

Our Circular Design Approach

As a values-driven company that believes business should be a force for good, finding new ways to support a more circular business model is an essential part of our strategy. We explore environmentally preferred solutions that drive environmental stewardship, economic growth, and community prosperity.

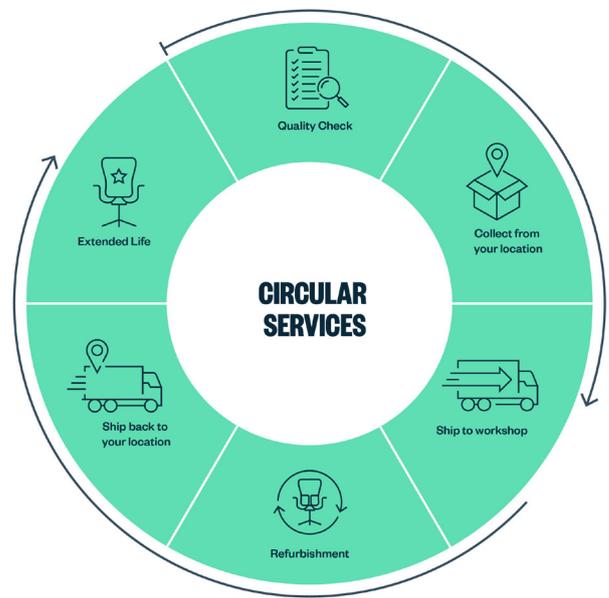
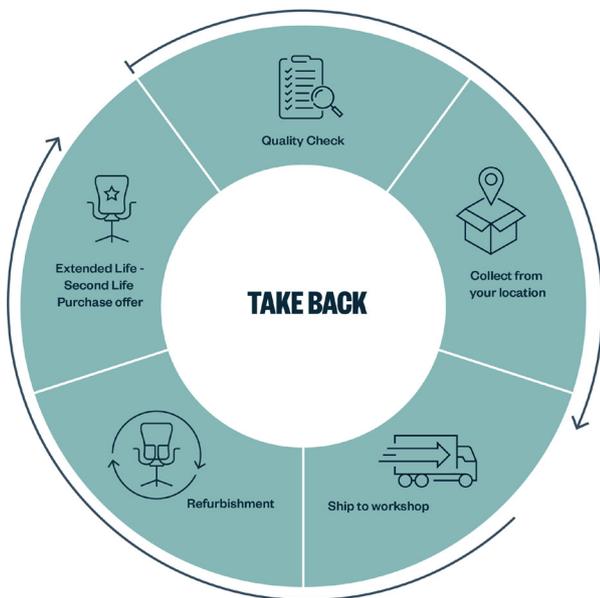
Second Life Programs At-A-Glance

Our Haworth values are at the core of how we are approaching this opportunity. We are developing a strategy to implement a successful second life business model, cementing our place at the forefront of innovating sustainable practice. We aim to optimise how we use second life furniture in the International market and strive to bring circularity to our approach. Our approach will have a referral place in key locations to minimize environmental impacts from parts and goods transportation and maximise the life of our valuable products.



Our current Second Life Services include the following:

- Take Back
- Circular Services
- Purchase a Second Life Chair



Our Partners & Locations

Much of our mission for full circularity involves partnering with selected organisations which can facilitate the rework, repair, recycle, and reuse journey.

Take Back

A minimum of 30 chairs is required to optimise the logistics costs involved in the take-back of the chairs. 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 the timeline and terms for product use and subsequent take-back of Haworth products. Haworth will refurbish your used items and give them a new life!

Requirements

30<

Number of chairs

~3 weeks

Timeframe from start to finish

Procedure

- **Take Back opportunity**
Based on the age and condition of the product.
- ① **Assessment & Quality check**
Product condition assessment and identification of products that need to be switched.
- ② **Collect from your location**
We will pick up the products from your location.
- ③ **Ship to workshop**
Products are shipped to our plants or to our local partners.
- ④ **Refurbishment**
The products will be cleaned and refurbished.
- ⑤ **Extended Life**
We will give a new purpose/life to your old product.
- ⑥ **Second Life Purchase offer**
New customers will be able to purchase Second Life chairs.



Circular Services

A minimum of 30 chairs is required to optimise the logistics costs involved in the take-back of the chairs. Haworth will return the products to our location, perform a quality assessment, refurbish the chairs and ship them back to you.

