

# KNOLL CORPORATE POLICY

Updated on September 12, 2025

The *Knoll Corporate Policy* is established to provide a clear framework that guides our organizational behavior and decision-making. This policy creates consistency and accountability across all levels of our company, ensuring that every employee understands their roles and responsibilities in achieving our shared goals. A well-defined policy helps mitigate risks, enhances compliance with legal and ethical standards, and fosters a culture of transparency and integrity. Additionally, our corporate policy serves as a vital communication tool, aligning all stakeholders with Knoll's mission and values while driving performance and promoting sustainable practices. By setting clear expectations, our corporate policy not only protects Knoll but also contribute to our long-term success and reputation as a leader in the industry. To ensure its continued relevance and effectiveness, the policy will be reviewed and updated every three years.

## 1. Sustainable Development Policy

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

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

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

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

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

Principle 5: the effective abolition of child labor; and

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

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

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

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

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

## 2. Environmental Policy

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

## 2.1. Energy Consumption and Greenhouse Gas

- 2.1.1. Greenhouse gas emissions: Knoll commits to calculating, monitoring, and reducing our greenhouse gas emissions, which includes scope 1, 2, and 3 emissions. All employees will be engaged in this initiative. We have set a Science Based Targets Initiative (SBTi) target of a 42% reduction of scope 1 and 2 greenhouse gas emission by 2030 from a 2020 baseline, accompanied by measuring and reducing our scope 3 emissions.
- 2.1.2. Energy source: We will ensure that energy used in our offices and other facilities is sourced sustainably, utilizing renewable energy whenever possible to minimize greenhouse gas emissions.
- 2.1.3. Energy consumption: We will ensure that energy is used effectively and efficiently, applying energy-saving measures whenever practical.

## 2.2. Water

- 2.2.1. Water source: We will ensure that the water used by our facilities is sourced sustainably and reused whenever possible.
- 2.2.2. Water consumption: We will ensure that water is used effectively and efficiently. This includes implementing water conservation practices, such as fixing leaks promptly and utilizing water-efficient fixtures.
- 2.2.3. Water discharge: We will ensure that wastewater is treated, either internally or by local drainage services, before being discharging into water sources to minimize potential adverse consequences on freshwater and marine environments.

## 2.3. Pollution from Direct Operations

- 2.3.1. Knoll commit to minimizing and addressing our impacts on local environments including emission of greenhouse gases, non-GHG air and atmospheric pollutants, particulate matter, noise, odor, light, and accidental contamination. Upon identification of any pollutants from our operations, Knoll will take immediate action to minimize the impact. This includes assessing the sources, implementing mitigation measures, and continuously monitoring the relevant activities to ensure compliance with environmental standards.
- 2.3.2. Air Emissions: (if applicable) We will implement a system to monitor its air emissions, and practicable measures must be applied to minimize concentration of air pollutants.
- 2.3.3. Indoor Air Quality: We will provide sufficient ventilation in indoor spaces and avoid the use of high volatile organic content (VOC) materials to ensure good indoor air quality.

## 2.4. Materials, Chemicals & Waste

*\*\* The term "materials" includes both raw materials used to make our products and daily necessities used in the operation of offices.*

#### 2.4.1. Material Use:

- 2.4.1.1. Office Supplies: The use of office supplies must be optimized at all times to minimize waste. This includes reducing paper usage through digital documentation and encouraging double-sided printing. Employees are urged to choose refillable or reusable items and to avoid single-use products whenever possible.
- 2.4.1.2. Production: Material use in production must be optimized to minimize waste. This involves implementing efficient production processes and carefully assessing material requirements for projects. Employees are encouraged to reuse cut-offs and scrap materials whenever feasible. Continuous evaluation of material consumption will help identify opportunities for improvement.
- 2.4.2. Chemical: We will manage chemical substances by ensuring they are clearly labelled, securely stored, and properly handled. We will explore recovery and recycling options for chemicals used whenever possible.

#### 2.4.3. Waste:

- 2.4.3.1. Knoll is committed to minimizing waste generation in all forms. Reuse and recycling of solid waste will be prioritized, either within Knoll's offices or outsourced to trustable third parties. Disposal will always be considered the last option for waste treatment.
- 2.4.3.2. General Recycling: Employees are encouraged to make reasonable efforts to sort and recycle any type of waste that is recyclable in their respective region.
- 2.4.3.3. Electronic waste: Knoll is committed to responsibly managing electronic waste by reducing it at source, recycling it through trusted parties, and participating in take-back or trade-in programs.
- 2.4.3.4. Ink cartridges: Empty ink cartridges from office operations should be recycled with ink suppliers or trusted third parties when such services are available in the region.

