

### Our Relationship with the Environment

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**“The Earth is a house that belongs to us all.”**

Sustainability to Interna means we “manufacture with a conscience”. Interna’s founder and President, Josef Kubecka, has the utmost respect for the world we all share and has always been committed to preserving and protecting our environment. Interna is mindful of how our manufacturing effects our environment as well as the community. From design to production, we are conscience of using materials and implementing manufacturing processes that minimize energy consumption without compromising efficiency. Our social and environmental responsibility is at the forefront. Sustainability and responsible stewardship are key values on which we base our operations. We have committed to:

- Embracing the values of sustainable development
- Promotion of social responsibility that revolves around thinking critically, creatively and collective action
- Protecting the environment by acting responsibly
- Respecting laws, regulations and industry standards
- Building business relationships based on trust
- Partnering with like-minded vendors and suppliers along the supply chain
- Drawing inspiration from leaders in the field of environmental sustainability
- Collaborating with all stakeholders including employees, suppliers, contractors and industry partners for continued environmental performance improvement
- Working with European designers whose work reflect the European Union eco standards
- Thinking in complete product life-cycles (considering each product’s environmental impact from the beginning product design stage to the end recycling life stage)
- Moving towards cradle to cradle manufacturing
- A continuous process for improvement that reflects an iterative process of **Plan, Do, Check and Act** (PDCA)
- Reducing, reusing and recycling
- Sourcing renewable input materials



## Our Social Commitment

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Interna is committed to designing and producing sustainable contract quality furnishings at competitive prices by continually sourcing natural and renewable raw materials and by conducting its operations in an environmentally conscious manner.

Minimizing our environmental footprint means we are:

- Near 0 water use in our manufacturing process
- Keeping overall water consumption to a minimum with the installation of low flush toilets and irrigation free landscaping
- Blanket wrapping shipments to eliminate the use of cartons/boxes resulting in the saving of thousands of trees each year
- Purchasing raw materials with recycled content
- Using cardboard packing with recycled material and wherever possible flat packing to reduce shipping volume thereby minimizing our carbon footprint
- Implementing transportation strategies that reduce greenhouse gas emissions from shipments both in and out of Interna
- Designing while working to achieve a cradle to cradle lifecycle
- Recycling our manufacturing byproducts including textiles, foam, leather, wood, plastic and metal in various facilities including as well as voluntary programs and partners
- Minimizing our contribution to climate change by limiting our CO<sub>2</sub> emissions through efficient logistics (transportation of products both in and out), power consumption and raw materials usage (e.g. wood)
- Loyal to local markets and purchase materials within an 800 km radius of our factory
- Using only FSC registered certified wood harvested from the Forest Stewardship Council Lands to promote ecologically sustainable forests
- Using plywood that adheres to “Green” construction guidelines and contains no formaldehyde
- Reducing our consumption of electricity by using fluorescent lighting and digital programmable heating and air conditioning thermostats set to promote energy efficiency while maintaining comfort
- Protecting the Earth’s ozone layer by entirely eliminating the use of CFCs and HCFCs in all our manufacturing processes
- Using only foam that is 100% free of CFCs(chlorofluorocarbons) and complies with the regulations under the EU Directive 2011/65/EU and the Restriction of Hazardous Substances Directive (RoHS)
- Providing customers with the option of using natural latex and “green” foam (a highly durable and comfort enhancing material containing plant based renewable raw materials)
- Using water soluble glue adhesives
- Recycling across our organization
- Continually developing partnerships with textile companies who also base their operations on sustainable and environmentally friendly principles and practices
- Manufacturing without the use of harmful chemicals that could result in toxic discharge
- Using staining and lacquering processes that reclaim up to 99% of overspray with minimal discharge to the environment

## Our Sustainability Commitment

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### **“Sustainability begins with good design.”**

Interna is committed to meeting authentic and quantifiable goals. We are doing what we can as a company to preserve the environment while incorporating environmental best practices to ensure economic growth and development. We are integrating the principles of environmental sustainability into our product manufacturing, sourcing, packaging and logistics. Our sustainability commitment and our economic growth are interconnected. Interna and its employees believe in our social responsibility to do our part to protect the environment so that future generations can enjoy a safe and healthy life on Earth.

At Interna we feel we are all invested stakeholders. As a result we work in a collaborative and integrated team that includes the office, the factory and management to achieve our collective goals. We share ideas, practices and technologies that are supportive of environmental sustainability and promoting healthy living.

## Our Sustainability Goals

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The following goals have been identified:

- Respond to customer needs (customer satisfaction)
- Use evidence-based design, “good design” and universal design for living principles when developing product
- Strengthen equal opportunity and accessibility for all
- Further reduction of our CO<sub>2</sub> footprint
- Foster eco-social innovations
- Continually develop sustainable expertise (knowledge is valued)
- Support the social community
- Promote health and well-being
- Continue to foster sustainability through research, networking and communication
- Continue to reduce waste from potential recyclables

## Our Economic Success

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Interna’s commitment to the environment supports our economic growth through reduction in energy, transportation and waste disposal costs.

