

BURO SEATING

SOCIAL RESPONSIBILITY STATEMENT


April 2022



A man with short brown hair and a light blue button-down shirt is leaning on the back of a grey office chair. He is standing in a modern office with large glass windows in the background. The lighting is bright and even.

ABOUT US

Buro Seating is a leading wholesaler of quality ergonomic seating in Australia and New Zealand. With over 25 years of experience designing, manufacturing, and wholesaling commercial seating, Buro has an established reputation for quality products and outstanding service.



WHAT DOES SOCIAL RESPONSIBILITY MEAN TO BURO AND OUR STAKEHOLDERS?

Social responsibility is a self-regulating business model that helps a company be socially accountable - to itself, its stakeholders, and society. By practising social responsibility, we're conscious of our impact on all aspects of society, including economic, social, and environmental.

At Buro, we all recognise we have an essential role in developing our social responsibility commitment, operating framework, and measurement against our goals.

It's about acting with integrity, doing the right thing for now and for the future, and being aware of our legacy. It's in our company mission, and it's part of who we are. We're on a journey.



OUR COMMITMENT TO SOCIAL RESPONSIBILITY

**THREE MAIN PILLARS UNDERPIN OUR
SOCIAL RESPONSIBILITY PROGRAMME:**
PEOPLE, PRODUCT, PLANET

Disclaimer (not really)

Buro Seating is a relatively small business. We're not a corporate giant, and we don't have significant resources to dedicate to our Social Responsibility programme. BUT we have a small team of passionate people committed to making a difference every day. We take our Social Responsibility programme very seriously. Every single employee in the business has contributed to this document. They own it and live it. We encourage you to speak to your Buro contact about their vision for social responsibility.

PEOPLE



PRODUCT



PLANET



The first pillar, **People**, encompasses the Buro Team, our customers (both resellers and end-users), our suppliers, shareholders, and the communities we operate within.

The second pillar, **Product**, incorporates many different initiatives, all related in some way to design, manufacture, and chain of custody for our products.

Since we started out over 25 years ago, we've committed to crafting quality products, certified with 10-year warranties.

In fact, 10 years is just the beginning for some of our chairs. We regularly refurbish 10-year-old Buro chairs and return them to their owners for another decade!

The third pillar is **Planet**. Some of these initiatives, such as ethical sourcing standards, are a longstanding part of our company's mission.

Others, like our drive to increase the numbers of chairs we repurpose instead of recycling or disposing of, have just begun.

The next six pages provide further details of the programmes of work and milestones we have set for each of our initiatives under People, Product, and Planet.



PEOPLE

TAKING CARE OF OUR TEAM

WHAT WE'VE ACHIEVED

Health and wellbeing through ergonomics: our business purpose is Sit Well. Live Better. Our reason for being is to help customers choose the absolute best and fit-for-purpose chair for their health and wellbeing. This is entrenched in our sales, marketing, and training.

Diversity and inclusion: Buro Seating is committed to having a diverse workplace that does not engage in or tolerate discrimination.

Health & safety: the health and safety of our staff is paramount. Buro Seating continuously works to ensure the health and safety of all employees through our policies and procedures. There were no lost time injuries (LTIs) in 2020 and 2021.

The way we work and our values empower the Buro team to play at the edge, connect and collaborate and make it happen.

Staff wellness programme:

This includes the following elements:

- **Flexible work practices:** where possible, Buro supports flexible work practices, including part-time or flexible hours, and flexibility with working from home or the office.
- **Business casual dress:** for optimal comfort while working.
- **Ergonomic chairs:** all staff are provided with ergonomic chairs for the office and for working from home.
- **Flu vaccine:** Buro Seating annually pays for staff flu vaccines.
- **Barista style coffee:** is available in the main offices.
- **Birthday leave:** each staff member is entitled to a day's leave on their birthday, over and above their leave allowance, even when it falls on the weekend.



Supporting local: a selection of our range is officially licensed Australian Made and New Zealand Made, supporting local businesses in the countries we operate in.

Supporting First Nations Australians: Buro Seating, in collaboration with Winc, launched an Australian-Made chair range in 2021. Mandura donates no less than 20% of all profits to the Pauline E. McLeod Foundation to deliver measurable benefits for young First Nations Peoples in the areas of mental health, education, and employment.

Buro Seating also donates to The Clontarf Foundation. The Clontarf Foundation exists to improve the education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Islander men to help them to participate more meaningfully in society.

Ethical sourcing: Under Buro Seating policies and company values, our seating and services must be produced and delivered under conditions that don't involve the abuse or exploitation of any persons.

