refer to the Community Services section)

Every three years, we conduct an employee satisfaction survey to gather direct feedback and identify areas for improvement. We believe that sharing happiness is key to fostering a friendly workplace, which is why we created a platform called Vitamin H. This platform allows everyone to share stories, celebrate each other’s successes, and announce company achievement while expressing gratitude for everyone’s efforts. In our commitment to providing the best working conditions and environment, we take pride of our employee retention ability. However, there is a relatively significant fluctuation in the number of employees between 2023 and 2024 due to an organizational downsizing that occurred in late 2023. The reduction in number of employees has resulted in a noticeably high turnover percentage shown in the table below.

**NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER PERCENTAGE**

	2023		2024	
	New Hires %	Turnover %	New Hires %	Turnover %
Overall	6.9	27.6	9.7	19.4
<b>By gender</b>				
Female	6.3	25.3	9.8	19.5
Male	8.0	32.0	9.5	19.0
<b>By region</b>				
Asia	10.3	28.9	4.9	19.5
Europe	0.0	50.0	33.3	33.3
North America	0.0	12.5	13.3	13.3

**ii. Occupational health and safety** (GRI 403-1, 403-2, 403-4, 403-5, 403-6, 403-8, 403-9, 403-10)

Ensuring the health and safety of our employees is always one of our top priorities across all operations at Knoll. We provide comprehensive social benefits for all employees that at a minimum meet local requirement, including employee compensation provisions and voluntary medical insurance. Occupational health and safety are managed internally by our dedicated team, who work diligently to prevent common workplace hazards through a robust hazard risk control system.

We continually seek ways to eliminate workplace hazards, employing a hierarchy of controls that begins with hazard elimination, followed by substitution, engineering controls, raising awareness, and administrative controls. Personal protective equipment is always the last resort to manage hazard risk. Although our operations are classified as low hazard, each location conducts an annual review of its occupational health and safety practices in accordance with local standards, implementing corrective actions as necessary. Additionally, employees are encouraged to report any identified workplace hazard through the Knoll Employee Formal Communication channel, with assurance that there will be no negative repercussions for reporting. Employees who raise concerns may be invited to join the dedicated team working on eliminating the reported health and safety issues.

In our operations, the machines used for testing and die-cutting present a relatively higher risk compared to other processes. To ensure the safety of these operations, we implement several key measures:

- safety precaution messages and operating procedures are clearly displayed in local languages on or around the machines
- only trained staff are authorized to operate these equipment
- areas surrounding the machines are marked with yellow and black tape to visually warn employees to maintain a safe distance
- machines are regularly inspected and calibrated to ensure compliance with relevant regulations and standards

When changes occur in processes or operational mode, a designated representative at each location assesses the associated risks and applies the control system to mitigate them, with support from the regional manager. All employees receive essential training on health and safety in the workplace as part of their orientation. In the event of a work-related incident, a dedicated team will be formed by our management to identify issue and determine corrective actions, following the hierarchy of controls mentioned above. During the reporting period, Knoll proudly recorded zero work-related injuries and zero cases of work-related ill health.

Given that our employees spend an average of eight hours a day in the workplace, it is crucial that this time is spent in a clean and comfortable environment. Workplace hygiene is taken very seriously at Knoll, as poor hygiene can lead to both physical and mental health issues. Our workplaces are regularly cleaned by external providers, and we conduct periodic deep cleaning whenever requested by employees at each location. Additionally, we recognize the health risks associated with prolonged sitting, including issues related to posture and the potential for illness. To address these concerns, we utilize ergonomic furniture that promotes a healthier workplace, ensuring our employees can work comfortably and efficiently.

### **iii. Training, education, and development** (GRI 404-1, 404-2, 404-3)

We are committed to continuous improvement and growth, striving to develop the next generation of talent through ongoing education and training. We believe in learning from one another every day, and as continuous improvement is one of our core values, we implement different initiatives to ensure that our employees continue to grow, contributing to the overall growth of the company.



