

A Great Chair, a Great World

Sustainability & Social
Responsibility Report
2020

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Letter from the CEO

As another year passes, Via Seating continues its journey towards comprehensive sustainability. We continue to track our emissions, ensure our employees' safety, and test our products for strength and durability as well as harmful VOC emissions, but sustainability is more than that. Sustainability is about using the best manufacturing and business practices to ensure that our limited resources are used efficiently, allowing our environment, society, and economy to carry on for generations to come. Sustainability not only benefits the triple bottom line; it benefits our bottom line.

Improvements in our recycling practices continue to be incorporated into our organization. Over the course of the reporting period, the paper we've recycled has saved over 12 trees and the recyclable waste material generated by manufacturing is picked up and sorted using local labor and services. Not only are we conserving resources, we are supporting our local economy. Our leftover fabric is destined for more than a landfill: our employees are given the opportunity to use it for their own projects and the rest is donated to the Teacher's Warehouse of the Education Alliance of Washoe County for use by local schools.

We are proud to offer a full portfolio of seating solutions with third-party certifications. We understand furniture can affect indoor air quality and the health of its end users; therefore, we test our products for harmful volatile organic compounds (VOCs). One of our proudest achievements to date has been earning BIFMA LEVEL® 2 on 99% of our products and ALL of our products have achieved Clean Air Gold or Silver Certification.

As stated in last year's report, one of our goals is to increase the transparency of our products. Via Seating is now on the mindful Materials Library so that existing and potential customers may access our products and certifications all in one place. Participation in transparency programs still remains an important goal to complete within the next few years and, like our LEVEL® Certification, we plan to have Health Product Declarations for ALL of our products, not just a few.

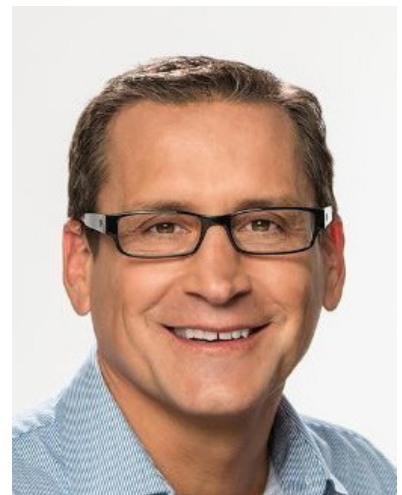
Although we have achieved much in the past year, we continue to endeavor. We are currently creating environmental data sheets for our products that will include more comprehensive environmental information such as the amount of recyclable materials in our products along with how each product contributes to green building rating systems such as LEED and the WELL Building Standard.

Our sustainability report reflects our continued progress towards our sustainability goals. Just as we ensure that our products are balanced and stable for our customers, we also ensure our manufacturing and business practices are balanced and stable for our environment, economy, and society- all in the name of sustainability.

Sincerely,



Chas Hepler
President & CEO



General Disclosures

102-1 • name of the organization

Our organization's official name is VIA Inc., but we are commonly known as via seating.

102-2 • activities, brands, products, and services

via seating offers a wide selection of seating solutions for many applications including task, executive, guest, multi-purpose, lounge, outdoor, motion seating, and much more. At Via Seating we have a philosophy—great things happen in a chair. It is with this vision that we set out to cultivate the perfect sitting experience. Through the creative genius of our team of engineers, ergonomists and designers across the world, we shape comfortable chairs with innovative technology at an incredible value backed by our industry-leading warranty. Our solutions translate across a variety of work and collaborative spaces.

102-3 • location of headquarters

102-4 • location of operations

Our headquarters also houses our operations in Sparks, Nevada at:

205 Vista Boulevard
Sparks, Nevada 89434

102-5 • ownership and legal form

VIA, Inc. was purchased in December 2018 and is privately-owned by Groupe Lacasse, a Canadian furniture manufacturer offering casegoods, systems, seating and filing products. This acquisition was of strategic importance for both companies to share expertise and manufacturing capability. It is the ideal fit for Groupe Lacasse as it supports its continuous growth strategy in the commercial seating market segment. Both parties utilize their collective talents, abilities and knowledge on a larger scale to grow even more and at a faster pace. More importantly, Groupe Lacasse continues to grow its operational and market footprint in the U.S.

102-7 • scale of organization

144 full-time employees were employed by via seating during the reporting period.

102-8 • information on employees and other workers

Operations and employee headcount at via seating is not affected by any significant variations. However, contract or temporary employees are used during times of high demand. 13 contract or temporary employees were employed by via seating during the 2019 reporting period.

102-11 • precautionary principle or approach

via seating implements strategies to assess the environmental impacts of our products and operations as outlined in the Rio Declaration on Environmental Development. We integrated these strategies into the design process through our Design for Environment (DfE) Program. The implementation of the DfE Program ensures proper consideration of environmental impact, human health, and our sustainability goals throughout material selection, design and development process, and overall lifecycle of a product.

102-12 • external initiatives

via seating voluntarily participates in the Business and Institutional Furniture Manufacturer's Association's (BIFMA) sustainability certification program for furniture: LEVEL®. By participating in LEVEL, via seating and its products are evaluated by third-party auditors using the ANSI/BIFMA e3 Furniture Sustainability Standard. The LEVEL program provides the most comprehensive, unbiased, and transparent method for evaluating and communicating the environmental and social impacts of commercial furniture. The LEVEL mark indicates that the product, manufacturing facility, and company have all met the requirements for certification by an independent third-party reviewer.

Visit www.levelcertified.org for more information.

102-13 • Memberships of Associations

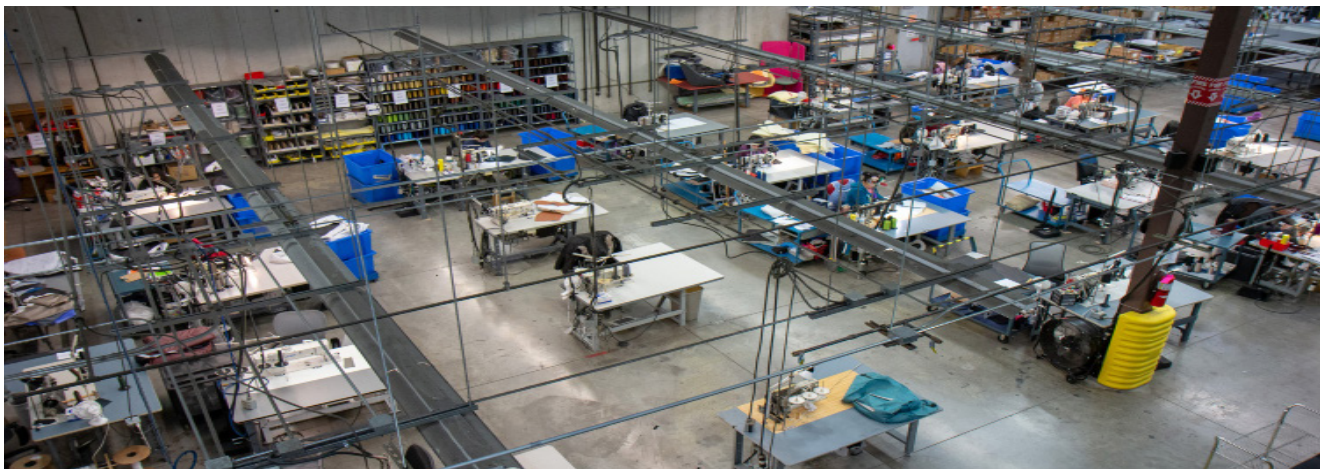
via seating does not hold memberships in any national or international industry or advocacy associations at the organizational level.

102-16 • values, principles, standards, and norms of behavior

via seating expects its employees to follow the highest standards of ethical, professional, and socially responsible behavior while also adhering to local, national, and international regulations when conducting business.

All employees are given access to via seating's employee manual which outlines our policies regarding employee conduct and company procedures. Our employee manual is updated every year after being reviewed by executive management. via seating also hosts Town Hall meetings for all employees, from the production floor to accounting, for training on new and established policies, company news, and announcements. The employee manual and Town Hall meetings are available in multi-lingual formats to accommodate our diverse workforce.

