

## ZERO CHAIRS TO LANDFILL POLICY

### Introduction

At Ergochair, we are dedicated to promoting sustainability and social responsibility. This Zero Chairs To Landfill policy outlines our commitment to taking away customers' old office chairs, evaluating them, repairing and refurbishing them, before finally donating them to charity causes if we can. Our goal is to reduce waste, extend the life of office furniture, and support charitable organizations across the globe.

### Scope

This policy applies to all employees, customers, contractors, and business partners involved in the refurbishment and donation process of office chairs at Ergochair, including those donating and those receiving goods.

### Principles

#### 1. Sustainability

- We aim to reduce waste by refurbishing and reusing office chairs that would otherwise be discarded. This initiative supports our commitment to environmental sustainability and resource conservation.
- We use eco-friendly materials and processes in the refurbishment of office chairs to minimize our environmental impact.

#### 2. Customer Engagement

- We offer our customers the option to have their old office chairs taken away when they purchase new ones from us. This service is designed to make it easy for customers to participate in our sustainability efforts.
- We provide clear information to customers about the refurbishment and donation process, encouraging their involvement and support.

#### 3. Evaluation and Refurbishment

- We thoroughly evaluate each office chair for defects and faults upon collection. This includes checking for structural integrity, functionality, and aesthetic condition.
- We repair and refurbish office chairs to ensure they meet our quality standards before donation. This process may involve replacing parts, reupholstering, and performing necessary maintenance where it can be achieved.

#### 4. **Charitable Donations**

- We partner with reputable charitable organizations to donate refurbished office chairs to those in need. This includes schools, non-profits, and community centres.
- We prioritize donations to organizations that align with our values and have a positive impact on the community.

#### 5. **Benefits to Customers**

- By participating in our refurbishment and donation program, customers can contribute to environmental sustainability and social responsibility.
- Customers benefit from the convenience of having their old office chairs taken away and knowing that they are being put to good use rather than ending up in a landfill.
- This program also allows customers to support charitable organizations and make a positive impact on the community.

#### 6. **Environmental Impact**

- Our refurbishment and donation program significantly reduces waste by extending the life of office chairs and preventing them from being discarded.
- By refurbishing and reusing office chairs, we conserve resources and reduce the demand for new materials, which helps to lower our overall environmental footprint.
- This initiative supports our commitment to sustainability and aligns with our goals of reducing waste, conserving resources, and minimizing our environmental impact.

#### 7. **Charity Selection**

- We select charities to work with based on their alignment with our values and mission. This includes organizations that focus on education, community development, and environmental sustainability.
- We conduct thorough evaluations of potential charity partners to ensure they have a positive impact on the community and effectively utilize the donated office chairs.
- We prioritize partnerships with charities that have a proven track record of success and transparency in their operations.

#### 8. **Continuous Improvement**

- We are committed to continuously improving our refurbishment and donation practices by setting measurable goals, monitoring progress, and implementing best practices.
- We encourage innovation and collaboration with our partners to develop sustainable solutions and improve overall program performance.

## Implementation

- **Customer Communication:** We provide information to customers about the option to have their old office chairs taken away and the benefits of participating in our refurbishment and donation program.
- **Training and Awareness:** We provide training and resources to our employees to ensure understanding and compliance with this policy.
- **Monitoring and Reporting:** We regularly monitor and report on our refurbishment and donation performance, including conducting audits and assessments of our processes.
- **Grievance Mechanism:** We have established a grievance mechanism for employees, customers, and stakeholders to report any concerns or violations of this policy.

## Certification.

Certification is provided to the original business that donated the chairs. This certification is produced by internal Ergochair employees in line with the tracking metrics captured throughout the process and contains the below key KPI's:

- **XXX** kg of landfill waste prevented.
- **XXX** kg CO2e footprint reduction.
- **XXX** Chairs prevented from reaching

## Conclusion

By adhering to this policy, Ergochair aims to create a positive impact on the environment and society. We are committed to upholding the highest standards of sustainability and social responsibility through our office chair refurbishment and donation program.

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