As specified in our Corporate Policy, all employees will undergo at least two performance reviews each year with their supervisor or team manager. The format of these assessments is determined by the superior but must cover key topics including supervisor evaluations of performance, employee feedback, and goal setting for the upcoming year. These review sessions provide supervisors and managers with valuable insights into employees' perspectives, enabling them to effectively plan development needs and career paths. In some cases, internal transfers have occurred after the review when both supervisor and employee agree that the employee would be better suited in another team. Goals are set collaboratively during these discussions and will be revisited in the next assessment. Each review is documented and mutually agreed upon by the manager and the employee, and is also subject to review by top management. This multi-step process and emphasis on two-way communication ensure a fair evaluation that promotes equality in each employee's professional development, helping to prevent discrimination and fostering a culture of growth and support.

Knoll offers employees opportunities for skill development through training programs facilitated by both internal staff and external providers. In 2023 and 2024, all employees received over 10 hours of training, excluding on-site coaching by direct supervisors. The following are examples of training initiatives provided during the reporting year:

- Cross-department training: Internal sessions designed to enhance understanding of business processes and operations across different teams within the company
- English course: An internal program aimed at improving communication skills among our diverse workforces. As English is the primary language used in the workplace, this training is essential for fostering clear communication among colleagues.
- Sustainability training: Regularly offered by the sustainability team, this training includes both internal sessions led by the team and external courses suggested by the team. As sustainability becomes integral to our corporate identity, we aim for employees to fully embrace this concept, ensuring that their actions and decisions align with the company's mission.
- External training courses: Employees are encouraged to participate in courses that focus on job-related skills and personal development, covering topics such as leadership, presentation skills, auditing, compliance, software use, and overall personal growth.
- Online learning platforms: We subscribe to two e-learning platforms – one focusing on business compliance and the other on information security. All employees are required to complete the training modules assigned through these platforms.

Furthermore, Knoll provides financial support to employees who wish to pursue further studies on courses relevant to their roles. Employees can request their supervisors to recommend them for this initiative, which will then be reviewed by senior management for approval. During the reporting years, two employees utilized this initiative, contributing to a total of six individuals who have benefitted since the program's inception in 2017.

## C. SUPPORTING AND RESPECTING HUMAN RIGHTS

Knoll is dedicated to respecting and supporting internationally recognized human rights, such as the Universal Declaration of Human Rights and the International Labor Organization (ILO) Declaration of Fundamental Principles and Rights at Work. We believe that upholding human rights is fundamental to our operations and essential to our corporate responsibility. To build an inclusive and ethical workplace, we are committed to ensuring that the rights and dignity of every individual are respected and protected. Recently, we updated our Corporate Policy to provide a more thorough explanation of our expectations regarding the prohibition of both child labor and forced labor. All employees receive training on this policy and are required to acknowledge their agreement, reinforcing our collective commitment to these fundamental principles.

### i. Absolute “NO” to child labor (GRI 408-1)

Child labor is a universally recognized human rights abuse, defined by the ILO as work that “deprives children of their childhood, their potential and their dignity, and that is harmful to their physical or mental development including by interfering with their education.” This includes any work that is prohibited for children below the relevant minimum age. We are committed to upholding the rights of children and ensuring a safe and ethical workplace. We strictly prohibit the use of child labor in any form. In alignment with our corporate policy, we comply with all applicable laws regarding the minimum age for employment and take appropriate measures to prevent child labor in our operations and supply chain.

We have conducted a child labor risk assessment, which has determined that the risk of child labor in Knoll operations is minimal. Nevertheless, we implement proactive actions to mitigate any potential for child labor hiring. As mandated by our corporate policy, all employees must be above the minimum age of employment as defined by local regulations. During recruitment process, all applicants are required to present government-issued identification documents to prove their age and identity.