Offering a product that has passed rigorous safety and industry standards is part and parcel with providing a top-quality product. BIFMA, a non-a non-profit organization producing standards recognized by the American National Standards Institute (ANSI), implements standards that address the safety, functionality, and sustainability of furniture through rigorous test methods. Furniture that has been tested to BIFMA/ANSI standards decrease work-related accidents or injuries and promotes a healthy and functional work environment. All via seating products are tested using the BIFMA/ANSI standards at an independent third-party laboratory.

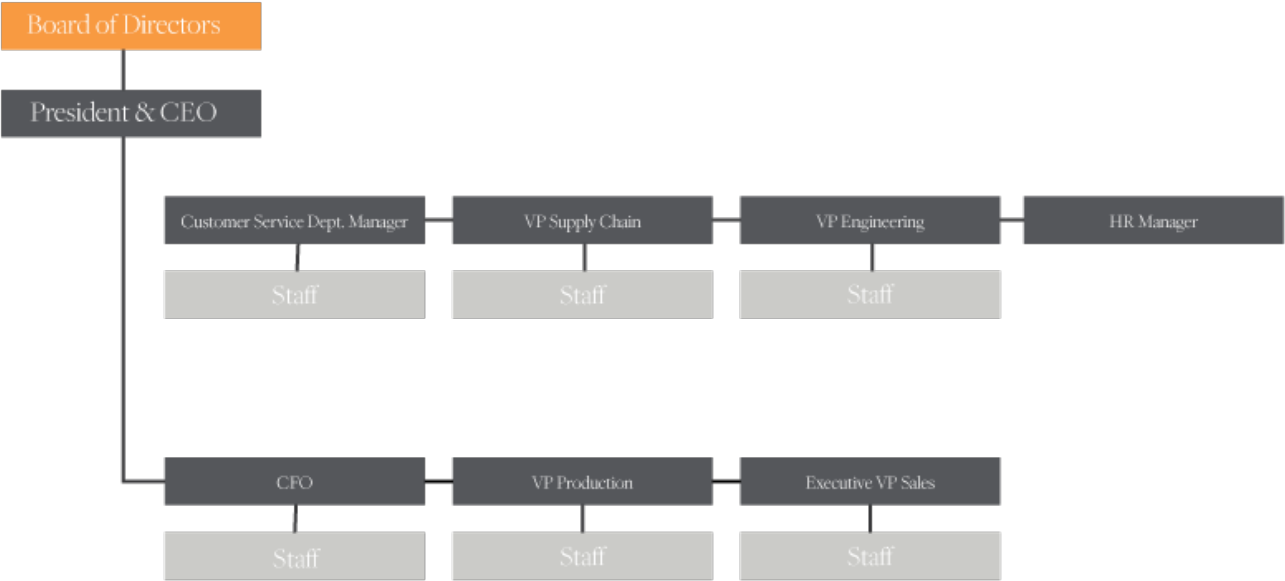


Governance

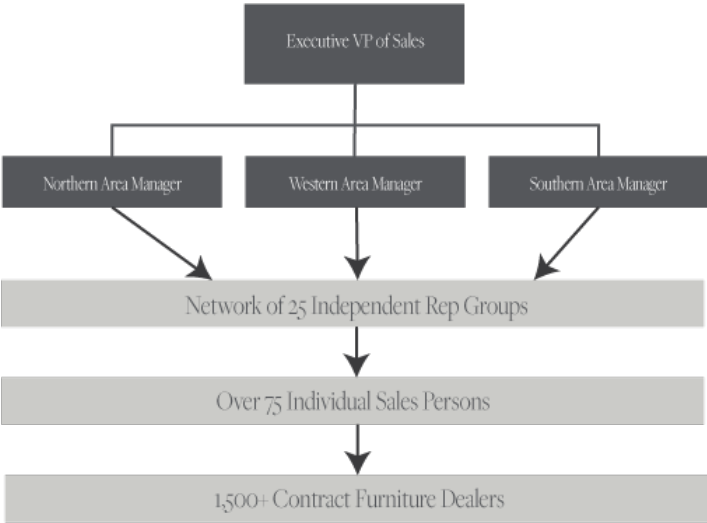
102-18 • governance structure

As a privately held company, via seating is headed by a Board of Directors that manages the company with integrity, competence, and professionalism. The President and CEO is appointed by the Board of Directors and presides over all vice presidents and department managers.

Organizational Structure



Sales Business & Development Structure



102-6 • markets served

via seating products are available throughout North and South America, including Canada and Mexico. Our products are also sold to other parts of the world on a case-by-case basis.



102-40 • List of Stakeholder Groups

102-42 • identifying and selecting stakeholders

via seating's sustainability priorities are established and evaluated by our executive management, environmental management team, and BIFMA's LEVEL program. Our stakeholder groups are identified using the GRI's definition of a stakeholder as an entity or individual who can significantly affect, or be affected by, the ability of an organization to implement its strategies and achieve its objectives. Those who can be affected by the contents of the sustainability report are also considered stakeholders. via seating has identified our stakeholders as our:

- Board of Directors
- Employees (both regular and temporary)
- Representatives & Dealers
- Suppliers and Manufacturing Partners
- Local Community
- Customers and End Users

Stakeholder	Method of Engagement	Key Topics of Interest
Shareholders Board Members	Communication with CEO Board Meetings	Company Performance
Employees	Monthly Town Hall Meetings Weekly Management Meetings	Employee Motivation Performance Review Safety & Health Care Employee Benefits
Representatives & Dealers	Training Monthly Newsletters Printed and Digital Media Site Tours	New Product Offerings Changes to Existing Product
Suppliers & Manufacturing Partners	Day to Day Communication On-Site Visits Trade Shows	Competitive Pricing & Fair Treatment Long-Term Relationships
Local Community	Social Media Financial Contribution Product Donations	Support for Community Needs Education Alliance Fabric Donations
Customers & End Users	Digital Media Customer Service Representatives Site Tours	Product Sustainability Product Compliance Safety Performance Customer Satisfaction

102-41 • collective bargaining agreements

via seating does not have any collective bargaining agreements.

102-43 •

102-44 • key topics and concerns raised

Our customer service department handles most of the questions and concerns brought to us by our customers. Customer service may direct specific inquiries to our engineering department regarding topics such as sustainability, certifications, and product compliance on a case-by-case basis.

102-45 • entities included in the consolidated financial statements

via seating is not a publicly traded company. Therefore, we do not publish or disclose financial statements or equivalent documents.

102-46 • defining report content and topic boundaries

The engineering department compiled the Sustainability Report's content and topic boundaries in accordance with the Global Reporting Initiative Standards: Core Option using data that was collected from various via seating departments and resources.

Reporting Principles were used to determine the information that should be included in the Sustainability Report while also ensuring that only high-quality information was used. The following principles were used: stakeholder inclusiveness, sustainability context, materiality, and completeness. A brief description of the process, principle, and method of implementation in this report for each Reporting Principle is presented below:

Stakeholder Inclusiveness: via seating includes its stakeholders through open and direct communication. Our management uses email, meetings, marketing materials, newsletters, and direct conversations to gather and disperse information throughout the company and engage stakeholders.

Sustainability Context: via seating's sustainability goals and progress are presented in the Sustainability Report and are given in a wider context of sustainability. This means that some of our goals and progress for sustainability also involves other parts of our business including economic, environmental, and social aspects

Materiality: The Material Topics included in the Sustainability Report include operations and impacts that were determined to significantly affect the economy, environment, society, and stakeholders.

Completeness: via seating's operations have the potential to have significant impacts on the environment, economy, and society. One purpose of the Sustainability Report is to present these impacts from the reporting period to our stakeholders and all other interested parties for assessment. As the Sustainability Report was written, via seating strived to be as accurate, complete, and transparent as possible. Data that was unavailable or incomplete has been noted in the GRI Content Index on page 30.

