

International Circular Services



Sustainability and making the world better is one of Haworth's foundational, company-wide values. Finding new ways to support a more circular business model is an essential part of our strategy. One key area is our commitment to Circular Economy, shifting from a traditional, linear economy (cradle to grave) to a more circular approach (cradle to cradle). We are dedicated to find ways to maintain product value by keeping resources in high quality use cycles and gradually designing waste and pollution out of the system.

It Starts with Circular Product Design

Through our design-led approach, we're committed to addressing all relevant impacts of our business. In line with our global commitment to circular design, our design teams consider the environmental, social, and economic impacts through sustainable material choices, waste-reducing engineering processes, avoidance of harmful chemicals, alignment with leading certifications, and closing loops by designing for continued product use.

Haworth products are designed for a long life, with replaceable wearing parts and easy dismantling. Individual component identification and preference of reversible bonding mechanisms facilitate high value reuse and recycling options. Our quality products are made of valuable materials, most of which are suitable for reuse or otherwise recovery to serve as ingredients in new products.

From Our Global 2025 Commitments

Circular Design

100% of new products designed using circular design principles.

End of Life Program

Offer sustainable solutions for customers' used furniture, including repair, refurbish, reuse, recycle, and/or remanufacture

Product as a Service

Program(s) for Product as a Service in place including leasing and pay-per-use

Based on the products' weight, the following three material groups are the most relevant in Haworth products: metals, mainly **steel and aluminum**, plastics, and wood-based materials, mainly particleboard. Both steel and aluminum are widely recycled materials and excellent technical nutrients. Their scrap is valuable, recycling facilities are widely available, and they can be recycled by using a relatively modest amount of energy. Common **plastics** such as polyethylene (PE), polypropylene (PP), and nylon (PA6) are easy to recycle in most areas. Glass-filled nylon is a common structural plastic used in place of steel or aluminum in several applications. With sufficient volume it is easy to recycle this material and is becoming even easier as the recycling industry grows and matures. Haworth plastic parts are marked for recycling, to simplify and foster the recycling process. Composite wood materials, like **particleboard**, are made of wood scrap mixed with resins. This combination produces a durable material that provides high design flexibility. While it is technically feasible to recycle used particleboard, the industry is not set up to do this in volume. In most cases, the highest value end-of-life option for particleboard is to send it to a waste-to-energy facility.

Introducing Haworth's Circular Services

In line with our global commitments we aim to make it easier for customers to utilize alternatives to the landfill when disposing of workplace products no longer needed. We continue to explore sustainable solutions that drive environmental stewardship, economic growth, and community prosperity. Haworth clients may benefit from a wide range of Circular Service elements that allow for a modular combination – tailored to the individual project needs.

Take-back and buy-back: take back used product as courtesy to the client or part of a client contract (take-back) or by paying the product's residual value (buy-back)

Haworth offers the take-back and buy-back of clients' used furniture. Taking back used furniture can be part of the initial contractual purchase agreement between Haworth and the client when new Haworth products are bought. The agreement should specify timeline and terms for product use and subsequent take-back of Haworth products, including pricing/cost indication. Haworth also offers take-back for clients' non-Haworth used furniture products. Determining any take-back costs as well as potential buy-back value should be based on the product's depreciated value (purchase price, age, condition), costs for take-back, and marketability of the product on the secondary market.

Relocate: physically move product across client's premises

Clean: free product from any dirty marks and other unwanted pollution or particles

Repair: refit damaged or malfunctioning product by replacing broken parts or solving technical failures

Refurbish: refit and clean used product by replacing or reconditioning worn-out parts

Remanufacture: adjust or upgrade used product to alter its original functionality

Recycle: disassemble used product by separable materials and transfer to waste treatment facility

There is a variety of circular service options available to allow for a continued use of our clients' products. In line with our client's intention, we investigate options for cleaning, repair, refurbishment or remanufacture to enable the highest reuse value of the product. If desired, Haworth can manage relocating furniture assets across different client locations to better serve changed asset needs and avoid unnecessary product excess. If clients want to alter or improve product functionality to better suit their purposes, we can support with product remanufacturing – based on our expertise in product design and manufacturing as well as through versed partners in this field. Next to refitting and repurposing used products, Haworth can also help with disposal and recycling. However, product end of life treatment through supporting professional material recycling we consider as a last resort where no other viable options are available.

Resale: sell used product into the secondary market to another user

Donate: hand-over used product as courtesy to a charitable organization for further use

Haworth assists its clients with resale or donation of used products, when purchasing new Haworth products. Together with local partners and depending on product marketability, Haworth can offer product resale to the secondary market. We can also assist our clients in locating credible and suitable non-profit organizations across the globe for asset donation. Through charitable donations corporations may also be eligible for special tax deductions or other benefits, depending on local regulations.

Lease: client issues regular payments for product use, with the option to purchase product at the end of a specified period

Rent: client issues regular payments for product use, with plan to return product at the end of a specified period

Depending on project location and scope, Haworth also offers financial furniture use models for its clients, such as through product leasing or renting. By not tying up large amounts of liquidity, these services allow for an increased level of flexibility, while at the same time ensuring that products in use are up-to-date and covered by proper maintenance and repair service.

Subject to the individual case, the circular service concept is based on the marketability of the existing furnishings and regional infrastructure, the demand for used furniture as well as current implementation cost. The program is designed to suit both large and small projects and often is a combination of different elements of Circular Services.

Haworth Partners with Local Experts

We aim at integrating used furniture into the circular economy and work with a network of used furniture brokers and other partners to fully capture the highest value options for used furniture. By partnering with local organizations, specialized in the different areas of circular services, we can leverage and make use of a breadth of expertise for our clients across the International markets.

Offered services may vary across countries, given the large span in levels of maturity across the different markets. Haworth remains dedicated to always realize the most suitable and sustainable circular service solutions for its clients, considering local infrastructure, market activity and players, legal regulations and national frameworks around circular services.

Linking Our Activities to the SDGs

The Sustainable Development Goals are a universal call to action to end poverty, protect the planet, and improve the lives and prospects of everyone, everywhere. The 17 goals were adopted by all UN Member States in 2015, as part of the 2030 Agenda for Sustainable Development. Haworth strategies and processes for circular services align with six of the 17 goals.



With these circular services we are developing new business models to promote sustainable development and create economic value. We are partnering with organizations that also support a social cause or offer employment opportunities for people with challenges on the market.



By offering circular services to our clients, we help to avoid landfilling of used products. This reduces the environmental impacts of our business, including the reduction of GHG emissions, while promoting responsible consumption. In our effort, we involve experienced partners to jointly create the biggest impact.

Your Sustainability Goals - Our Contribution

Haworth’s Circular Service offering includes a wide range of take-back and reuse solutions. We encourage our clients to contact us regarding circular services in their region so that we can help contribute to sustainability by saving on valuable resources.

We are committed to collaborate with our clients and experienced partners to develop customized programs that meet our clients’ needs, supporting them on their individual sustainability journey in a beneficial and responsible manner.

Positive effects of choosing Haworth’s Circular Services include:

- Reduced resource consumption: with high quality products and keeping materials in use
- Reduced end of life impact: with less waste and more sustainable end of life treatment
- Reduced overall CO2 footprint: with well-coordinated logistics and handling compared to new products or other suppliers
- Increased employer attractiveness: with data-based communication material to show contribution to circular economy
- Progress on sustainability targets: with Haworth as a knowledgeable and experienced global partner

Want to learn more?

Learn more about our sustainability commitments and download our [Corporate Social Responsibility Report](#).