

HOOKER<sup>®</sup>  
FURNISHINGS

Corporate Social  
Responsibility Report



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Jeremy Hoff

It is safe to say that the year 2021 brought unprecedented change to Hooker Furnishings.

In February 2021, I assumed the role of Hooker Furnishings' CEO. Later that spring, our ESG committee, CARE (*Community Action & Responsibility for our Environment*) was formed, tasked with brainstorming, planning, and executing sustainability and community initiatives throughout the company at various scales. This cross-company team includes representation from most of our brands, with employees from all functions and levels of our company engaging with the project.

Our diversity, equity, and inclusion team, AIDE (*Advancement of Inclusion, Diversity, and Equity*) met for the first time last summer, ready to tackle the tough conversations that revolve around being a truly inclusive organization in which everyone feels welcome and equal. Through their creativity, dedication and diligence, we have already seen some of their ideas materialize.

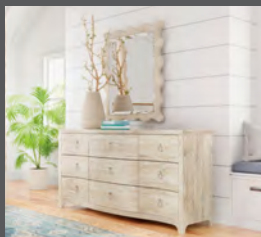
In the fall, we grew by 800,000 square feet as we cut the ribbon on our new Savannah, Georgia warehouse and distribution center, outfitted with state-of-the-art energy efficient features and a convenient location that drastically reduces our fuel consumption.

Along the way, we have had many smaller, transformative projects come to fruition as well: standardizing our safety programs, measuring our carbon footprint at two of our facilities, contributing heavily to the opening of a new state park in Virginia, and generally continuing to align Hooker's different business units as one company, one team.

All that to say: change is in the air, and remarkable progress is being made thanks to the efforts of many extremely capable teammates.

Throughout all that has been going on in the world, our employees have continued to propel Hooker Furnishings forward. We are advancing not only our business, but also our internal culture. We are evolving into an organization where we share victories, pool our talent to help others, make environmental stewardship a top priority, and work together towards common goals. I am proud to be counted a part of a team of bright, passionate, innovative individuals that make Hooker Furnishings great, and I can't wait to see what the next year has in store for us.

Jeremy Hoff  
Chief Executive Officer  
Hooker Furnishings



AH  
*accentrics home*<sup>™</sup>

BY  
BRADINGTON-YOUNG

H  
CONTRACT

HOOKER<sup>®</sup>  
CASEGOODS

HOOKER<sup>®</sup>  
UPHOLSTERY

PRI

PULASKI<sup>™</sup>

SM  
SAM MOORE

 shenandoah  
furniture

SLF  
SAMUEL LAWRENCE FURNITURE

SLH

Sunset  West  
FINE OUTDOOR FURNISHINGS





*we*  
**care.**

# care.

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Community Action & Responsibility for our Environment

In 2021, the Board of Directors adopted a set of policies and practices addressing environmental stewardship, social responsibility, ethics and governance that Hooker Furnishings believes will create long-term value for our shareholders, while investing in our associates and communities and positively impacting the environment.

A cross-functional, cross-brand team was assembled to drive these environmental, social, and governance initiatives for our organization and see these important projects through to fruition. The team's name, "CARE," stands for Community Action & Responsibility for our Environment" - offering an overarching scope of focus to the variety of issues the team addresses.







Environment



Climate change is a very real global phenomenon. Temperatures are rising, sea levels are rising, and we are experiencing more destructive storms, floods and wildfires than ever before. It is time to take action to slow, and ultimately reverse, the havoc that climate change is wreaking on our planet.

As committed stewards of the environment, Hooker Furnishings is actively working to slow climate change by:

- » Seeking ways to reduce our Greenhouse Gas Emissions and energy consumption
- » Reducing, reusing, and recycling to avoid Greenhouse Gas Emissions associated with the production of new materials, with the added benefit of easing the burden on our landfills
- » Expanding use of renewable resources in all aspects of our business

To guide our way, we:

- » Have expanded our enterprise Environmental Policy
- » Plan to leverage the knowledge and experience of industry experts, looking to peer organizations for a road map to success



In 2021, we expanded our enterprise **Environmental Policy** to address our continuing commitment to:

- » Upholding our environmental responsibilities
- » Placing ourselves at the forefront of change
- » Striving to create and maintain a company culture that works to mitigate environmentally significant impacts

Visit our [Policies page](#) for the link to a full copy of our Environmental Policy





Through our ongoing partnerships with environmentally-minded and sustainability-focused organizations, we aim to assist in creating a positive impact on our environment. Through our memberships, sponsorships, and engagement with each of the following associations, we aspire to be better each day, seeking counsel to better nurture a company that truly hopes to make a difference in the world.