102-47 • list of material topics

The material topics that have been included in this report have been selected due to the significant impacts and contributions from our operations that affect the environment, economy, society, and stakeholders. These material topics are:

Environmental Material Topics

Materials
Energy
Biodiversity
Emissions
Effluents & Waste

Societal and Economic Material Topics

Employment Health and Safety
Supplier Assessment Anti-Corruption Corporate Governance Human and Labor Rights
Education, Training, and Development

102-48 • restatements of information

The sustainability report does not contain restatements of information. Although some information included in this report may be similar to previous reporting periods when there have been no significant changes, all information has been reviewed and confirmed for accuracy.

102-49 • changes in reporting

The 2020 Sustainability Report does not contain additional disclosures compared to the 2019 Sustainability Report. However, each year, via seating continues to improve our data collection processes for a more accurate and complete sustainability report.

102-50 • reporting period

102-51 • date of most recent report

102-52 • reporting cycle

102-53 • contact for questions regarding the report

The 2020 Sustainability Report presents via seating's environmental goals, initiatives, achievements, and sustainability performance for the 2019 calendar year. This annual report supersedes any previously published sustainability reports. For any questions regarding this report or its content, please contact the Engineering Department at: engineering@viaseating.com.

102-54 • claims of reporting in accordance with the gri standards

This sustainability report is prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option. It was not prepared or reviewed with a third-party assurance process.

102-55 • gri content index

The GRI Content Index is located on page 30.

102-56 • external assurance

The 2020 Sustainability Report is prepared in compliance with GRI Standards without external assurance. Still, via seating strives to be accurate and transparent with all of our report content and data. This report was reviewed and verified by upper management. Great care was taken to ensure that high-quality data and information was used in this report. via seating continues to review and improve the methods used to collect data and information for our sustainability report, resulting in an increasingly accurate summary of our sustainability performance.



Management Approach

103-1 • explanation of the material topic and its boundary

Via seating bases its management approach on integrated policies, procedures, metrics, certifications, and voluntary initiatives that also make up the framework for our sustainability management system. Our sustainability goals are established by the Environmental Management Team. The Environmental Management Team, consisting of upper management and relevant personnel, tracks our progress using tools, metrics, and analysis. Our sustainability goals are focused on reducing or eliminating the negative impacts on the environment that are caused by our organization and integrating environmental protection, health, and safety into our daily operations.

The 2020 Sustainability Report material topics include the environmental, economic, and social impacts that result from our organization's activities. The topic boundaries for all material topics are confined to our headquarters and manufacturing facility located in Sparks, Nevada. Our management approach to all material topics is evaluated through our annual LEVEL® certification, Environmental Management Review, and third-party audits and evaluations.

103-2 • the management approach and its components

103-3 • evaluation of the management approach

Via seating's management approach to all material topics used in this report are explained in the following paragraphs:

Materials: via seating uses materials such as wood, plastic, metal, paper, and cardboard in our manufacturing and packaging process. The use of these materials significantly impacts the availability of natural resources for future generations and also impacts our environment. Therefore, via seating has been managing our material usage through data collection and the use of targets and objectives that focus on reducing the amount of resources used in our manufacturing process in order to lessen the environmental impact and resource availability.

Energy and Emissions: The energy used by via seating is mainly used for building operations and heating and cooling the production warehouse. Our energy use directly and indirectly affects the environment through greenhouse gas emissions. We use metrics, analysis of energy invoices, established policies, and objectives and targets to manage our energy usage and track our emissions.

Managing our energy and emissions also involves establishing targets to reduce the amount of greenhouse gases produced, either directly or indirectly, by our operations. via seating offsets our greenhouse gas emissions by purchasing Renewable Energy Certificates annually to offset our emissions by 20%.

Water: Water is used in only one of our manufacturing processes: steaming wrinkles out of the final upholstered product. Having eliminated water from all of our other manufacturing processes allows us to conserve one of our most precious resources. The water used in this manufacturing process is managed and tracked using water meters designated to each water dispenser.

Biodiversity: Biodiversity is a crucial element of a healthy environment. Although our operations have not been found to have any impacts on biodiversity, we are committed to preventing such impacts from developing by complying with all federal, state, and local environmental regulations. Our management approach will continue to monitor our impact on the environment while also ensuring we comply with all applicable regulations.

Effluents and Waste: Proper waste disposal ensures that human health and the environment are protected. via seating has established and continues to manage policies and processes that guarantee all waste, including hazardous waste, is disposed of responsibly through a licensed disposal service.

Employment and Health & Safety: Employees are the most important aspect of via seating's business operations. We are committed to providing a safe and healthy environment that fosters diversity and inclusiveness. Our HR policies and procedures help us to ensure we are providing fair and equitable wages while also staying in compliance with all laws and regulations. Health & Safety is managed through policies, procedures, training, and grievance mechanisms.

Human & Labor Rights and Supplier Assessment: We at via seating strive to ensure that not only are the human rights of our employees respected, but also those of our suppliers' employees. We require our manufacturers and suppliers to sign and comply with a Code of Conduct agreement that prohibits the use of forced labor and child labor. The Code of Conduct also required manufacturers and suppliers to promote a safe, healthy working environment as well as additional internationally recognized criteria.

Anti-Corruption and Corporate Government: All via seating employees are required to act with integrity, ethics, and professionalism while in the workplace and representing via seating. We have enacted policies and procedures regarding the receipt of gifts, insider trading, and other corruptive activities. With these policies in place, via seating ensures it is governed and operated with integrity and professionalism.

Education, Training, and Development: At via seating, it is our belief that a well-rounded and skilled workforce is critical to a strong business infrastructure. We are proud to invest in our employees by providing leadership training and development opportunities. Through our Tier Program, we provide on-the-job training within each production area and cross-training.



Employees

201-1 • direct economic value generated and distributed
via seating is a privately-owned company. We do not disclose revenues, operating costs, economic value generated, or other financial information due to confidentiality constraints.

201-3 • benefit plan obligations and retirement plans

401-2 • benefits provided to full-time employees that are not provided to temporary or part-time employees

via seating offers full-time employees benefits such as paid time off, a 401K plan, paid medical, dental, and vision insurance, FSA accounts, life insurance, and supplemental disability insurance plans.

201-4 • financial assistance from government

via seating does not receive any financial assistance from local, state or US federal government.

202-1 • ratios of entry level wage compared to local minimum wage

via seating offers its employees' wages that do not vary based on factors such as gender or race. The entry level wages we offer are significantly higher than the state and federal minimum wage.



205-1 • operations assessed for corruption risk

205-2 • anti-corruption policies and procedures

205-3 • confirmed incidents of corruption

via seating operates exclusively in the United States and has an overall low risk of corruption. Our organization requires all of our employees and suppliers to follow our policies and procedures regarding ethical behavior and professional conduct.

via seating issues an annually reviewed Employee Handbook that contains all company policies and procedures. The Employee Handbook is available to all via seating employees and all employees receive training on its contents and any changes. via seating participates in bi-annual audits conducted by third-party auditors to verify the accuracy and integrity of our records, transactions, payroll system processes, and company policies and procedures. There have been no incidents or terminations due to corruption related behavior during the reporting period.