### 2.5. Products

- 2.5.1. Product design: All employees involved in developing new projects should explore and implement eco-friendly designs that adhere to the principles of sustainability. Environmental impacts should be minimized throughout all phases of the product's life cycle whenever possible. All printed materials and packaging should be designed to be recyclable, reusable, or compostable so that end-of-life impact of the product can be minimized. Additionally, alternative options with lower environmental impact should be presented whenever feasible.
- 2.5.2. Products delivery: Prioritize sea shipments as the primary mode of delivery whenever possible. For short-distance deliveries, truck shipments should be prioritized to reduce environmental impact. Plan and schedule production in advance to avoid air shipments. If customers require expedited transportation, suggest alternative delivery options with reduced environmental impact whenever feasible. Encourage customers to place orders earlier to minimize the need for urgent shipments.

### 2.5.3. Customer

- 2.5.3.1. Health & Safety: Knoll is committed to providing non-hazardous products to customers. All practicable steps will be taken to ensure the health and safety of our customers.
- 2.5.3.2. Product Communication: Any communication regarding product features must be accurate and handled with care to maintain transparency and trust. Misleading claims about product benefits and environmental impacts must be avoided, ensuring that all marketing materials reflect true and verifiable information.  
Despite conducting our own testing for claims, Knoll strongly recommends that brands and customers conduct their own testing before making any public statements that could be considered legal claims. Knoll will not take liability for claims made by third parties

### 2.6. Monitoring

Whenever possible, environmental impacts from operations – such as energy consumption, water consumption and discharge, solid waste generation – should be regularly monitored and recorded. This also applies to production impacts, including material consumption, product's recyclability, and energy use.

### 2.7. Environmental Awareness

- 2.7.1. Communication: Knoll's environmental policy, targets, and performance should be regularly communicated to all stakeholders, including employees, suppliers, and customers. Platforms and Methods include, but are not limited to, sustainability reports, presentations, press releases, UNGC Communication on Progress, Ecovadis assessments, and CDP disclosures.
- 2.7.2. Training: Knoll is committed to educating and improving our employees' environmental awareness, ensuring that all decisions and actions consider their impact on the environment.

## 3. Labor & Human Rights Policy

### 3.1. Employee Health & Safety

Knoll is committed to maintaining a healthy and safe work environment while minimizing any adverse health and safety impacts from our operations. All employees will receive internal training on health and safety protocols. We will conduct regular occupational health and safety assessments to identify potential risks to employees. Employees are encouraged to report any identified risks to management immediately. Upon identification of any risk, Knoll will take appropriate measures to minimize or eliminate them. Additionally, when necessary, we will provide adequate personal protective equipment to ensure the safety of our employees.

### 3.2. Working Conditions

- 3.2.1. Working Hours: Knoll must uphold the local legal limit on hours worked, and where no limit is imposed, they must not engage employees for more than 60 hours a week at most, outside of extraordinary circumstances. Employees must receive at least 1 day off each week and must not be required to take work home.
- 3.2.2. Wages and Social Benefits: Knoll must pay their employees either the legal minimum wage or the prevailing industry wage, whichever is higher, as well as any legally prescribed benefits. Employees must not be subject to financial penalties for poor performance or face illegal deductions for benefit payments.
- 3.2.3. Flexible Work Arrangements: Knoll management supports flexible working hours and remote work options for employees whenever feasible to accommodate personal needs of employees and promote a healthy work-life balance. Employees will need to seek supervisor's approval for any flexible work arrangements.

### 3.3. Career Management & Training

- 3.3.1. Training & Development: Knoll is committed to providing equal development opportunities and fostering a strong committed workforce by investing in the training and development of our employees. Employees are expected to attend and complete all trainings allocated by Knoll.
- 3.3.2. Regular Evaluation: Employees will undergo performance evaluations with their supervisor at least once annually to assess their progress, identify areas for growth, and set future goals. These evaluations will be conducted in a transparent manner, providing constructive feedback and opportunities for discussion. The outcomes of these evaluations will inform training needs and career development plans.
- 3.3.3. Further Studies: Knoll encourages and supports our employees in pursuing further studies in related fields.

### 3.4. Social Dialogue

Knoll recognizes employees' rights to freely associate and will comply with all local laws governing their right to select or decline workplace representatives.