In 2024, we have released a guideline titled “Preventing, Identifying, and Addressing Child Labor and Forced Labor in Knoll” and all employees are trained accordingly. This guideline serves as a reference for all Knoll employees to understand the measures to address child labor issues. It clearly outlines prevention measures, reporting procedures for when a case is identified, and remediation actions to be taken.

Our commitment extends to our suppliers, as clearly stated in our Supplier Code of Conduct, which prohibits any involvement in child labor incidents. Our social audit requirement on all tier-one suppliers also helps to reaffirm their adherence to these standards.



## ii. Prevention of forced or compulsory labor (GRI 409-1)

Forced labor is a global concern that spans all regions and sectors, affecting both formal and informal employment. According to ILO Convention 29, it is defined as “all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily”. At Knoll, we are dedicated to ensuring that all employment is freely chosen and will not tolerate practices that exploit individuals or violate their rights. Our policy explicitly prohibits mandatory overtime, and employees must be allowed to leave their employment after giving reasonable notice. We also uphold the practice of not confiscating passports or work permits from employees.

To assess potential risk, we have conducted a risk assessment regarding forced labor, which has shown that our exposure in this area is minimal. Our recruitment processes include transparent contracts that clearly outline employment terms, such as voluntary participating, working hours, and compensation. Employees are made aware of their rights to resign in accordance with the terms specified in their contract.

In 2024, we introduced the guideline “Preventing, Identifying, and Addressing Child Labor and Forced Labor in Knoll”, which serves as a vital resource for employees. This guideline details prevention strategies, reporting procedures for any identified issues, and appropriate remediation actions.

While we recognize that the risk of forced labor risk within our own operations is low, we understand that such risk can arise in our value chain, particularly through the use of labor agencies. Our commitment to ethical labor practices extends to our supplier, as clearly stated in our Supplier Code of Conduct. To reinforce compliance, we require social audit for all tier-one suppliers, ensuring they adhere to our standards regarding forced labor.



## D. COMMUNITY SERVICES

At Knoll, we believe in the importance of giving back to the communities in which we operate. Our commitment extends beyond environmental sustainability to encompass human welfare, fostering a sense of responsibility and connection among our employees and the communities they live in. Through initiatives like Knoll Gives Back Day and our support for local charities, we strive to create a positive impact while raising awareness of social and environmental issues.

### i. Knoll Gives Back Day



Knoll Gives Back Day was launched to engage employees in meaningful community service by bringing the entire company out of their offices and into their local community. It is an annual event where each of our global locations have full authority to identify and select the local organization that they want to support. This allows all employees to be involved with the goal to raise employee awareness on social and environmental issues in their local communities. Additionally, the volunteering activities can serve as a team building activity to boost employee relationship and team morale.

Since it was launched in 2022, Knoll Gives Back Day has allowed our international teams to become involved in many local organizations. Each year, every location will dedicate a day to give back to the community the way they see fit best. Here are the activities and organizations we collaborated with during Knoll Gives Back Day in 2023 and 2024:

- **Beach clean-up in**
  - Jones Beach, New York
  - Dameisha beach, Shenzhen
- **Cooking and serving meals with**
  - L'Un Est L'Autre, Paris
  - Refugee Food, Paris
  - Food Angel, Hong Kong
  - The Interfaith Nutrition Network, New York
- **Trail clean-up in Dalingshan Forest Park, Dongguan**
- **Coaching and mentoring cricket program with Lord's Taverners**

We are so honored to receive the Best Corporate Social Responsibility Initiative of the Year at the UK Packaging Awards in 2023 and Shanghai LuxePack in Green Awards in 2024 for this initiative. As we spread this positive message, we encourage other businesses to participate in similar volunteering activity to give back to the community. With increased awareness of local issues, our employees are also more motivated to be participate in different types of volunteering in their own time.



