



2009  
Corporate Social Responsibility Report



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General Manager Jeff Fenwick

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At Kimball Office, we're dedicated to not only meeting current social and environmental standards, but also setting new ones. As we enter a new decade, further innovation in social responsibility is one of our top priorities.

Our company has a 40-year history of environmental and social responsibility. Respect for our customers, employees, and community have shaped our culture. We have incorporated several of our Guiding Principles, which serve as guideposts for responsible corporate behavior, throughout this report. To learn more about them, visit [www.kimball.com](http://www.kimball.com).

This report will share our history and explain our strategic approach to sustainability. It will emphasize the important role our people play in the continuous improvement of our processes, products, and the environment. We'll take a look at numbers that demonstrate the real-life impact of our efforts. And we'll provide an account of awards, showing how the furniture community and others have recognized our work in these areas.

We hope this report demonstrates our passionate commitment to being a responsible corporate citizen. Our goal is to create relevant environments inside, while contributing to a better one outside. We think you'll find that we've achieved, and will continue to achieve, exactly that. On behalf of everyone at Kimball Office, I thank you for your interest. I encourage you to visit us at [kimballoffice.com](http://kimballoffice.com) for more information, or to contact our Sustainability Manager if you have further questions.

Sincerely,

Jeff Fenwick  
Vice President/General Manager

## Organizational Profile



Headquartered in Jasper, Indiana, Kimball Office is a business unit of Kimball International, a \$1.2 billion publicly held corporation.

For 40 years, we've been designing and manufacturing office furniture that is inspiring, productive, and environmentally responsible, all while leading the way in the promotion of employee safety, engagement, community involvement, and the responsible use and preservation of our natural resources.

We are members of the U.S. Green Building Council (USGBC) and The Business and Institutional Furniture Manufacturer's Association (BIFMA). We are heavily involved in the development of the BIFMA furniture sustainability standards, and 98 percent of our products are level™ certified.

We offer SCS Indoor Advantage™ and Forest Stewardship Council-certified products to assist our customers with their LEED® building projects, and we strive to make sure our own facilities meet or exceed LEED-CI (Leadership in Energy and Environmental Design—Commercial Interiors) standards.

Our extensive product portfolio includes:

- Systems
- Desking
- Reception Desks/Stations
- Conference and Training Tables
- Filing and Storage
- Task Seating
- Executive/Desk Seating
- Guest/Side Seating
- Lounge/Lobby Seating
- Ganging/Stacking Chairs
- Occasional Tables and Accessories

Kimball Office manufacturing operations comply with all local, state and federal regulatory requirements. Locations include:

- **KO Jasper**  
Jasper, IN 47549
- **KO Salem**  
Salem, IN 47167
- **KO Post Falls**  
Post Falls, ID 83854

Kimball Office is proud to display office furniture solutions in corporate showrooms throughout the United States, including the following locations:

- Atlanta, GA showroom – LEED-CI Silver
- Boston, MA showroom
- Chicago, IL showroom – LEED-CI Silver
- Dallas, TX showroom
- Jasper, IN showroom – LEED-CI Gold
- Los Angeles, CA showroom – LEED-CI
- New York, NY showroom – LEED-CI
- San Francisco, CA showroom – LEED-CI Gold
- Washington, DC showroom



## Our History



Founded as a wood furniture manufacturer, we have always had a connection to the land. We pursue sustainability with passion and purpose. The ideas of conservation, sustainability, and sensitivity to the environment have been deeply ingrained in our culture. We feel a connection to the forest, and an obligation to protect and conserve what grows there, as well as the communities that have grown around it. Our history demands it.

1950

- Founded as the Jasper Corporation

1959

- Acquisition of the W.W. Kimball Piano Company

1963

- Kimball's first reforestation efforts take place on 280 acres

1970s

- Kimball Office furniture brand is introduced to the market
- The Kimball International Environmental and Energy Management Department is created
- Dust control systems are installed in all plants to collect 99 percent of all wood dust and return clean air to the plants, saving energy in the process
- Wood-fired boiler systems are installed to convert wood waste to energy, and eliminate it from landfills
- Membership in The Business and Institutional Furniture Manufacturer's Association (BIFMA)

1980s

- Implementation of high solids catalyzed topcoats reduces VOCs by 15 percent while improving durability
- Implementation of our hazardous waste management program reduces hazardous waste by 80 percent
- Cardboard recycling program is implemented
- Initial compliance reporting to EPA on all SARA chemicals