Requirements

30<

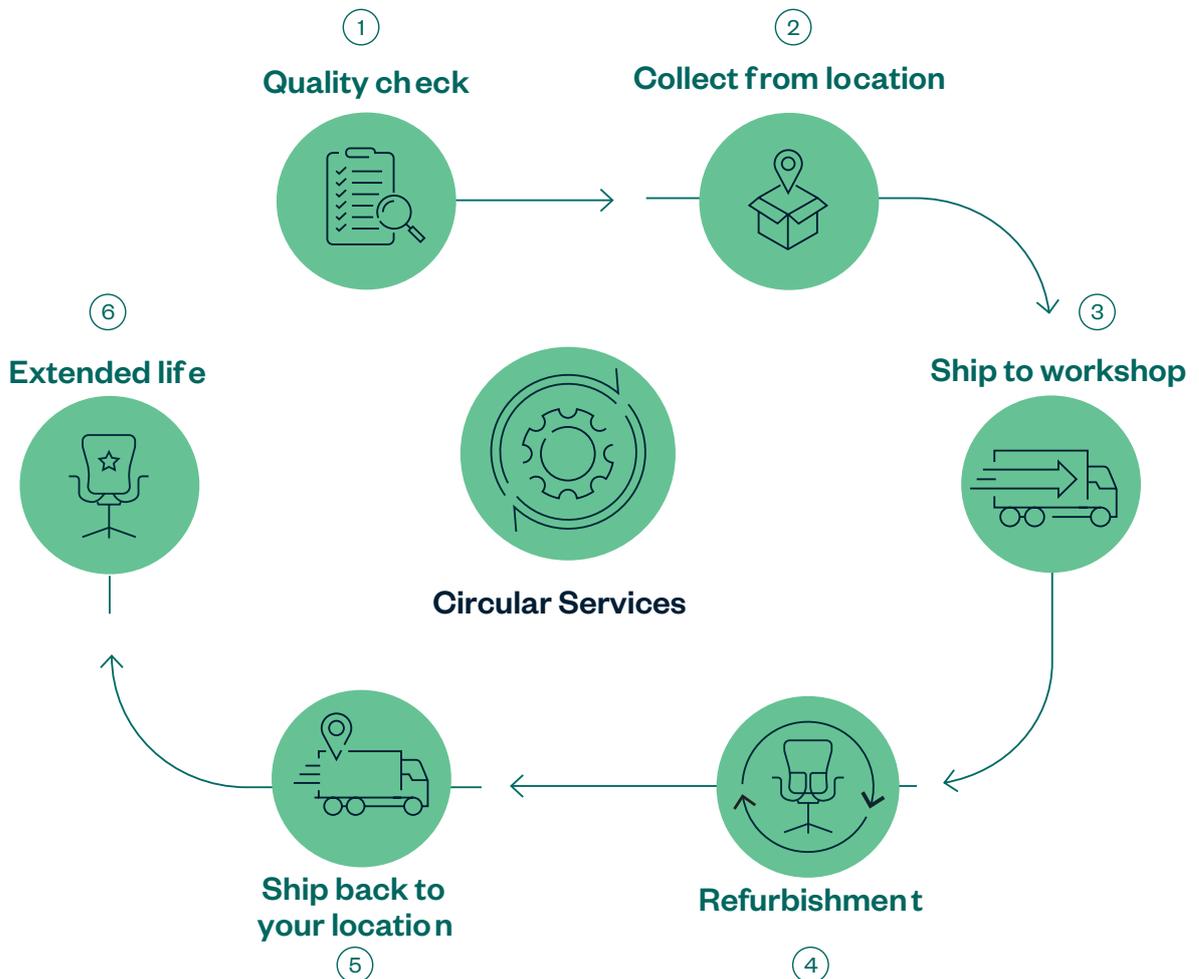
Number of chairs

~6 weeks

Timeframe from start to finish
(normal lead time plus 2 weeks)

Procedure

- ① **Assessment and Quality check**
Product condition assessment and identification of products that need to be refurbished.
- ② **Collect from your location**
We will pick up the products from your location.
- ③ **Ship to Workshop**
Products are shipped to our plants or to our local partners.
- ④ **Refurbishment**
The products will be cleaned and refurbished.
- ⑤ **Ship back to your location**
After refurbishment, the product is shipped back to your location.
- ⑥ **Extended Life**
We will give a new purpose/life to your old product.



Purchase a Second Life Chair

Benefits

- Full warranty applies as a new product
- Checked by an expert
- Ready for a long-lasting second-life
- Delivery from stock

~4 weeks

Timeframe from start to finish
(normal lead time)

Procedure

- 1 **Extended Life chair**
Old product refurbished and ready-to-be used.
- 2 **Order process**
Customer requests for a Second Life chair.
- 3 **Order acceptance and preparation**
Products are shipped from our plants to the customer's location.
- 4 **Delivery**
Deliver chair from stock based on order.

How we do it?

Learn more details about Second Life Services.

Manufacturing and Stock locations

Our plant facilities have dedicated areas for refurbishment, and refurbished chairs are available on stock.

Second Life product offering

All information such as product features and prices will be available on our webshop.

Products allowed in the Services

Currently, we are offering the following office chair in the Second Life program:



Zody
(EU and APAC)



Very
(APAC)



Aloha
(APAC)

What gets refurbished?



Upholstery

All upholstery including seat and back upholstery - leather, etc.



Spare parts

Plastic parts and functional parts such as gas lift, etc. are repaired or replaced with new



Repair

All damaged parts, e.g. castor replacement, change or used arm caps and broken bases are replaced in our manufacturing locations



Cleaning and Maintenance

All parts of the furniture will be cleaned before giving back to the customer appropriately

Did You Know?

- Up to 71% CO2 savings on average per product depending on level of refurbishment – this accounts for reversed logistics, new packaging, as well cleaning & refurbishment efforts
- Making use of Haworth circular service strategies can help our clients to reduce scope 3 emissions and therefore have a positive impact towards achieving net zero carbon status