## ii. Supporting Local Charities

Every year, we support local organizations that align with our values and missions to protect our people and the planet. Each location is given the opportunity to propose local charities to support. The following charities were supported in 2023 and 2024:

- **L'Un Est L'Autre, Paris** – This organization provides support to individuals in precarious or excluded situations by offering hot cooked meals served at the table throughout the year on Thursday evenings, Saturday and Sunday lunchtimes, and public holidays, while also addressing food waste issue.
- **Refugee Food, Paris** – This charity aims to change people perceptions of refugees and help them fit into the society. They train refugees in cooking, enabling them to obtain certifications and secure jobs, and operate three canteens where they prepare and serve meals.
- **Food Angel, Hong Kong** – This organization tackles food waste issue in Hong Kong by rescuing ingredients from the markets and restaurant, which are then processed to serve meals to the local community.
- **The Interfaith Nutrition Network (The INN), New York** – The INN provides a variety of essential services to assist those challenged by hunger, homelessness, and profound poverty.
- **Art Mentor Education Foundation (AMEF)** – AMEF brings art to the public while integrating charitable efforts. They create innovative charitable initiatives led by the younger generation, empowering them to contribute to society and affirming their value.
- **Lord's Taverners** – This organization positively impacts the lives of young people facing the challenges of inequality. The work across the UK and beyond to provide inclusive and impactful cricket programs, empowering young people with disabilities and from disadvantaged communities to develop the knowledge, skills, and confidence required to overcome inequalities and reach their potential.

# 7. APPENDIX

## A. Knoll Core Values

- Shared values are the foundation of Knoll and its culture. These are concepts that everyone in Knoll passionately adheres to.
- Family- We are all part of the Knoll family – We support, trust, and respect each other. We maintain a positive and inclusive work environment where everyone is treated kindly and equally.
- Innovation and Creativity- We are a Sales Company dedicated to providing unique, innovative, and creative premium packaging with the best possible quality to luxury global brands.
- Sustainability- We are committed to sustainability with proven metrics, preserving the planet for future generations. We are committed to operating in an environmentally, socially, and economically responsible manner.
- Ethics- We adhere to the highest standards of moral and ethical behavior, without exception. We work with integrity, consistency, transparency, and reliability.
- Continuous Improvement- We strive for continuous improvement and growth – We provide opportunities and develop the next generation including ongoing education and training. We improve and learn from each other every day.
- Diversity- We are a multi-cultural team where differences are respected, recognized and appreciated. This makes us stronger as a global organization.
- Overcoming Obstacles- We welcome challenges. We come together and tackle them as a team, which builds resilience and success.
- Collaborative- We seamlessly cooperate with one another through clear and effective communication – We share information to each other, and we attentively listen to one another. Sharing is caring. Collaboration is critical to success.
- Passion for Quality- We work enthusiastically and efficiently with attention to detail – Knoll stands for Quality, and our work should be Knoll Quality 100% of the time.
- Appreciation- We recognize and appreciate everyone’s contribution to the company. Everyone is important and every job is important.

Shared values are important to everyone. When disregarded or challenged, the emotional impact is negative for all.

## B. GRI Content Index

<b>Statement of use</b>	Knoll Printing & Packaging has reported in accordance with the GRI Standards for the period January 2023 to December 2024
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI sector standard(s)</b>	None

Material topics are marked with an asterisk (\*)