1990s

- Launched the Trees for Tomorrow program
- Guiding Principles documented into programs and processes
- Post Falls, Idaho operations start up
- Implementation of NESHAP program
- Kimball acquires an additional 11,700-acre land tract

2000–2009

- Indiana facilities earn OSHA VPP Star status
- Corporate Recycling Center is established
- Mississippi Governor's Award for Corporate Recycler of the Year
- "Corporate Conservator" from the Nature Conservancy
- Indiana Governor's Award for Excellence in Recycling
- Membership in the USGBC
- HONDA ISO 14001 Recognition Award for Excellence in Recycling
- Conversion to powder coating from liquid paints completed
- Jasper, IN showroom earns LEED® Gold Certification
- Chicago, IL showroom earns LEED® Silver Certification
- Membership in IDEM Partners for Pollution Prevention
- First products meet BIFMA Furniture Emissions Standards (FES)
- New York, NY showroom earns LEED® Certification
- Kimball Membership in IDEM Vehicle Idling Program
- First products meet California 01350 Environmental Requirements
- Environmental Management System ISO 140001 Registration
- Systems products receive SCS Indoor Advantage™ Certification
- U.S. EPA SmartWay™ Transport Program participation
- FSC Certified Wood product offerings available
- Implementation of Pura™ water-based UV top coat
- Products meet California Air Resource Board (CARB) Air Toxins Control Measure 93120 Phase 1
- Greenhouse gas emissions baseline developed
- First product life cycle assessment completed
- Atlanta, GA showroom earns LEED® Silver Certification
- San Francisco, CA showroom earns LEED® Gold Certification

# Enhancing the Home We All Share

Guiding Principle: "The environment is our home. We will be leaders in not only protecting, but enhancing, our world."

At Kimball Office, we are proud of our environmental stewardship. Furthermore, we are committed to sustainable business practices and continuous improvement. It's part of our heritage to take initiative, to reduce waste, to conserve energy, to commit fully and to lead by example. It's not enough to simply sustain. We strive to enhance our world.

# ISO 14001 2004 Environmental Management System

Since 1987, all Kimball Office manufacturing facilities have undergone annual environmental/safety audits, conducted as if the most stringent EPA/OSHA inspector were performing the inspection. The Kimball Corporate Environmental Group monitors and inspects all manufacturing plants. Our environmental managers regularly conduct Federal EPA-approved training sessions. Government inspectors from various states now reference Kimball as one of the industrial models to emulate with regard to environmental compliance methods and procedures.

In May 2008, all Kimball Office manufacturing facilities received ISO 14001 registration. A core principle of our Environmental Management System (EMS) is continuous improvement. All significant process changes go through a formal review for their potential to affect the environment.



# Trees for Tomorrow

Since 1990, Kimball has given away over 362,000 seedlings for neighborhood enhancement and community disaster recovery efforts. In the last 19 years, the Trees for Tomorrow program has offered a wide variety of North American hardwood and softwood species, helping to support a greater biodiversity in the areas where these trees have been planted. By improving the quality of life in our communities, we improve ourselves.



Not Just Sustainable. Responsible.

Guiding Principle: “Recognizing that an attitude of pride in the company and the community are intertwined...”

At a time when every company is eager to lay claim to sustainability, it’s difficult to separate those who talk about it from those who practice it. In 1970, Kimball International President Thomas L. Habig addressed this very issue in a newsletter to employees:

“Many were aware of the problems of the environment years before it became a popular crusade of the now conscious public,” Habig wrote. “And it makes us proud that we were one of those who recognized the need for improvement and took action. We plan to continue, in our own small way, to help make our communities a better place to work and live.”

All Kimball Office operations comply with local, state, and federal regulations, and have not received fines or non-monetary sanctions during this reporting period.

Two years after Hurricane Katrina, with New Orleans still desperately in need of assistance, Kimball Office donated eight furnished offices to businesses and non-profit organizations that were busy rebuilding lives and their communities. Holding its annual national sales meeting in New Orleans, Kimball Office planted over 150 Oak and Sycamore trees in the city’s East End Park.

Spring 2009 brought another program designed to empower our employees to help—the Kimball Office “Pledge To End Hunger.” Kimball Office joined with Tyson Foods to create awareness around the issue of hunger in America, and provide food to those in need.

Kimball Office also donated \$10,000 to the Chicago Lighthouse—an organization dedicated to the visually impaired—and hosted an event that raised \$20,000 for New York Yankees star Derek Jeter’s Turn 2 Foundation, which motivates youth toward healthy lifestyles.