### 3.5. Human Rights

- 3.5.1. Knoll respects and supports internationally recognized human rights, such as the *Universal Declaration of Human Rights* and the *International Labor Organization Declaration of Fundamental Principles and Rights at Work*. Knoll seeks to avoid complicity in human rights abuses of any kind.
- 3.5.2. Employment Practices
  - 3.5.2.1. Child labor: Knoll strictly prohibits the use of child labor in any form. We are committed to upholding the rights of children and ensuring a safe and ethical workplace. We comply with all applicable laws regarding the minimum age for employment and will take appropriate measures to prevent child labor in our operations and supply chain.

- 3.5.2.2. Forced Labor: Knoll strictly prohibits the use of forced labor, including any form of coercion or involuntary work. We are dedicated to ensuring that all employment is freely chosen and will not tolerate practices that exploit individuals or violate their rights. Furthermore, mandatory overtime is not permitted, and workers must be allowed to leave their employment after giving reasonable notice. We will never confiscate passports or work permits from employees. Knoll will take the necessary steps to ensure compliance with all relevant laws and regulations related to forced labor.
- 3.5.2.3. Human trafficking: Knoll strictly prohibit any involvement in human trafficking, whether direct or indirect, within our operations or supply chain.
- 3.5.3. Equal Opportunity, Diversity & Inclusion and Nondiscrimination
- 3.5.3.1. Diversity and Inclusion: Knoll provides equal opportunities for all employees in recruitment, compensation, access to training, promotion, termination, and retirement. Everyone should be recruited and promoted based on merit. Knoll is committed to fostering an inclusive and supportive working environment for all employees regardless of age, gender, sexual orientation, family status, disability, race, nationality, religion or political beliefs.
- 3.5.3.2. Discrimination & Harassment: Knoll maintains a zero-tolerance policy toward any form of discrimination and harassment. The Knoll Employee Formal Communication Channel is established for employees to report grievances and whistleblower. We regularly conduct awareness training programs to enhance employees' understanding on discrimination and harassment issues.
- 3.5.3.3. Gender Equality and Women's Empowerment: Knoll is dedicated to promoting gender equality by developing high-level corporate leadership and providing equal opportunities for all individuals in the workplace. We strive to empower women by offering education, training and professional development opportunities.
- 3.5.4. External Human Rights Issues: Knoll is committed to minimizing both direct and indirect negative impacts on human rights for external stakeholders in business operation areas. This commitment includes respecting rights related to property and land, self-determination, safety, privacy, and other fundamental rights.
- 3.5.5. Social Sustainability: Social sustainability involves identifying and managing the positive and negative impacts of our business on people. Knoll is committed to contributing to the community beyond the workplace through volunteer opportunities, charitable initiatives, partnerships, and local engagement. We encourage employees to collaborate with management to identify and engage with additional organizations that can enhance our social sustainability efforts.
- 3.6. Communication
- Knoll is committed to building a supportive and pleasant workplace where employees can openly express their thoughts and emotions. All employees should feel comfortable voicing their opinion, whether individually or in casual group meetings with the Human Resources department or senior management. However, if direct communication is not possible, employees can utilize the suggestion box or submit grievance/whistleblower reports through the Knoll Employee Formal Communication Channel. This channel is designed for

employees to raise concerns, complaints, allegations, or provide information regarding any incidents of fraud, corruption, or misconduct. All submissions will be reviewed and investigated promptly by senior management to ensure a fair and supporting resolution process.

*For more details, please refer to the “Knoll Employee Formal Communication Channel”*

## 4. Ethics Policy

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

### 4.1. Anti-Corruption: Zero-Tolerance for Improper Payments

- 4.1.1. All Knoll employees are required to comply with applicable laws, rules, and regulations regarding anti-bribery and corruption. Given our operations in multiple location, employees must adhere to both local anti-corruption laws and relevant international legislation.
- 4.1.2. No improper payments, gifts, and entertainment accepted: Knoll employees must not give or receive gifts or entertainment unless they meet the following criteria: they are not provided as quid pro quo, are modest in value (below US\$50, unless approved by supervisor), are infrequent and unsolicited, are given on customary gift-giving occasions, and are reasonable and customary within our business and community.
- 4.1.3. No payments to government officials permitted: Knoll strictly prohibits employees from offering any form of advantage or payment to government officials to gain business opportunities or other advantages for the company. All requests or offers of this nature must be rejected immediately and reported to senior management.

### 4.2. Fraud Prevention

Fraud, defined as any intentional deception or misrepresentation that results in an unauthorized benefit, is strictly prohibited. This includes, but is not limited to, falsifying records, misappropriating funds, and provide false information to stakeholders.