Disclosure	Location/Reasons for Omissions
<b>GRI 2: General Disclosures 2021</b>	
2-1 Organizational details	About: Knoll Printing & Packaging About: Reporting framework
2-2 Entities included in the organization's sustainability reporting	About: Reporting framework
2-3 Reporting period, frequency and contact point	About: Reporting framework
2-4 Restatement of information	About: Reporting framework
2-5 External assurance	About: External Assurance
2-6 Activities, value chain and other business relationships	About: Knoll Printing & Packaging
2-7 Employees	Social: Respecting Diversity and Providing Equal Opportunity
2-8 Workers who are not employees	Social: Respecting Diversity and Providing Equal Opportunity
2-9 Governance structure and composition	About: Knoll Printing & Packaging Governance: Leadership
2-10 Nomination and selection of the highest governance body	About: Knoll Printing & Packaging Governance: Leadership
2-11 Chair of the highest governance body	About: Knoll Printing & Packaging Governance: Leadership
2-12 Role of the highest governance body in overseeing the management of impacts	About: Knoll Printing & Packaging Governance: Leadership
2-13 Delegation of responsibility for managing impacts	About: Knoll Printing & Packaging Governance: Leadership
2-14 Role of the highest governance body in sustainability reporting	About: Knoll Printing & Packaging Governance: Leadership
2-15 Conflicts of interest	Not applicable
2-16 Communication of critical concerns	Governance: Stakeholder Engagement

Disclosure	Location/Reasons for Omissions
<b>GRI 2: General Disclosures 2021</b>	
2-17 Collective knowledge of the highest governance body	About: Knoll Printing & Packaging Governance: Leadership
2-18 Evaluation of the performance of the highest governance body	Not applicable
2-19 Remuneration policies	Not applicable
2-20 Process to determine remuneration	Not applicable
2-21 Annual total compensation ratio	Not applicable
2-22 Statement on sustainable development strategy	CEO's Message
2-23 Policy commitments	Governance: Policy
2-24 Embedding policy commitments	Governance: Policy
2-25 Processes to remediate negative impacts	Governance: Stakeholder Engagement
2-26 Mechanisms for seeking advice and raising concerns	Governance: Stakeholder Engagement
2-27 Compliance with laws and regulations	Governance: Policy
2-28 Membership associations	Not applicable
2-29 Approach to stakeholder engagement	Governance: Stakeholder Engagement
2-30 Collective bargaining agreements	Governance: Stakeholder Engagement
<b>GRI 3: Material Topics 2021</b>	
3-1 Process to determine material topics	Governance: Material Topics for Knoll
3-2 List of material topics	Governance: Material Topics for Knoll
3-3 Management of material topics	Governance: Material Topics for Knoll
<b>GRI 204: Procurement Practices 2016</b>	
Management Disclosures	Environment: Our Products, Designs, and Innovation – Responsible production and consumption & Sustainable sourcing
204-1 Proportion of spending on local suppliers	Not applicable
<b>GRI 205: Anticorruption 2016*</b>	
Management Disclosures	Governance: Ethics and Integrity
205-1 Operations assessed for risks related to corruption	Governance: Ethics and Integrity
205-2 Communication and training about anti-corruption policies and procedures	Governance: Ethics and Integrity
205-3 Confirmed incidents of corruption and actions taken	Governance: Ethics and Integrity
<b>GRI 206: Anticompetitive Behavior 2016*</b>	
Management Disclosures	Governance: Ethics and Integrity

Disclosure	Location/Reasons for Omissions
<b>GRI 206: Anticompetitive Behavior 2016*</b>	
206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Governance: Ethics and Integrity
<b>GRI 301: Materials 2016*</b>	
Management Disclosures	Environment: Our Products, Designs, and Innovation – Responsible production and consumption
301-1 Materials used by weight or volume	Environment: Our Products, Designs, and Innovation – Responsible production and consumption
301-2 Recycled input materials used	Environment: Our Products, Designs, and Innovation – Responsible production and consumption
301-3 Reclaimed products and their packaging materials	Not applicable
<b>GRI 302: Energy 2016</b>	
Management disclosures	Environment: Climate Change Mitigation and Adaptation
302-1 Energy consumption within the organization	Environment: Climate Change Mitigation and Adaptation – Commitment and action plan
302-2 Energy consumption outside of the organization	Not applicable
302-3 Energy intensity	Not applicable
302-4 Reduction of energy consumption	Not applicable
302-5 Reductions in energy requirements of products and services	Not applicable
<b>GRI 303: Water and Effluents 2018*</b>	
Management disclosures	Environment: Managing Impact from Our Operations – Water consumption and discharge
303-1 Interactions with water as a shared resource	Environment: Managing Impact from Our Operations – Water consumption and discharge
303-2 Management of water discharge-related impacts	Environment: Managing Impact from Our Operations – Water consumption and discharge
303-3 Water withdrawal	Not applicable
303-4 Water discharge	Not applicable
303-5 Water consumption	Environment: Managing Impact from Our Operations – Water consumption and discharge
<b>GRI 304: Biodiversity 2016*</b>	
Management disclosures	Environment: Managing Impact from Our Operations – Protection of biodiversity and ecosystem
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Environment: Managing Impact from Our Operations – Protection of biodiversity and ecosystem
304-2 Significant impacts of activities, products and services on biodiversity	Environment: Managing Impact from Our Operations – Protection of biodiversity and ecosystem