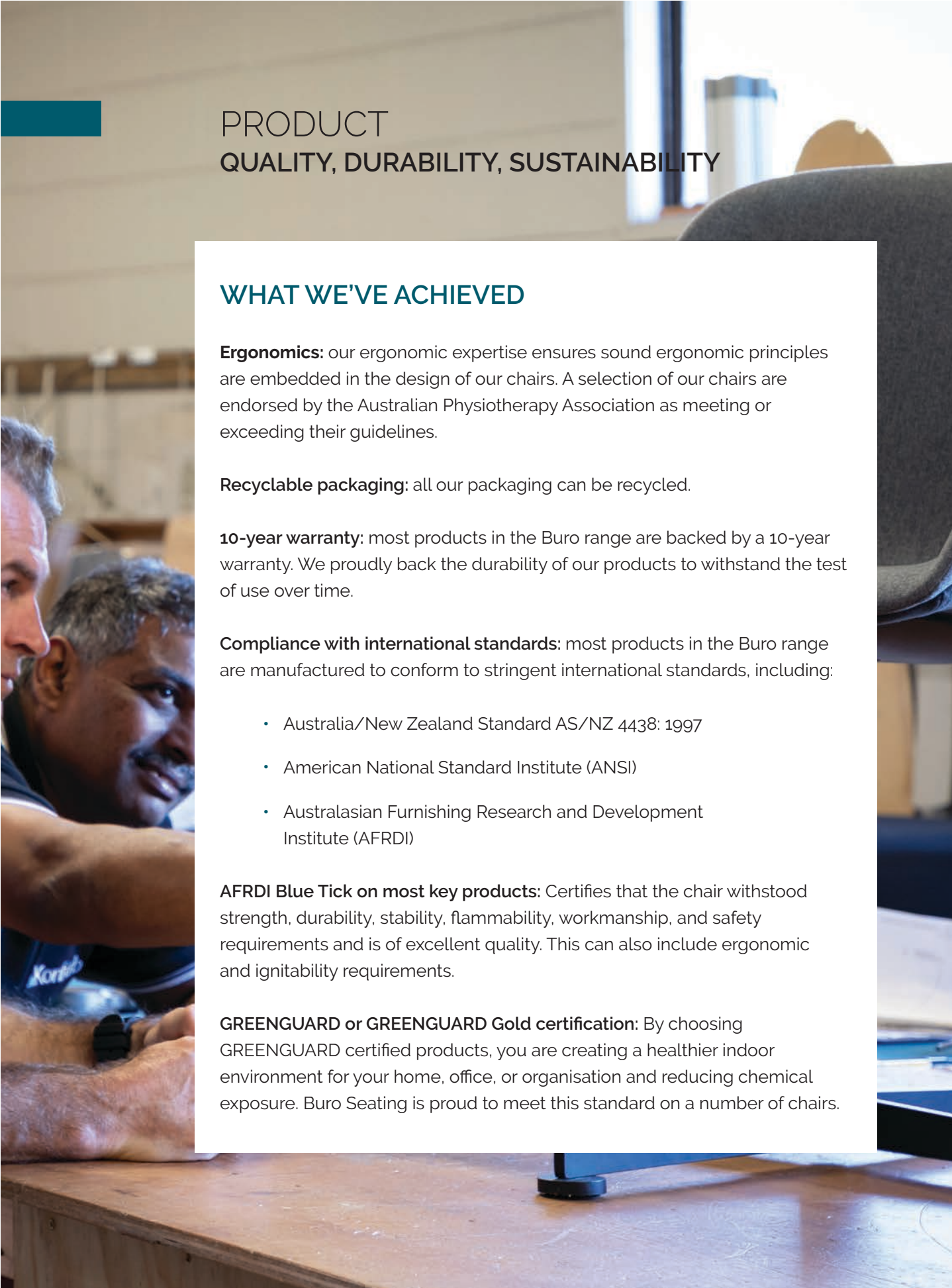
WHAT WE'RE WORKING ON

Walking the Talk: Engaging Ergonomist Andrew Wilson to audit the work set-up for all Buro staff in Australia and New Zealand, to ensure staff have ergonomic work environments. Andrew will provide advice for staff on posture and ergonomics, and recommendations on ergonomic furniture and accessories.

Strengthening our staff engagement on environmental initiatives: Participate in Greening Australia's Tree planting programme in Sydney, in May 2022. In New Zealand, participate in a Trees that Count planting initiative during 2022.

Providing staff with mental health support: Implement a free and confidential Employee Assistance Programme (EAP) in Australia and New Zealand by April 2022.

Establishing partnership(s) with a local school or community association to repurpose pre-loved chairs: Aim to have two partnerships in place by the end of 2022. This initiative will support our local communities and help us achieve our product stewardship goals.