### 4.3. Money Laundering is strictly prohibited

Knoll strongly opposes all forms of money laundering. All transactions must comply with national and international anti-money laundering laws. Employees are required to take appropriate measures to prevent money laundering and the financing of terrorism.

### 4.4. Reporting Conflict of Interest

A conflict of interest arises when an individual’s private interest—whether financial, personal, familial, or social—interfere with the interests or official duties of the company. Employees are expected to proactively avoid situations that may lead to actual or perceived conflicts of interest. If a conflict arises, employees



must immediately disclose the situation to their supervisor, allowing for appropriate measures to be taken, including the potential exclusion from relevant decision-making processes.

#### 4.5. Adhering to Principles of Fair Competition Practices

- 4.5.1. Fair competition practices: All forms of anticompetitive practices must be avoided, including agreements on prices with competitors, participating in market allocation, collective boycotts, or sharing of sensitive information. Knoll is committed to full compliance with all competition and antitrust laws.
- 4.5.2. Choosing suppliers and service providers objectively: The selection of suppliers and service providers at Knoll must be based on objective criteria, including performance, quality, and cost. Employees are responsible for selecting the best offer without bias or favoritism stemming from personal relationships or discrimination.
- 4.5.3. Purchasing goods or acquiring services from suppliers for a private use is prohibited: Knoll employees must not acquire any advantages granted by the suppliers for personal use. All transactions should be conducted transparently and ethically.

#### 4.6. Tax Obligation Compliance

A responsible approach to taxation is essential for Knoll's continued operation in different countries. Knoll must comply with all tax legislation applicable in the countries where we operate. We will disclose all necessary information to authorities as required and must not intentionally provide false reports to evade tax obligations. All employees are also expected to satisfy their own tax obligations.

#### 4.7. Upholding Accuracy and Standards: Accounting and Reporting

All accounting and reporting must adhere to recognized accounting standards and relevant legislations. Transactions with suppliers and customers shall only be conducted against invoices issued by Knoll Printing & Packaging and the respective parties.

#### 4.8. Responsible Information Management

- 4.8.1. Knoll is committed to safeguarding the integrity, confidentiality, and availability of information. All employees should make sure that information collected, stored and processed must comply with applicable laws and regulations, as well as to protect the interests of Knoll, its employees, customers, and partners.
- 4.8.2. Data access and sharing: Access to information must be granted based on the principle of least privilege, ensuring that employees have access only to the information necessary for their roles. Sharing of confidential or restricted information with external parties is prohibited unless specifically authorized and documented.
- 4.8.3. Data protection and password security:
  - 4.8.3.1. Knoll will provide appropriate training to ensure employees understand best practices for data protection and cybersecurity.



- 4.8.3.2. Employees must take appropriate measures to protect information from unauthorized access, disclosure, alteration, or destruction. This includes securing devices used to access sensitive information through methods such as encryption, locking screens when not in use, and ensuring devices are protected by strong passwords and security software.
- 4.8.3.3. Unique individual login credentials of any systems, servers, and websites should not be shared with anyone. Records of login credentials should be securely stored.
- 4.8.3.4. Employees should also be vigilant against phishing attacks and other cybersecurity threats, reporting any suspicious activities immediately.
- 4.8.4. [Data retention and disposal](#): Knoll will maintain information only for as long as necessary to fulfill its business needs and comply with legal requirements. Employees must ensure that data are stored securely and disposed of properly to minimize the risk of unauthorized access to confidential information
- 4.8.5. [Knoll's Intellectual Property](#): All Knoll employees must take appropriate measures to protect Knoll's Intellectual Property. Unless needed to carry out task, employees should not take photos or reproduce information about our machinery and process. Knoll shall be entitled to sole ownership of any intellectual property rights including but not limited to software programs, hardware specifications and other property rights created, developed, and discovered by Knoll employees while in the course of his/her employment with the Company, including all registrations for the same.  
*For more detail, please refer to the 'Knoll Intellectual Property Agreement'*
- 4.8.6. [Personal Data Privacy](#)
  - 4.8.6.1. This policy establishes the minimum standards that all Knoll employees must follow when handling personal data. Employees are required to comply with local laws, especially when those laws are more stringent than the policy's guidelines. Personal data must be collected for lawful purposes and by fair means, ensuring that the information is accurate and up to date. It should not be retained longer than necessary for its intended purpose
  - 4.8.6.2. Unless explicit consent is obtained from the individual, personal data must not be used for any purposes other than those specified at the time of collection. To safeguard this data, Knoll will implement appropriate security measures to protect personal data against unauthorized or accidental access, processing, erasure, or use.
- 4.8.7. [Video Surveillance](#)
  - 4.8.7.1. Closed Circuit Television (CCTV) should only be used where necessary for a lawful purpose. Individuals must be explicitly informed that they are subject to CCTV surveillance. Cameras should be positioned to avoid unnecessary intrusion into individuals' privacy, and no CCTV should be installed in areas where individuals have a reasonable expectation of privacy.
  - 4.8.7.2. Knoll will implement appropriate security measures to prevent unauthorized access to the CCTV system. This includes establishing access controls that define who can access recorded images and under what circumstances.