Disclosure	Location/Reasons for Omissions
<b>GRI 206: Anticompetitive Behavior 2016*</b>	
304-3 Habitats protected or restored	Not applicable
304-4 IUCN Red List species and national conversation list species with habitats in areas affected by operations	Not applicable
<b>GRI 305: Emissions 2016*</b>	
Management disclosures	Environment: Climate Change Mitigation and Adaptation
305-1 Direct (Scope 1) GHG emissions	Environment: Climate Change Mitigation and Adaptation – Monitoring, measuring, and reporting carbon footprints
305-2 Energy indirect (Scope 2) GHG emissions	Environment: Climate Change Mitigation and Adaptation – Monitoring, measuring, and reporting carbon footprints
305-3 Other indirect (Scope 3) GHG emissions	Environment: Climate Change Mitigation and Adaptation – Monitoring, measuring, and reporting carbon footprints
305-4 GHG emissions intensity	Environment: Climate Change Mitigation and Adaptation – Monitoring, measuring, and reporting carbon footprints
305-5 Reduction of GHG emissions	Environment: Climate Change Mitigation and Adaptation – Commitment and action plan
305-6 Emissions of ozone-depleting substances (ODS)	Not applicable
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable
<b>GRI 306: Waste 2020*</b>	
Management disclosures	Environment: Managing Impact from Our Operations – Waste management
306-1 Waste generation and significant waste-related impacts	Environment: Managing Impact from Our Operations – Waste management
306-2 Management of significant waste-related impacts	Environment: Managing Impact from Our Operations – Waste management
306-3 Waste generated	Environment: Managing Impact from Our Operations – Waste management
306-4 Waste diverted from disposal	Environment: Managing Impact from Our Operations – Waste management
306-5 Waste directed to disposal	Environment: Managing Impact from Our Operations – Waste management

Disclosure	Location/Reasons for Omissions
<b>GRI 308: Supplier Environmental Assessment 2016*</b>	
Management disclosures	Environment: Our Products, Designs, and Innovation – Sustainable sourcing
308-1 New suppliers that were screened using environmental criteria	Environment: Our Products, Designs, and Innovation – Sustainable sourcing
308-2 Negative environmental impacts in the supply chain and actions taken	Environment: Our Products, Designs, and Innovation – Sustainable sourcing
<b>GRI 401: Employment 2016*</b>	
Management disclosures	Social: Working in Knoll – Work conditions and environment
401-1 New employee hires and employee turnover	Social: Working in Knoll – Work conditions and environment
401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	Social: Working in Knoll – Work conditions and environment
401-3 Parental Leave	Social: Working in Knoll – Work conditions and environment
<b>GRI 403: Occupational Health and Safety 2018*</b>	
Management disclosures	Social: Working in Knoll – Occupational health and safety
403-1 Occupational health and safety management system	Social: Working in Knoll – Occupational health and safety
403-2 Hazard identification, risk assessment, and incident investigation	Social: Working in Knoll – Occupational health and safety
403-3 Occupational health services	Not applicable
403-4 Worker participation, consultation, and communication on occupational health and safety	Social: Working in Knoll – Occupational health and safety
403-5 Worker training on occupational health and safety	Social: Working in Knoll – Occupational health and safety
403-6 Promotion of worker health	Social: Working in Knoll – Occupational health and safety
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Not applicable
403-8 Workers covered by an occupational health and safety management system	Social: Working in Knoll – Occupational health and safety
403-9 Work-related injuries	Social: Working in Knoll – Occupational health and safety
403-10 Work-related ill health	Social: Working in Knoll – Occupational health and safety