Our manufacturing facilities and sales regions throughout the United States also routinely participate in local events, organizing food drives, Toys for Tots, and donating products for local charities.

# Our People are the Company

Guiding Principle: “We seek a diversified group of employees who can be committed to preserving and enhancing these values.”

Kimball Office supports equal opportunities regardless of gender, age group, or minority status. We have developed a unique culture over the years, with a sharp focus on teamwork and relationship building. We’ve developed strong relationships with each other and with our customers, our suppliers, and the communities in which we live and work. The average tenure for a Kimball Office team member is over 15 years, and many of our customers and suppliers have been with us for 40 years.

	Female	Minority
SR/Mid/Line Management	31%	2%
Technical/Professional Employees	37%	5%
Sales Employees	58%	8%
Operations/Manufacturing	34%	7%
Total Employees	38%	6%

Our efforts to be socially responsible extend beyond the workplace, as many Kimball Office employees volunteer and actively support community organizations and events. For our people, social responsibility isn’t just a way of work. It’s a way of life.



# A Commitment to Safety

We at Kimball Office believe that all incidents and injuries are preventable, and that the health and safety of our employees and their families is critical to our success. We also believe that the best way to continually improve is to regularly involve our team members in monitoring and improving our processes. To that end, 75 percent of our team members participate daily in formal management/worker meetings to monitor and improve our safety program. All safety statistics, achievements, and issues are regularly reported to the highest levels of the organization. Safety statistics for each facility are available to all Kimball Office employees through our Intranet.

These efforts have led to a significant reduction in our “All Injury Rate” every year, for the last seven years. The actual number of injuries reported is now at the lowest in over a decade.

We are always looking for ways to improve our safety standards. To that end, in 2000, we began participating in OSHA’s Voluntary Protection Programs (VPP), which helps us promote effective workplace safety and health practices. Star status by VPP is OSHA’s official recognition of outstanding efforts on the parts of employers and employees who have achieved exemplary occupational safety and health.

## Products Designed for Durability and the Environment

Guiding Principle: “Offering ideas for improvements and new products is an opportunity we all share, a responsibility we must all accept.”

One way to measure a company’s commitment to the environment is by their products. Every day, using Lean Manufacturing techniques, we find ways to improve ours while eliminating waste from our processes. In fact, 75 percent of our workforce participates in daily meetings to monitor trends and solicit improvement ideas.

## DfE Approach

To improve our environmental performance, Kimball Office uses an EPA-based “Design for the Environment” (DfE) approach. The process begins early in the product conceptualization phase, where all component and process environmental attributes are considered to minimize any significant environmental aspects.

## Recycled Content

Our products are fabricated from recyclable wood, metal, glass, and aluminum with a high-recycled content. Our desks and storage solutions average 82 percent recycled content, and we offer fabrics with 100 percent recycled content. Our packaging is 100 percent recyclable. For a complete listing of the environmental data of our products, please see our website at [www.kimballoffice.com](http://www.kimballoffice.com)

## Finishes and Adhesives

Kimball Office is committed to using low-emission adhesives, paints, and wood finishes. We use water-based adhesives where possible and powder-coat paints on metals. We have also minimized chrome plating by offering our clients non-chrome alternatives.

In 2008, we introduced Pura,<sup>®</sup> a proprietary, water-based UV finish that has virtually no volatile organic compounds (VOCs) and meets or exceeds all indoor air quality standards. Along with the dramatic reduction in VOCs that Pura offers, the Pura application processes have been designed to eliminate or capture hazardous waste materials to be reformulated and recycled back into the same process.



## Environmentally-Conscious – Customer-Focused

Guiding Principle: “We must provide innovative products and services that excite our customers and exceed their expectations of quality, features and enduring design.”

At Kimball Office, we strive to create relevant products by “tuning in” to our customer’s needs. Over the years, those needs have included durability and quality, leading to one of the industry’s first lifetime warranties. Likewise, the need for indoor air quality and sustainable raw materials led to our products’ BIFMA level™ and SCS Indoor Advantage™ certifications. Indeed, our improvement efforts make their way into our products in some pretty unique ways. To date, Kimball Office has been awarded 59 different patents, with several dozen more in pending status.

A patent-pending compound miter joint has been developed by Kimball Office engineers to help create a light, contemporary aesthetic. The joint itself is complicated to produce from a manufacturing standpoint, but utilizing custom-built machines, Kimball Office has been able to bring this feature to its Fluent® line of desking and casegoods.