401-1 • new employee hires and employee turnover

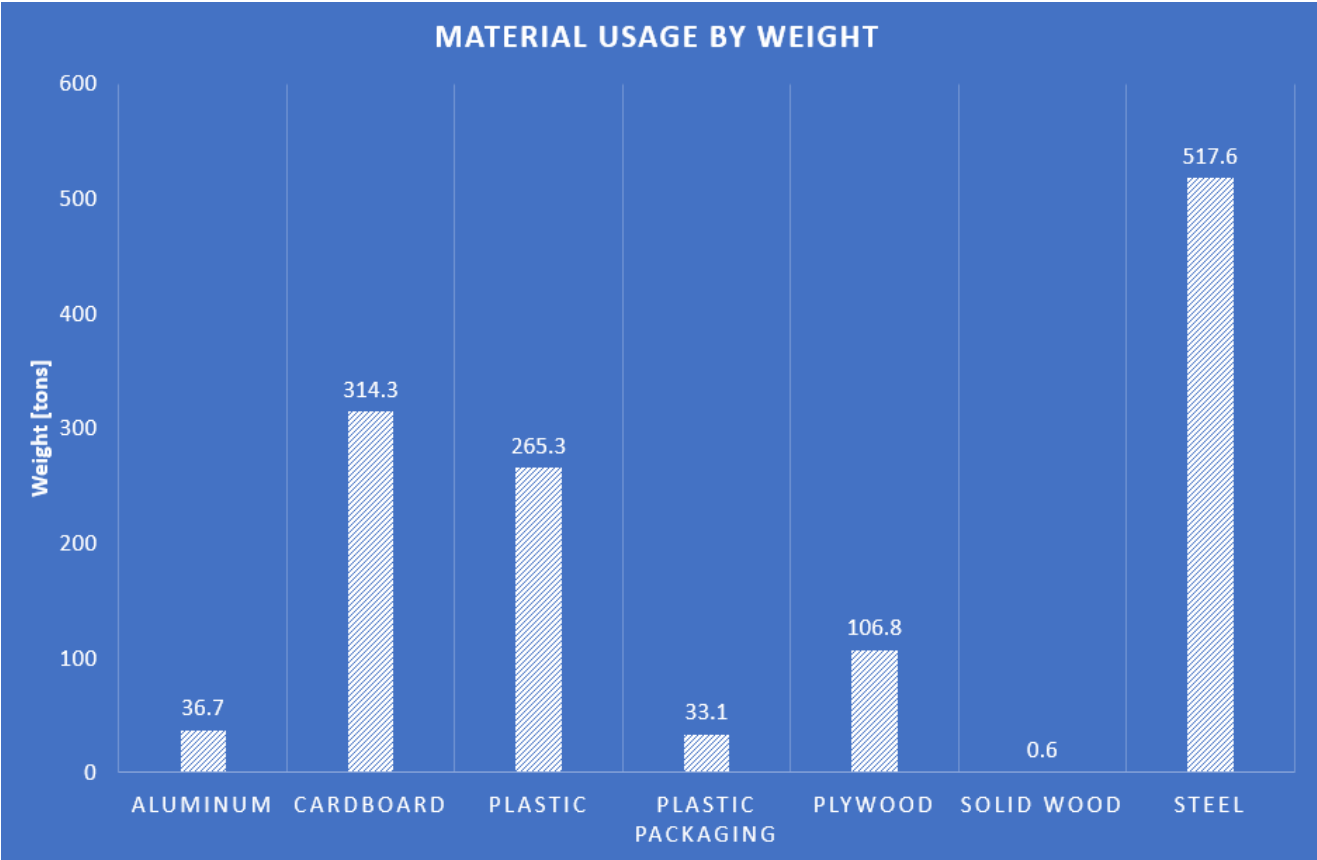
During the reporting period, there was a total of 82 new hires and 50 terminations. Information regarding age and gender are not available.



Materials and Energy

301-1 • materials used by weight or volume
via seating does not currently use renewable materials in the production or packaging of our products. However, we do use non-renewable and recycled materials. The materials usage for the reporting period is available in the following tables:

302-1 • energy consumption within the organization
via seating uses energy mainly to heat, cool, and operate our manufacturing facility. Using data collected from utility invoices and vehicle logs, it was calculated that 1542 MWH of energy was used during the reporting period.



302-2 • energy consumption outside the organization

The energy consumption outside of the via seating organization has not been calculated because no information is currently available.

302-3 • energy intensity

For the reporting period, the energy intensity ratio was 1.04×10^{-5} metric tons of CO₂e per USD of net revenue. Diesel fuel, natural gas, and purchased electricity used within the organization was used to calculate the energy intensity ratio.

302-4 • reduction of energy consumption

There were no energy reductions during the reporting period.

However, via seating purchased Green-E Certified Renewable Energy Certificates to offset its energy consumption by 25%.

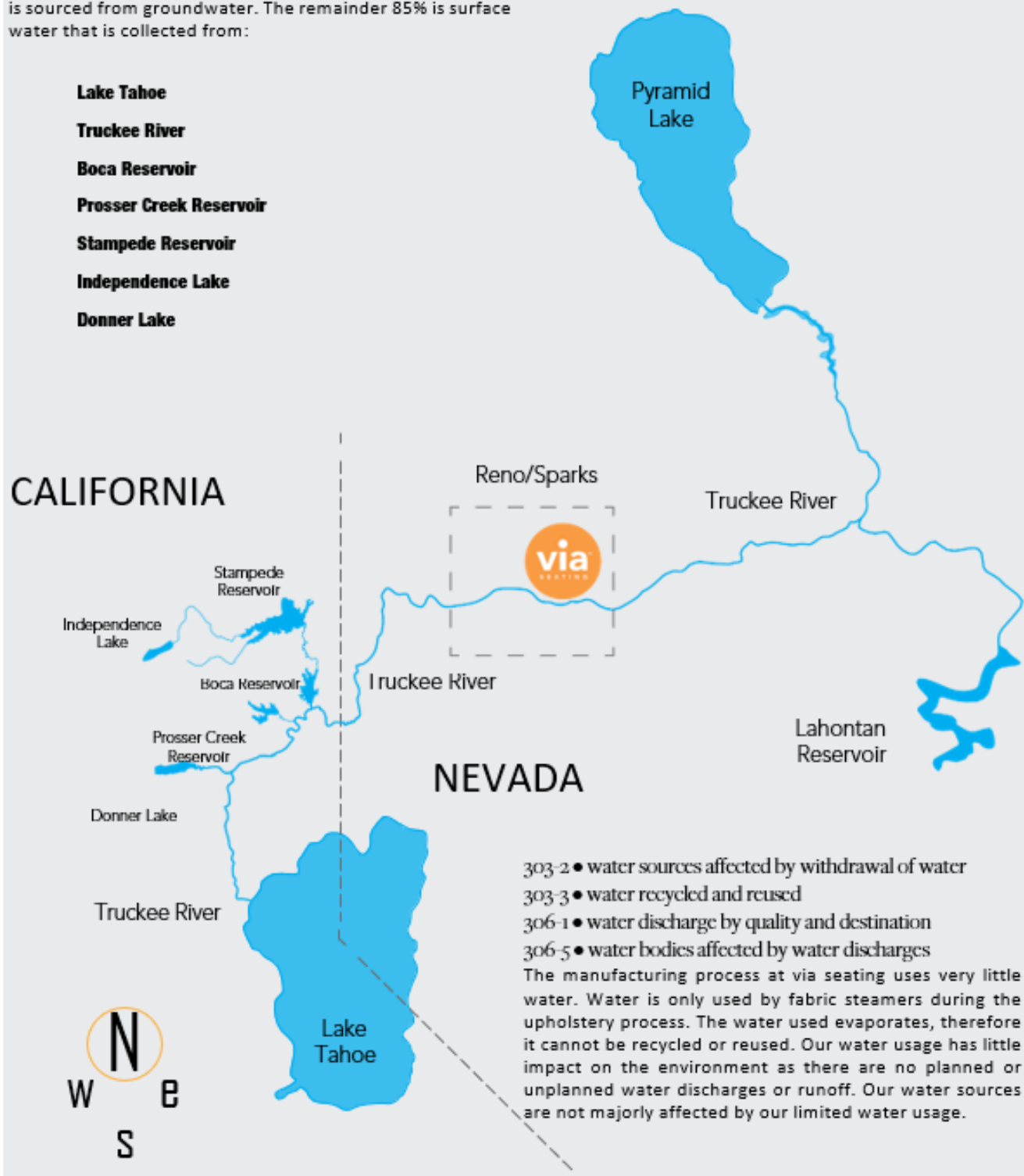


Water

303-1 • water withdrawal by source

Via seating uses water that is sourced from the Truckee Meadows Water Authority (TMWA). Up to 15% of our water is sourced from groundwater. The remainder 85% is surface water that is collected from:

Lake Tahoe
Truckee River
Boca Reservoir
Prosser Creek Reservoir
Stampede Reservoir
Independence Lake
Donner Lake



303-2 • water sources affected by withdrawal of water

303-3 • water recycled and reused

306-1 • water discharge by quality and destination

306-5 • water bodies affected by water discharges

The manufacturing process at via seating uses very little water. Water is only used by fabric steamers during the upholstery process. The water used evaporates, therefore it cannot be recycled or reused. Our water usage has little impact on the environment as there are no planned or unplanned water discharges or runoff. Our water sources are not majorly affected by our limited water usage.