Disclosure	Location/Reasons for Omissions
<b>GRI 404: Training and Education 2016</b>	
Management disclosures	Social: Working in Knoll – Training, education, and development
404-1 Average hours of training per year per employee	Social: Working in Knoll – Training, education, and development
404-2 Programs for upgrading employee skills and transition assistance programs	Social: Working in Knoll – Training, education, and development
404-3 Percentage of employees receiving regular performance and career development reviews	Social: Working in Knoll – Training, education, and development
<b>GRI 405: Diversity and Equal Opportunity 2016*</b>	
Management disclosures	Social: Respecting Diversity and Providing Equal Opportunity
405-1 Diversity of governance bodies and employees	Social: Respecting Diversity and Providing Equal Opportunity
405-2 Ratio of basic salary and remuneration of women to men	Social: Respecting Diversity and Providing Equal Opportunity
<b>GRI 406: Nondiscrimination 2016*</b>	
Management disclosures	Social: Respecting Diversity and Providing Equal Opportunity
406-1 Incidents of discrimination and corrective actions taken	Social: Respecting Diversity and Providing Equal Opportunity
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	
Management disclosures	Governance: Stakeholder Engagement
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not applicable
<b>GRI 408: Child Labor 2016*</b>	
Management disclosures	Social: Supporting and Respecting Human Rights – Absolute “NO” to child labor
408-1 Operations and suppliers at significant risk for incidents of child labor	Social: Supporting and Respecting Human Rights – Absolute “NO” to child labor
<b>GRI 409: Forced or Compulsory Labor 2016</b>	
Management disclosures	Social: Supporting and Respecting Human Rights – Prevention of forced or compulsory labor
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Social: Supporting and Respecting Human Rights – Prevention of forced or compulsory labor
<b>GRI 414: Supplier Social Assessment 2016*</b>	
Management disclosures	Environment: Our Products, Designs, and Innovation – Sustainable sourcing Social: Supporting and Respecting Human Rights – Absolute “NO” to child labor & Prevention of forced or compulsory labor

Disclosure	Location/Reasons for Omissions
414-1 New suppliers that were screened using social criteria	Environment: Our Products, Designs, and Innovation – Sustainable sourcing Social: Supporting and Respecting Human Rights – Absolute “NO” to child labor & Prevention of forced or compulsory labor
414-2 Negative social impacts in the supply chain and actions taken	Not applicable
<b>GRI 416: Customer Health and Safety 2016</b>	
Management disclosures	Environment: Our Products, Designs, and Innovation – Maximized user experience
416-1 Assessment of the health and safety impacts of product and service categories	Not applicable
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Environment: Our Products, Designs, and Innovation – Maximized user experience
<b>GRI 417: Marketing and Labeling 2016*</b>	
Management disclosures	Environment: Our Products, Designs, and Innovation – Maximized user experience
417-1 Requirements for product and service information and labeling	Environment: Our Products, Designs, and Innovation – Maximized user experience
417-2 Incidents of non-compliance concerning product and service information and labeling	Environment: Our Products, Designs, and Innovation – Maximized user experience
417-3 Incidents of non-compliance concerning marketing communications	Environment: Our Products, Designs, and Innovation – Maximized user experience
<b>GRI 418: Customer Privacy 2016</b>	
Management disclosures	Governance: Ethics and Integrity – Data Privacy and cybersecurity
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance: Ethics and Integrity – Data Privacy and cybersecurity