#### 4.8.8. Using Artificial Intelligence

- 4.8.8.1. At Knoll, we recognize the potential of artificial intelligence (AI) as a powerful tool in the workplace. However, we also acknowledge the associated risks, particularly regarding security and the protection of proprietary information. The use of AI can expose sensitive company data, including our design efforts, supply chain information, and financial details, which are critical to our competitive advantage.
- 4.8.8.2. All employees should only use AI in a practical manner, specifically for task such as translation, writing and researching documents. It is essential that employees exercise caution when using AI. Employees are encouraged to remain vigilant and report any concerns regarding AI usage that may pose a risk to our company's information security.

#### 4.9. Responsible Use of Company Asset

Knoll is committed to promoting responsible and ethical use of its assets to ensure that they are utilized effectively and safeguarded against misuse. All employees are expected to treat company assets – including physical property, intellectual property, technology, and financial resources – with care and respect.

To support employees in their roles, Knoll will provide the necessary assets and tools required to carry out their tasks efficiently. Employees must use these resources solely for legitimate business purposes and in ways that align with Knoll's values and policies. Employees are responsible for maintaining the security of company assets in their possession and must report any loss, theft, or damage immediately to their supervisor.

### 5. Sustainable Procurement & Supply Chain Policy

Knoll is committed to managing the environmental and social impacts within our supply chain. Our expectations for suppliers are outlined in the '*Knoll Supplier Code of Conduct*'. We prioritize partnerships with suppliers who have integrated sustainable and ethical practices into their organizations. Furthermore, we will collaborate with our suppliers to continuously enhance their performance, aiming to minimize negative while maximizing positive environmental and social outcomes.

Regular assessments will be conducted to evaluate suppliers' adherence to social responsibility standards. We will prioritize suppliers with social audits and environmental audits to ensure compliance with our expectations. Collaborating with suppliers to address any identified issues and implement corrective actions will be a key part of this process. We will provide resources and training for our suppliers on sustainable practices and the importance of sourcing sustainable products. By fostering a culture of sustainability, we aim to enhance the overall resilience of our supply chain.

#### 5.1. Manage Environmental Risk

- 5.1.1. We will prioritize managing the risks associated with environmental impacts in supply chain management, alongside conventional procurement considerations such as price, quality, and reliability.

- 5.1.2. We will maintain records of materials used in products sold to Knoll. For materials supplied by Knoll, the treatment of excess materials post-production will be determined by Knoll.
- 5.1.3. [Sustainable Material and Sourcing](#)
  - 5.1.3.1. Materials will be sourced sustainably, in appropriate amounts, and used responsibly, with a preference for those that minimize environmental impact.
  - 5.1.3.2. We will minimize the carbon footprint associated with material transportation by sourcing locally or prioritizing sea shipment for imported materials.
  - 5.1.3.3. Recycled materials will be prioritized if they meet quality standards and availability. Customers should be notified when recycled options are possible.
  - 5.1.3.4. No wood products should be sourced from controversial sources. Only FSC-certified forest-based materials should be used for all Knoll products. If FSC-certified options are unavailable, we will actively seek alternative suppliers or collaborate with current suppliers to make the concerned material available in FSC-certified options.  
*For more information, please refer to the “No Deforestation, No Peat, No Exploitation (NDPE) Policy”*
- 5.2. [Manage Social Risks](#)
  - 5.2.1. We are dedicated to addressing social impacts within our supply chain, ensuring that our procurement practices uphold human rights and promote fair labor conditions.
  - 5.2.2. We will work with suppliers to ensure compliance with labor laws, advocating for transparency and encouraging suppliers to adopt fair labor policies.
  - 5.2.3. We will prioritize suppliers committed to employee welfare, including health benefits, training, and opportunities for professional development.
  - 5.2.4. We will encourage suppliers to engage with local communities and support social and economic development through local hiring and community initiatives.