Emissions

305-1 • Direct (Scope 1) GHG Emissions

Via seating uses natural gas and diesel fuel, two sources of direct (Scope 1) emissions. For the reporting period, via seating tracked the emission data for both of these sources using utility invoices, fuel logs, and odometer readings. via seating used the operational control for the consolidation approach. The total Scope 1 emissions for 2019 was 197.8 metric tons of CO₂e.

305-2 • Energy Indirect (Scope 2) GHG Emissions

The only source of indirect (Scope 2) emissions from via seating comes from purchased electricity. The greenhouse gas emissions that come from our Scope 2 emissions are CO₂, CH₄, and N₂O gases. The data used to calculate Scope 2 emissions was collected from utility invoices. Greenhouse gas emissions are calculated using the global warming potential (GWP) rates from the newly released EPA eGRID2018 summary tables. From these calculations, it was found that 137 metric tons of CO₂e of Scope 2 emissions were produced during 2019. All calculations are compared to the base year 2016. Operational control was used for the consolidation approach for emissions.

305-3 • Other Indirect (Scope 3) GHG Emissions

Scope 3 emissions data is not available and was not calculated for the reporting year.

305-4 • GHG Emissions Intensity

The greenhouse gas (GHG) emissions intensity ratio was calculated based on both direct and indirect (Scope 1 & 2) GHG emissions and the number of units produced during the reporting year. The GHG emissions intensity ratio for via seating for 2019 was calculated to be 4.02×10^{-3} metric tons of CO₂e per unit produced.

305-5 • Reduction of GHG Emissions

There were no absolute reductions in greenhouse gas emissions from via seating compared to the base year 2016. However, via seating purchased Green-E Certified Renewable Energy Certificates to offset greenhouse gas emissions by 25%.

305-6 • Emissions of Ozone-depleting Substances (ODS)

via seating does not produce, import, or export ozone-depleting substances (ODS).

Our organization voluntarily discloses greenhouse gas emissions by participating in the Climate Change Report and CDP.

The CDP, once known as the Carbon Disclosure Project, is a global disclosure system that collects self-reported environmental data from companies around the world.

Investors, consumers, and policy makers use the data to make informed decisions, manage, and measure the environmental impacts on climate change, forest conservation, and water security. For more information about the CDP and Climate Change Report, go to:

<https://www.cdp.net>.



Effluents and Waste

306-2 • waste by type and disposal method

306-4 • transport of hazardous waste

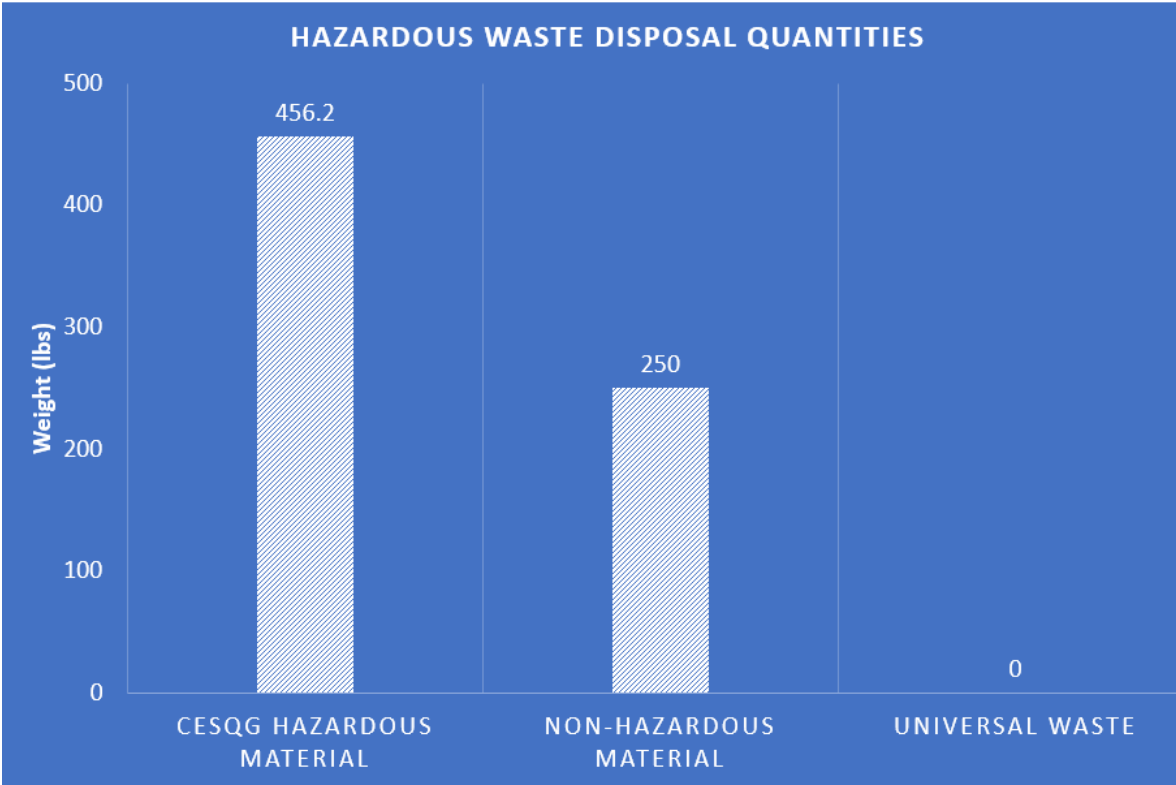
As defined by the EPA, via seating is a Conditionally Exempt Small Quantity Generator (CESQG). Hazardous waste is separated from all other facility waste and is removed by a contracted, licensed disposal service.

Cardboard and aluminum waste are separated from all other non-hazardous waste and is recycled by a local company. The remaining non-hazardous waste is removed by a contractor who sorts the waste based on the following material compositions: wood, plastic, steel, and miscellaneous waste. All recycled materials are consolidated and diverted with other locally generated waste and sold for recycling.

Non-recyclable, non-hazardous waste is sent to a landfill. via seating attempts to divert as much waste as possible by recycling and donating leftover materials to reduce the amount of waste that is deposited into landfills. Unused textile waste is donated to local non-profits and educational organizations.

via seating does not transport, import, export or treat hazardous waste.

via seating has graphed the waste quantities that have been disposed of by a hazardous waste disposal service. The data for non-hazardous waste generated and disposed of due to manufacturing is not available.



306-3 • significant spills

There were no significant spills at via seating during the reporting period.

307-1 • non-compliance with environmental laws and regulations

There have been no known violations or incidents of non-compliance with environmental law and/or regulations during this reporting period.

304-1 • operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

There are no known via seating operational sites owned, leased, managed in, or adjacent to protected areas and/or areas of high biodiversity value.

304-2 • impacts on biodiversity

There are no known, significant impacts on biodiversity due to via seating's activities, products, and services.

304-3 • habitats protected or restored

304-4 • iucn species and habitats affected by operations

via seating's operations do not have any known impacts on biodiversity, habitats, or IUCN Red List species. via seating does not have any partnerships with third parties to protect or restore habitats. We have not been involved in the protection or restoration of habitats.

402-1 • minimum notice periods regarding operational changes

There have been no significant operational



Health and Safety

403-1 • representation in worker health and safety committees

Via seating has a Safety Team that is managed by our On-Site Risk Management Supervisor. The Safety Team is composed of employee volunteers and all employees are encouraged by all levels of management to participate. Our number one priority is our employee's safety, health, and welfare. Safety training is conducted during our Town Hall meetings that all employees are required to attend. During our Town Hall meetings, all of production completely stops.

403-2 • injuries, occupational diseases, lost days, absenteeism, and number of work-related fatalities

Via seating used OSHA formulas to calculate the injury and lost time rates for the reporting period. The resulting rates are presented in the graphs below along with the rates from previous years. Recordable injuries are injuries that result in death, days away from work, transfer to another job, or require medical treatment including first aid. There were no work-related fatalities at via seating during the reporting period.

403-3 • workers with high incidence or high risk of disease related to their occupation

Via seating employees did not have a high incidence or high risk of disease related to their occupation during the reporting period.