## Innovations and Solutions

We’ve made major efforts to make our finishes greener, investing in more efficient oven technology, and reducing our energy usage. We’ve also designed new processes that use renewable forms of energy. For example, Pura,™ our proprietary UV finish, includes virtually no VOCs. The Pura application process captures over-spray, and recycles it back into the finish process, eliminating the waste material.

## Sustainable Wood and Forestry

Kimball Office leverages a global supply network of domestic and international partners. Materials are regionally sourced when possible. Many of our supply partner relationships were developed early in our company’s life, and we have several supply partners that have been with us the full 40 years our company has been in business. We offer customers the option of wood certified by the Forest Stewardship Council (FSC), providing a chain-of-custody that guarantees the wood is from sources practicing responsible, sustainable forestry.



## Our Philosophy and Progress

A look at the recent progress of Kimball Office's sustainability efforts.

### *Our Philosophy and Key Objectives*

At Kimball Office, sustainability is a passionate pursuit. We are proud of our environmental stewardship, and are committed to not only being a socially responsible company, but helping others along the way. Our strategic approach to sustainability is based on engaging our employees and supply chain in the continuous improvement of our combined facilities, processes, products, and environment. We will continue to contribute leadership and resources to both the industry and government agencies, while expanding our education activities. We will also continue to focus on our buildings, performing renovations using USGBC LEED® standards. Finally, we will continue to design new products utilizing Design for the Environment (DfE) Protocols.

### *Waste Reduction and Recycling*

Kimball Office uses a variety of methods to reclaim waste materials during the manufacturing process, injecting them back into the same process whenever possible. When waste is generated, we turn to recycling. And as always, we're constantly looking for ways to improve our recycling processes. In 2009, our Salem, Indiana facility improved its recycling rate by 26 percent. In 2010, our efforts to date include increases in our recycle rates at all facilities. We currently recycle 62 different commodities. And for many years, Kimball International has recycled or reused a minimum of 87 percent of all solid waste generated from its facilities.

Kimball Office's continued commitment to sustainability and the environment includes an on-site corporate recycling center, which began in 2002, recycling 65 different items in more than 15 categories. The amount of recycling at the plants has increased steadily since 2002. Products recycled include steel, aluminum, glass, oil, fabric, toner cartridges, plastics, wood, cardboard, electronic equipment, and others materials. Since 1997, Kimball has prevented more than 465,000 tons of waste from being added to landfills.

Recycled Commodities:

- Cardboard Bales
- Plastic Bottles
- Steel Banding
- Toner Cartridges

## Meeting—and Exceeding—Standards

Guiding Principle: “We must also respond quickly and creatively to ideas from others, both internally and externally.”

Increasingly, our customers need and demand furniture solutions that meet higher environmental and quality standards. As we've strived to meet them, we've used globally recognized, transparent and consensus-based certification systems to document and support our product and process claims.

Many of our products now meet Indoor Advantage™ program requirements, and are third-party certified by Scientific Certification Systems (SCS) to the BIFMA Furniture Emissions Standards and LEED® requirements.

### *Testing and Evaluation*

Our product testing team evaluates all Kimball Office products, ensuring they meet and exceed ANSI and BIFMA Standards. Our team members regularly participate on BIFMA and USGBC committees to contribute to industry-wide standards.

### *Energy Usage*

When we began reducing fuel usage and emissions in our logistics operations, it earned us certification by the EPA as a SmartWay<sup>SM</sup> partner. Our ranking in the top 25th percentile of SmartWay<sup>SM</sup> partners attests to our commitment to saving fuel and reducing emissions.



### *Air and Water Emissions*

Our products are manufactured without CFCs, achieving 'label-free' status under the EPA's regulations concerning ozone-depleting chemicals. Our current Significant Environmental Aspects for 2010 include continued VOC and formaldehyde reductions, along with reductions in our water consumption per unit produced. In 2009, Kimball Office completed a number of programs resulting in a 52 percent reduction in water usage by our Post Falls, Idaho facility. Meanwhile, our Jasper, Indiana facility saw a 54 percent reduction in VOCs for clear coats, and a 70 percent reduction in formaldehyde emissions from clear coats.

### *Energy Management and Conservation*

The proper management of energy and its impact on global warming is important to all of us. We have established our greenhouse gas emissions baseline, and our facilities are engaged in reductions for 2010. In 2009, our Idaho facility saw a seven percent reduction in electrical usage through the use of high-efficiency lighting and other changes. Our wood finish operations have been a large part of our energy demand. Kimball Office has made significant investments over the years to reduce our energy consumption in the finish process, investing in technology that focuses the energy necessary for wood finishing on the materials being processed. We have also designed finish processes that can utilize renewable energy sources. And our partnership with SmartWay<sup>SM</sup> helps us ensure that our logistics practices and transportation methods have minimal effects on the environment.