PRODUCT

QUALITY, DURABILITY, SUSTAINABILITY

WHAT WE'VE ACHIEVED

Ergonomics: our ergonomic expertise ensures sound ergonomic principles are embedded in the design of our chairs. A selection of our chairs are endorsed by the Australian Physiotherapy Association as meeting or exceeding their guidelines.

Recyclable packaging: all our packaging can be recycled.

10-year warranty: most products in the Buro range are backed by a 10-year warranty. We proudly back the durability of our products to withstand the test of use over time.

Compliance with international standards: most products in the Buro range are manufactured to conform to stringent international standards, including:

- Australia/New Zealand Standard AS/NZ 4438: 1997
- American National Standard Institute (ANSI)
- Australasian Furnishing Research and Development Institute (AFRDI)

AFRDI Blue Tick on most key products: Certifies that the chair withstood strength, durability, stability, flammability, workmanship, and safety requirements and is of excellent quality. This can also include ergonomic and ignitability requirements.

GREENGUARD or GREENGUARD Gold certification: By choosing GREENGUARD certified products, you are creating a healthier indoor environment for your home, office, or organisation and reducing chemical exposure. Buro Seating is proud to meet this standard on a number of chairs.



New Zealand and Australian Made licenses: Buro holds New Zealand Made licenses for some products in the Konfurb range. In Australia, Buro holds Australian Made licenses for the Buro Tidal range, the Mandura Bunjil range, and some soft seating products in the Konfurb range.

Replace chrome plated frames on hospitality chairs with reflective silver coatings: most of our hospitality chairs have transitioned across to reflective silver powder-coated frames.

Replace chair bases made from steel and chrome plating: all chair bases made from steel and chrome plating have been replaced with aluminium bases.

Launched Konfurb Sense in Australia in 2022: this product is manufactured from 100% recycled plastic.

WHAT WE'RE WORKING ON

Achieving AFRDI Green Tick certification for selected products in 2022: We've applied for Green Tick on Buro Mentor, and the Vela and Alto. We will apply for Green Tick for Konfurb Sense.

Achieving FSC (Forest Stewardship Council) certification in 2022: We're completing an audit with the FSC to obtain an FSC license. Our goal is to ensure all our relevant products are FSC compliant by the end of 2022.

Work towards completely eliminating chrome from our chairs by mid-2023: We are in the process of evaluating alternatives to achieve this goal.



PLANET

LEAVE OUR WORLD IN A BETTER PLACE

WHAT WE'VE ACHIEVED

Product stewardship: in conjunction with our manufacturing partners and our reseller network, we will take back all Buro supplied seating products in accordance with our Product Stewardship plan.

ISO certified factories: most Buro products are manufactured in a factory with one or more ISO certifications.

Sedex: Buro Seating is proud to be a Sedex member. As an ethical trade membership organisation, they help us to assess working conditions and environmental impacts. They also assist us in ensuring our suppliers are upholding safe and ethical practices.

Reduced freight through flexible 3PL warehousing: this enables shorter journeys for our products, from warehouse to the customer, resulting in a lower carbon footprint. Additionally, this means our orders can be consolidated with those of other businesses, so one truck goes to one area rather than multiple trucks driving all over the country.

LEDs in New Zealand premises: LED lighting has been installed in our Auckland office, showroom and warehouse, and in our Christchurch office and showroom.

Forest Stewardship Council endorsed paper: since 2021, only FSC endorsed paper is used for the printing of any marketing material.



Shipping chairs ready to assemble vs fully assembled:

- In Australia, 97% of our chairs are shipped in ready to assemble cartons. Shipping our chairs in cartons rather than fully assembled saves around 6,800 cubic metres of freight per annum (equivalent to over 200 20-foot shipping containers).
- In New Zealand, our Mondo range is now shipped in ready to assemble cartons. For every Mondo product purchased, Buro Seating will donate to Trees That Count, helping to fund the planting of native trees in New Zealand.

WHAT WE'RE WORKING ON

Our partnership with Trees That Count: we have committed to funding the planting of over 500 trees in Aotearoa, New Zealand, by the end of 2022.

In New Zealand, moving the percentage of products that are shipped in cartons vs fully assembled: from 50% ready to assemble cartons to 65%, by the end of March 2023. We are working with some of our key reseller partners on this important initiative.

Establishing a business donor relationship with Greening Australia by mid-2022: Our aim is to donate funds on an annual basis to help Greening Australia tackle Australia's biggest environmental challenges. The five key impact programmes are Great Southern Landscapes, Reef Aid, Tasmania Island Ark, Thriving on Country, and Nature in Cities.

Embedding our Disposal Recycle Charter during 2022 by identifying partners to work with: We will communicate the charter and the processes behind the charter to bring this programme to life.

Establishing a process in Australia to rehome slow moving or obsolete stock during 2022: We will donate chairs to First Nations schools.