## LEED Initiative

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### **“Preserve the Harmony of our Ecosystem and restore its natural resources.”**

The Leadership in Energy and Environmental Design (LEED) Green Building Rating System provides a benchmark for sustainable buildings. LEED certification evaluates the impact a building has on the environment, its energy and water consumption and contribution to the people’s health and well-being. Although it is a standard for building construction, LEED® rated furnishings can earn points towards building certification.

Interna has adopted the LEED® Rating System thereby joining the building industry to promote environmentally responsible building practices. Interna provides LEED product profiles that reference LEED required elements and associated credits for Interna product in order to facilitate the achievement of LEED certification for the A&D community.

Our product profiles are supportive of credits in the following categories:

- Regional Materials
- Rapidly Renewable Materials
- Recycled Content
- Certified Wood
- Indoor Environmental Quality

## Our Journey towards Achieving Closed Loop Service

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Interna prides itself on its history of over 50 years of producing high quality products. We continue to ensure that each product comes with a lengthy lifespan with limited maintenance that is supportive of sustainability. Our product lifecycle has been proven to last in heavy use zones in universities, healthcare facilities and public spaces. Each design is carefully considered for structure, strength and durability to exceed client expectations. The strength of each wood frame allows for seating re-upholstery for reuse. Legs are often field replaceable. These elements are essential to the long product lifecycle and environmental sustainability. What does this mean for the environment? Less landfill waste and that's good for the environment.

## Corporate and Social Responsibility to Equity and Inclusivity

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Interna values people and promotes equity and inclusivity through diversity. Interna is an equal opportunity employer. All employees are treated with respect and dignity.

- Interna provides employees with a safe and healthy workplace environment by complying with all health and safety legislation and educating workers on workplace safety and injury prevention
- Our products are from North America and Europe where respect for human rights and labour laws are respected and upheld
- We believe mutual respect is promoted through communication and education
- Accommodations such as specific training strategies and mentoring opportunities are provided to support employees and ensure success
- Interna's employees and contractors are respectful of Interna's Conflict of Interest and Confidentiality Agreements

## Our Commitment to Good Design and Universal Design

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**“The aesthetic quality of a product is integral to its usefulness because products used every day have an impact on people and their well-being.” Dieter Rams**

Interna is inspired by Dieter Ram's "Good Design" principles including functionality, aesthetics, comfort, simplicity, and ease of use when creating products. We continue to produce quality designs in response to customer needs. With the need for innovative healthcare furniture, Interna Health was launched.

Universal design is a design concept that recognizes, respects and attempts to accommodate a range of human ability in the design of products. Interna is sensitive to people of all ages and abilities. Interna Health product is designed with universal design for living concepts in mind, providing greater accessibility for people with diverse abilities, physical statures and mobility ranges. These products enhance opportunities for independence.

## Research

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During the product design phase Interna's team engages in comprehensive research. With practices rooted in Evidence Based Design research, we collect feedback from our end users (seasoned practitioners and professionals in designated fields) using questionnaires and surveys to gain insights into our products' ease of use, comfort and aesthetics. This process helps to ensure that our products best serve our end user's needs.

## Ergonomics

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All our product designs take into account ergonomics. Interna's designs ensure comfort, optimal positioning and ease of use for all our clients. Having a long history of collaborating with European designers, our designs cater to the ideal positioning and shape of the human body. The dimension of our products including the height and shape of the arm rests, back cushions, foam and webbing promote optimum healthy usability habits that eliminate muscle strain and unsupported seating positions.

## Promoting Equitable and Sustainable Local Development

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Interna values the development of local partnerships and encourages its suppliers and subcontractors to share in our commitment to the environment and our practice of social responsibility. Interna sources local manufacturing industries and suppliers to promote economic development within the community. We support local community development initiatives such as youth programs, clubs and activities.

## Commitment to Excellence

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Interna is committed to continuously improve practices that help protect the environment. We seek opportunities to reduce environmental impacts and operating costs through reduced utility consumption, employee training, and supply chain management.

Sustainable practices include:

- Energy conservation
- Water conservation
- Solid waste management
- Hazardous waste management
- Indoor air quality
- Building infrastructure
- Land use
- Environmental management

## Accessibility

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Interna recognizes, respects, values and is committed to accommodating the spectrum of human ability in support of the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and the removal of barriers to accessibility.

Interna supports the requirements under the Act (2005), Standards for Customer Service and Integrated Accessibility Standards Regulation for Information and Communications, Employment, Transportation and for the Built Environment. We are committed to providing accessible product information and customer service.

For requests or further inquiries regarding our AODA Customer Service support please contact Interna. We will work with you to provide accessibility to our information or products through accommodations such as alternate formats.

## Product Designs for Assisted Movement

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A number of products designed by Interna include mechanisms that facilitate independence for standing up and sitting down for people with limited upper body strength or with partial usability of their legs. Designed specifically to gradually lift users without straining muscles or causing discomfort, our products can be easily controlled. By simply activating a lever or pushing a button the mechanism is effortlessly controlled. Easily visible buttons are provided on most of our products allowing users with limited dexterity, muscle strength or fine motor skills to use intuitively and conveniently.

Manuals for all mechanisms and products are readily provided to users and clients. We always encourage clients to contact our facility for any clarifications.

## Commitment ANSI/BIFMA

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Interna's products are manufactured based on ANSI/BIFMA sustainability standards.