### *Renewable Energy*

Wood scraps and sawdust generated by our own furniture plants (as well as others) are used as clean-burning fuel at some of our manufacturing facilities, converting waste to energy and reducing the need for fossil fuels. Our Idaho facility receives its electrical energy from a local hydroelectric plant.

The utilization of wood waste as fuel reduces the demand on landfills and greenhouse gas emissions since burning wood waste is considered carbon neutral.



## An Account of Accolades

Kimball Office has received numerous awards and praise from environmental groups, federal, and state government agencies, industry associations and customers. In 2009, we received the following:

- Kimball Office—San Francisco showroom recognized in Top Ten LEED® Projects by *Interiors & Sources* Magazine
- Kimball Office Hum. Minds at Work® research book received “Red Dot,” International Sign of Excellence in Communication Design
- Kimball Office achieved its third “STAR” certified site under the OSHA VPP with the Kimball Office—Jasper Cherry Street
- Kimball Office achieved LEED-CI Gold for San Francisco, CA showroom
- Kimball Office earned level™ Certification for its entire product portfolio—one of the first in the industry to have its product certified to a new furniture sustainability standard
- Kimball Office achieved LEED-CI Certification for Atlanta, GA showroom
- Kimball Office ranked #82 among the Top 250 GSA Vendors by *Federal Times* magazine
- Kimball Office earned Office Furniture Dealers Alliance (OFDA) 2009 Manufacturer of the Year Silver Award
- Interstuhl® Fit,™ marketed and sold by Kimball Office, earned Best of NeoCon 2009 Innovation Award
- Kimball Office received ASID Design Excellence Award-Gold for Atlanta, GA showroom
- Kimball Office—Salem received the “Above and Beyond” Award from the Indiana Employer Support of the Guard and Reserve (ESGR)
- Kimball Office earned LEED-CI Silver Certification from the USGBC for its recently completed corporate headquarters
- Kimball Office—Post Falls named “Large Business of the Year” by the Post Falls Chamber of Commerce
- The Chicago Athenaeum: Museum of Architecture and Design and the European Centre for Architecture Art Design and Urban Studies distinguished Kimball Office with a Good Design® Award for its Hum. Minds at Work® furniture line
- The Chicago Athenaeum: Museum of Architecture and Design GREEN GOOD Design Award for Jasper, IN showroom



Together, We Move Forward.

Guiding Principle: “We must provide innovative products that excite our customers and exceed their expectations of quality, features and enduring design.”

There’s no end to our efforts toward sustainability and social responsibility—only the ever-evolving journey. And it is one to which Kimball Office is firmly committed. As we continue moving forward, our list of goals keeps growing.

We’ve already begun implementing energy-reduction practices within our facilities. We are researching ways to further increase recycling rates, reduce VOCs associated with wood finishing operations, and reduce water and electricity consumption. To that end, we’re re-lamping production and warehouse areas with more efficient fixtures, replacing natural gas ovens with sensor-controlled electric halogen ovens and old air compressors with new, energy-efficient units.

We are also establishing goals for greenhouse gas emissions, and looking for ways to reduce our carbon footprint. And we’re still striving to give our clients products that set new standards for sustainability. Currently, more than 98 percent of our products are BIFMA level™ certified. Several products are under consideration for BIFMA level™ II and III certifications.

We are ramping up our efforts to help customers obtain LEED® certification, and developing more sustainability strategies and incentives with our supply chain partners.

As we move forward, our sustainability efforts, as well as our furniture, will steadily improve. And gradually, so will the world around us.

This report was prepared with consideration given to the Global Reporting Initiative (GRI) Guidelines.



Kimball Office is proud to offer office furniture solutions which may contribute toward achieving U.S. Green Building Council LEED® certification status in your facilities. The LEED® Green Building Rating System™ is the nationally accepted benchmark for design, construction, and operation of high performance green buildings.



One of the largest contributions office furniture can make to a building's LEED® certification is indoor air quality via low-emitting products. For certification of our product lines, Kimball Office uses the Indoor Advantage™ program from Scientific Certification Systems (SCS).



the BIFMA sustainability standard

level™ certification ensures a comprehensive, independent, and impartial assessment of the environmental and social impacts of products manufactured to the BIFMA e3 sustainability standard.

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**Production Phase**

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Reviewed by Studio?: No

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