403-4 • health and safety topics covered in formal agreements with trade unions

Via seating does not have any formal agreements with any trade unions.

404-1 • average hours of training per year

205-2 • communication and training on anti-corruption

412-2 • employee training on human rights

Via seating holds regularly scheduled Town Hall meetings and all via seating employees are required to attend. Production is completely stopped for Town Hall meetings, which typically last between 1-2 hours. The Town Hall meetings are a time where training is provided on various matters such as safety, company policies, procedures, and other miscellaneous topics.

Safety Huddles are held bi-monthly and are conducted with area supervisors and Safety Committee members. The Safety Committee meets with the On-Site Risk Management Supervisor monthly who provides training to the Safety Committee.

404-2 • programs for upgrading employee skills and transition assistance programs

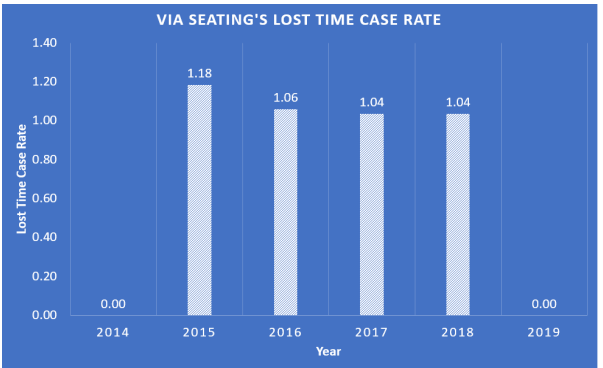
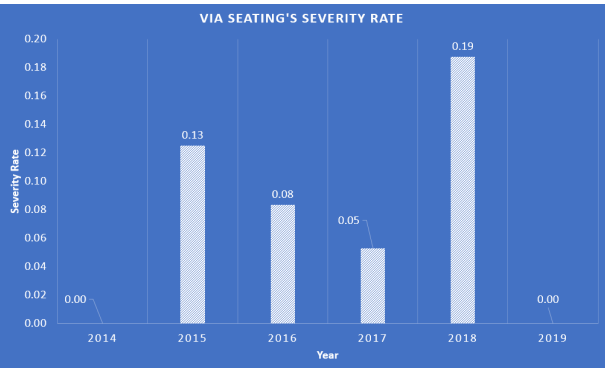
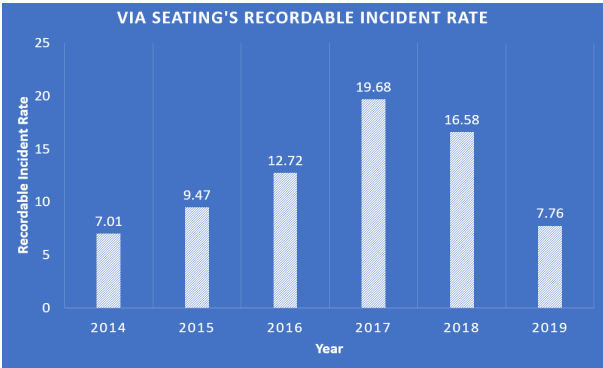
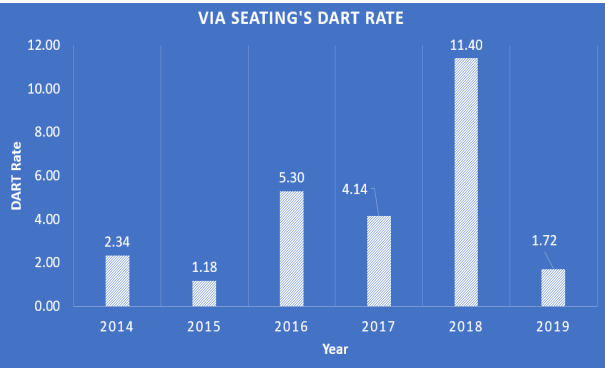
A tier system is used by via seating that is based on the employee's experience. The tier system starts at Pre-Tier for entry-level employees and goes up to Tier 6 which includes Lead Technicians and Supervisors. Employee pay scales are directly correlated to tier levels, so race or gender are not considered, and all production employees are included in the tier system.

All employees are introduced to the career path program as soon as they are hired on. The career path program offers opportunities for employees to build a valuable skill set. Each employee is provided a list of milestones that must be completed in order to advance to the next tier. As the

employee moves to the next tier, they will have built a solid foundation of skills and knowledge regarding the manufacturing process. Management and supervisors encourage employees to work towards achieving the next tier. As an employee advances to the next tier, their compensation increases.

Lead Technicians are also given the opportunity to receive a variety of off-site training on topics like safety, reasonable suspicion, and lean manufacturing to support a well-rounded and knowledgeable work force.

404-3 • percentage of employees receiving regular and career development reviews
Via Seating holds annual reviews for all employees regarding the past year’s performance and career development.



Our Suppliers

102-9 • supply chain

The components used by via seating in the manufacturing process come from multiple countries such as China, Taiwan, Italy, Germany, Norway, and Canada. Each via seating supplier is provided with a self-assessment survey and are asked to sign a Code of Conduct agreement that addresses topics such as social responsibility and other internationally recognized criteria. The following criteria was used for the survey and Code of Conduct agreement:

Self-Assessment Survey Code of Conduct Agreement

Prohibit forced and child labor
Maintain a safe & healthy workplace
Prevention of workplace harassment
Maintain safe and reasonable working hours
Fair and equitable wages
Operate without corruption and bribery

Via seating asks all of its suppliers to participate in the self-assessment survey. All responses to the survey are kept confidential.

Our VPs of Engineering and Supply Chain perform on-site visits to many of our suppliers, both in the US and abroad. These on-site visits help to maintain positive working relationships while also ensuring compliance with the Code of Conduct agreement.

102-10 • significant changes to the organization and its supply chain

There have been no significant changes to the size, structure, or ownership of the organization during the reporting period.

414-1 • new suppliers that were screened using social criteria

Each new supplier is pre-qualified by via seating before any purchases are made. On-site factory audits are carried out by via seating that includes criteria for material control, sourcing risk evaluation, in-production quality control, and finished goods inspection procedure.

A select group of approved suppliers are inspected annually to ensure conformance with via seating's quality standards and compliance with our Code of Conduct.

408-1 • operations and suppliers at significant risk for incidents of child labor

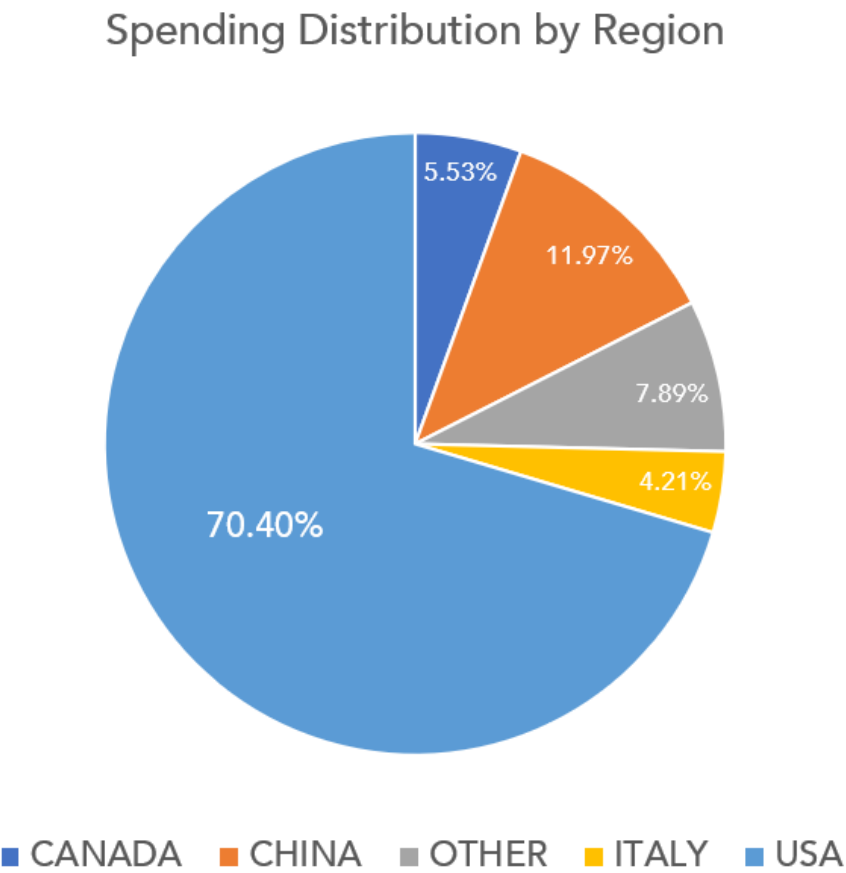
409-1 • operations and suppliers at significant risk for incidents of forced labor

via seating's business relationships are built on three key tenets: social responsibility, environmental protection, and fair cooperation. Our organization does not tolerate child labor or any form of exploitation of young employees at the hands of our suppliers. Any form of discrimination in our supplier's hiring and employment practices is considered unacceptable by via seating. We require

our suppliers to provide a harassment and abuse-free workplace for all of their employees.

204-1 • proportion of spending on local suppliers
via seating uses local suppliers as much as possible. By buying locally, we contribute to our local economy and reduce greenhouse gas emissions by eliminating the need for components to be shipped from over a large distance. Local suppliers are companies that are independently owned and operated in the Reno, Sparks, and Carson City communities.

A large quantity of our components and 90% of our chairs are manufactured in the USA.



Diversity and Equal Opportunity

405-1 diversity of governance bodies and employees

The data used to report via seating's diversity of governance bodies and employees comes from the EEO survey. However, at the time of publication of the sustainability report, The 2019 EEO-1 survey was not available. The EEOC, who manages the report, made the following announcement:

"The 2019 EEO-1 survey is not yet opened. The EEOC is currently in the process of seeking approval under the Paperwork Reduction Act (PRA) to collect the EEO-1 survey for 2019, 2020, and 2021. The EEOC is seeking to collect Component 1 of the survey and to discontinue the collection of Component 2 pay data. See, EEO-1 30-Day PRA Notice. The opening of the collection, as well as the new deadline date, will be announced by posting a notice on the EEOC home page and sending a notification letter to eligible EEO-1 filers. When the survey opens, the EEOC will provide online resources to assist filers with their submissions and the EEOC's helpdesk will be available to respond to filer inquiries and to provide additional filing assistance (including, for example, guidance on processing mergers and acquisitions and other corporate changes)."

406-1 • incidents of discrimination and corrective actions taken

There were no incidents of discrimination at via seating during the reporting period.

411-1 • incidents of violations involving rights of indigenous peoples

There have been no incidents at via seating involving the violations of the rights of indigenous peoples.

412-1 • operations that have been subject to human rights reviews or impact assessments

None of via seating's operations have been subject to human rights reviews or impact assessments.

412-3 • significant investment agreements and contracts that include human rights clauses or that underwent human rights screening

via seating has not participated in significant investment agreements, contracts, or capital investment projects that include human rights clauses or have undergone human rights screening during the reporting period.

413-1 • operations with local community engagement, impact assessments and development programs

via seating engages with our local community through financial gifts and product donations to various local non-profit organizations and schools. More information regarding via seating's community involvement can be found on our website at www.viaseating.com.

Since 2000, via seating has had a veteran hiring initiative. Every open position at via seating is first made available to our local veteran community.

413-2 • operations with significant actual and potential negative impacts on local communities

There have been no known operations at via seating with significant actual, or potential, negative

impacts on local communities.

417-1 • requirements for product and service information and labeling

Information regarding environmental impact, disposal, and recycling of via seating products are available on our website: www.viaseating.com. Handling instructions and information for safe use are available in our user guides, hand tags, and on our website. Depending on the products' destination, our chairs have additional labeling in accordance with state and local regulations. If further information is required, questions can be directed to our Customer Service Department.

417-2 • incidents of non-compliance concerning product and service information and labeling

There have been no known incidents of non-compliance involving via seating's product and service information and labeling during the reporting period.

417-3 • incidents of non-compliance concerning marketing communications


During the reporting period, there were no known incidents of non-compliance involving marketing communications.

418-1 • substantiated complaints concerning breaches of customer privacy and losses of customer data

There have been no known complaints or incidents of customer privacy breaches or losses of customer data during the reporting period.

419-1 • non-compliance with laws and regulations in the social and economic area

There have been no incidents of non-compliance with laws and/or regulations regarding social and economic areas during the reporting period.



via customer service contacts

West Coast - Mid States
775.398.3335 or 775.398.3306
cswest@viaseating.com
westorders@viaseating.com
8:00am-4:30pm Pacific

East Coast
775.398.3332 or 775.398.3302
cseast@viaseating.com
storders@viaseating.com
6:30am-3:00pm Pacific

GRI Context Index

GRI Standard Number	Disclosure Title	Page Reference or Direct Response	Disclosure Level
GENERAL DISCLOSURES			
GRI 102-1	Name of the Organization	6	F
GRI 102-2	Activities, Brands, Products, and Services	6	F
GRI 102-3	Location of Headquarters	6	F
GRI 102-4	Location of Operations	6	F
GRI 102-5	Ownership and Legal Form	6	F
GRI 102-6	Markets Served	9	F
GRI 102-7	Scale of the Organization	6	F
GRI 102-8	Information on Employees and Other Workers	6	F
GRI 102-9	Supply Chain	26	F
GRI 102-10	Significant Changes to the Organization and its Supply Chain	26	F
GRI 102-11	Precautionary Principle or Approach	6	F
GRI 102-12	External Initiatives	7	F
GRI 102-13	Memberships of Associations	7	F
GRI 102-14	Statement from Senior Decision-Maker	5	F
GRI 102-15	Mechanisms for Advice and Concerns about Ethics	-	N
GRI 102-16	Values, Principles, Standards, and Norms of Behavior	7	F
GRI 102-17	Mechanisms for Advice and Concerns about Ethics	-	N
GRI 102-18	Governance Structure	8	F
GRI 102-19	Delegating Authority	-	
GRI 102-20	Executive-Level Responsibility for Economic, Environmental, and Social Topics	-	F
GRI 102-21	Consulting Stakeholders on Economic, Environmental, and Social Topics	-	F
GRI 102-22	GRI 102-22 Composition of the Highest Governance Body and its Committees	-	F
GRI 102-23	Chair of the Highest Governance Body	-	F
GRI 102-24	Nominating and Selecting the Highest Governance Body	-	N
GRI 102-25	Conflicts of Interest	-	N

GRI Standard Number	Disclosure Title	Page Reference or Direct Response	Disclosure Level
GRI 102-26	Role of the Highest Governance Body in Setting Purpose, Values, and Strategy	-	N
GRI 102-27	Collective Knowledge of Highest Governance Body	-	N
GRI 102-28	Evaluating the Highest Governance Body's Performance	-	N
GRI 102-29	Identifying and Managing Economic, Environmental, and Social Impacts	-	N
GRI 102-30	Effectiveness of Risk Management Processes	-	N
GRI 102-31	Review of Economic, Environmental and Social Topics	-	N
GRI 102-32	Highest Governance Body's Role in Sustainability Reporting	-	N
GRI 102-33	Communicating Critical Concerns	-	N
GRI 102-34	Nature and Total Number of Critical Concerns	-	N
GRI 102-35	Remuneration Policies	-	N
GRI 102-36	Process for Determining Remuneration	-	N
GRI 102-37	Stakeholder's Involvement in Remuneration	-	N
GRI 102-38	Annual Total Compensation Ratio		N
GRI 102-39	Percentage Increase in Annual Total Compensation Ratio	-	N
GRI 102-40	List of Stakeholder Groups	10	F
GRI 102-41	Collective Bargaining Agreements	11	F
GRI 102-42	Identifying and Selecting Stakeholders	10	F
GRI 102-43	Approach to Stakeholder Engagement	10	F
GRI 102-44	Approach to Stakeholder Engagement-Key Topics and Concerns Raised	11	F
GRI 102-45	Entities Included in the Consolidated Financial Statements	11	N
GRI 102-46	Defining Report Content and Topic Boundaries	11	F
GRI 102-47	List of Material Topics	12	F
GRI 102-48	Restatements of Information	12	F
GRI 102-49	Changes in Reporting	12	F
GRI 102-50	Reporting Period	12	F
GRI 102-51	Date of Most Recent Report	12	F
GRI 102-52	Reporting Cycle	12	F
GRI 102-53	Contact Point for Questions Regarding the Report	12	F
GRI 102-54	Claims of Reporting in Accordance with the GRI Standards	12	F

GRI Standard Number	Disclosure Title	Page Reference or Direct Response	Disclosure Level
GRI 102-55	GRI Content Index	12	F
GRI 102-56	External Assurance	12	F
MANAGEMENT APPROACH			
GRI 103-1	Explanation of Material Topic and its Boundaries	14	F
GRI 103-2	The Management Approach and its Components	14	F
GRI 103-3	Evaluation of the Management Approach	14	F
ECONOMIC TOPICS			
GRI 201-1	Direct Economic Value Generated and Distributed	16	N
GRI 201-2	Financial Implications and Other Risks and Opportunities due to Climate Change	-	N
GRI 201-3	Defined Benefit Plan Obligations and Other Retirement Plans	16	F
GRI 201-4	Financial Assistance Received from Government	16	F
GRI 202-1	Ratios of Standard Entry Level Wage by Gender Compared to Local Minimum Wage	16	F
GRI 202-2	Proportion of Senior Management Hired from the Local Community		N
GRI 203-1	Infrastructure Investments and Services Supported		N
GRI 203-2	Significant Indirect Economic Impacts	24	N
GRI 204-1	Proportion of Spending on Local Suppliers	27	F
GRI 205-1	Operations Assessed for Risks Related to Corruption	16	F
GRI 205-2	Communication and Training about Anti-Corruption Policies and Procedures	17	F
GRI 205-3	Confirmed Incidents of Corruption and Actions Taken	17	F
GRI 206-1	Legal Actions for Anti-Competitive Behavior, Anti-Trust, and Monopoly Practices	-	N
SOCIAL TOPICS			
GRI 401-1	New Employee Hires and Employee Turnover	17	P
GRI 401-2	Benefits Provided to Full-Time Employees that are not Provided to Temporary or Part-Time Employees	16	F
GRI 401-3	Parental Leave	INFORMATION UNAVAILABLE	N
GRI 402-1	Minimum Notice Periods Regarding Operational Changes	23	F

GRI Standard Number	Disclosure Title	Page Reference or Direct Response	Disclosure Level
GRI 403-1	Workers Representation in Formal Joint Management-Worker Health and Safety Committees	24	F
GRI 403-2	Types of Injury and Rates of Injury, Occupational Diseases, Lost Days, and Absenteeism, and Number of Work-Related Fatalities	24	F
GRI 403-3	Workers with High Incidence or High Risk of Diseases Related to their Occupation	24	F
GRI 403-4	Health and Safety Topics Covered in Formal Agreements with Trade Unions	24	F
GRI 404-1	Average Hours of Training per Year	24	F
GRI 404-2	Programs for Upgrading Employee Skills and Transition Assistance Programs	24	F
GRI 404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	29	F
GRI 405-1	Diversity of Governance Bodies and Employees	28	F
GRI 405-2	Ratio of Basic Salary and Remuneration of Women to Men	INFORMATION UNAVAILABLE	N
GRI 406-1	Incidents of Discrimination and Corrective Actions Taken	28	F
GRI 407-1	Operations and Suppliers in which the Right to Freedom of Association and Collective Bargaining May be at Risk	NO KNOWN SUPPLIERS	N
GRI 408-1	Operations and Suppliers at Significant Risk for Incidents of Child Labor	26	F
GRI 409-1	Operations and Suppliers at Significant Risk for Incidents of Forced or Compulsory Labor	26	F
GRI 410-1	Security Personnel Trained in Human Rights Policies or Procedures	NO SECURITY PERSONNEL EMPLOYED	
GRI 411-1	Incidents of Violations Involving Rights of Indigenous Peoples	28	F
GRI 412-1	Operations that have been Subject to Human Rights Reviews or Impact Assessments	28	F
GRI 412-2	Employee Training on Human Rights Policies or Procedures	24	F
GRI 412-3	Significant Investment Agreements and Contracts that Include Human Rights Clauses or that Underwent Human Rights Screening	28	F
GRI 413-1	Operations with Local Community Engagement, Impact Assessments, and Development Programs	28	F
GRI 413-2	Operations with Significant Actual and Potential Negative Impacts on Local Communities	NO KNOWN OPERATIONS	
GRI 414-1	New Suppliers that were Screened using Social Criteria	26	F
GRI 414-2	Negative Social Impacts in the Supply Chain and Actions Taken	NO KNOWN IMPACTS	F

GRI Standard Number	Disclosure Title	Page Reference or Direct Response	Disclosure Level
GRI 415-1	Political Contributions	NONE	F
GRI 416-1	Assessment of the Health and Safety Impacts of Product and Service Categories	-	N
GRI 416-2	Incidents of Non-Compliance Concerning the Health and Safety Impacts of Products and Services	CONFIDENTIAL	N
GRI 417-1	Requirements for Product and Service Information and Labeling	29	F
GRI 417-2	Incidents of Non-Compliance Concerning Product and Service Information and Labeling	29	F
GRI 417-3	Incidents of Non-Compliance Concerning Marketing Communications	29	F
GRI 418-1	Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data	29	F
GRI 419-1	Non-Compliance with Laws and Regulations in the Social and Economic Area	29	F
ENVIRONMENTAL TOPICS			
GRI 301-1	Materials Used by Weight or Volume	18	P
GRI 301-2	Recycled Input Materials Used	None	F
GRI 301-3	Reclaimed Products and their Packaging Material Recycled Input Materials Used s	Information Unavailable	N
GRI 302-1	Energy Consumption within the Organization	18	F
GRI 302-2	Energy Consumption Outside the Organization	19	N
GRI 302-3	Energy Intensity	19	F
GRI 302-4	Reduction of Energy Consumption	19	F
GRI 302-5	Reductions in Energy Requirements of Products and Services	-	N
GRI 303-1	Water Withdrawal by Source	20	F
GRI 303-2	Water Sources Significantly Affected by Withdrawal of Water	20	F
GRI 303-3	Water Recycled and Reused	20	F
GRI 304-1	Operational Sites Owned, Leased, Managed In, or Adjacent to, Protected Areas and Areas of High Biodiversity Value Outside Protected Areas	23	F
GRI 304-2	Significant Impacts of Activities, Products, and Services on Biodiversity	23	F
GRI 304-3	Habitats Protected or Restored	23	F
GRI 304-4	IUCN Red List Species and National Conservation List Species with Habitats in Areas Affected by Operations	23	F
GRI 305-1	Direct (Scope 1) GHG Emissions	21	F
GRI 305-2	Energy Indirect (Scope 2) GHG Emissions	21	F

GRI Standard Number	Disclosure Title	Page Reference or Direct Response	Disclosure Level
GRI 305-3	Other Indirect (Scope 3) Emissions	21	P
GRI 305-4	GHG Emissions Intensity	21	F
GRI 305-5	Reduction of GHG Emissions	21	F
GRI 305-6	Emissions of Ozone Depleting Substances (ODS)	21	F
GRI 305-7	Nitrogen Oxides (NOx), Sulfur Oxides (SOx), and Other Significant Air Emissions	INFORMATION UNAVAILABLE	N
GRI 306-1	Water Discharge by Quality and Destination	20	F
GRI 306-2	Waste by Type and Disposal Method	22	P
GRI 306-3	Significant Spills	23	F
GRI 306-4	Transport of Hazardous Waste	22	F
GRI 306-5	Water Bodies Affected by Water Discharges and/or Runoff	20	F
GRI 307-1	Non-Compliance with Environmental Laws and Regulations	23	F
GRI 308-1	New Suppliers that were Screened using Environmental Criteria	-	N
GRI 308-2	Negative Environmental Impacts in the Supply Chain and Actions Taken	NO KNOWN IMPACTS	F

Notes

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