We plan to increase our engagement in each of these groups in the coming years, advancing our financial and volunteer support when appropriate, while also pledging to make more informed choices in our business and educate our employees and communities at large on the necessity of preserving and replenishing our precious natural resources.



The **Arbor Day Foundation** has been inspiring people to plant, nurture, and celebrate trees since 1972, and that simple mission has had a global impact. The Foundation has grown over the last 50 years to become the largest member nonprofit organization dedicated to planting trees. And in that time, ADF has worked with members, supporters, and a strong network of partners to plant and distribute nearly 500 million trees worldwide.



The **Sustainable Furnishings Council**, a 501(c)(6) corporation, is a coalition of manufacturers, retailers and designers dedicated to raising awareness and expanding the adoption of environmentally sustainable practices across the home furnishings industry. The SFC is focused on industry transformation, increasing interest in environmentally safe furnishings and promoting the development of more sustainable options. The SFC provides guidance, education, and networking opportunities.

In 2020, in an effort to expand support for environmental protection and preservation in the Dan River Basin area, Hooker Furnishings joined with six other regional companies as a founding member of the **Eco Ambassador Council (EAC)**. The EAC is a collective of local businesses that wish to offer a meaningful corporate investment in their community. The EAC organizes support for environmental projects that are meant to increase tourism and economic development, while also preserving natural resources in the area for generations to come.

- » Hooker Furnishings currently holds two seats on the Board of Directors for the EAC, helping to fundamentally shape the projects and efforts that the Council undertakes
- » In addition to Board membership, we also support the EAC by offering volunteer hours via our employees as well as financial assistance, allowing us to be involved at every level of service
- » Development of the **Mayo River State Park**
  - ▼ In April 2022, the Mayo River State Park in Henry County, Virginia officially opened for public use. The EAC was heavily involved in each stage of development and was ultimately fundamental in seeing the project through to fruition. Hooker Furnishings employees devoted lots of sweat equity to the park's cultivation over the course of the year leading up to opening day, allowing us to truly leave our mark on this beautiful natural resource.







Hooker Furniture - Case Goods, Hooker Furniture - Upholstery, Sam Moore, and Bradington-Young are all currently **EFEC certified**.

All remaining brands are expected to receive certification by the end of 2022.

**EFEC** is a voluntary environmental management system created by the American Home Furnishings Alliance (AHFA) in 1999 to help members develop and maintain strong, proactive environmental programs. EFEC stands for "Enhancing Furniture's Environmental Culture." The program remains as relevant today as when it was introduced over two decades ago, providing a systematic approach for improving a company's environmental performance and, in turn, its profitability.



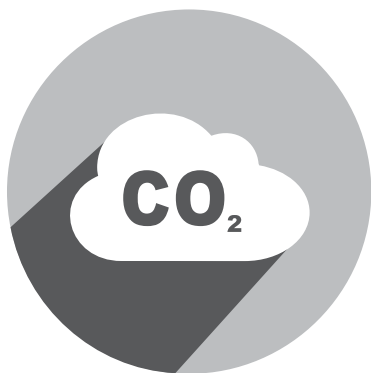
*Climate & Energy*



In 2021, Hooker Furnishings partnered with Virginia Tech University to begin to measure our Greenhouse Gas Emissions (GHG). The measurements of two of our facilities are now complete, and we have challenged ourselves to complete the measurements for all remaining US-based facilities by the end of 2023. While we await the gradual completion of our facilities' measurements, we are actively:

- » Analyzing current results for opportunities to improve **now**
- » Expanding our involvement in the Sustainable Furnishings Council's Climate team in order to learn the latest from peer organizations
- » Initiating a program with the goal of replacing our fleet of corporate cars with hybrid and electric vehicles
- » Proactively seeking to reach compliance with any new and upcoming state and federal regulations

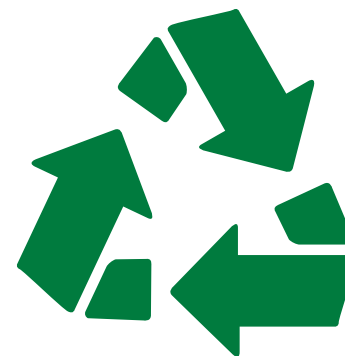




We recognize that the generation of electrical power often contributes to Greenhouse Gas Emissions, so we are striving to reduce our electrical consumption, brainstorming creative solutions and formulating long term plans and metrics to live up to the standards that we have set for ourselves.

In 2021, we began a multi-year project with the goal of replacing all lighting within our company-owned facilities in favor of LED and motion lighting (*where appropriate*\*) by 2025. We will monitor the impact of these changes over time with the goal of identifying additional impactful opportunities to improve.

\* Some facilities / portions of facilities have already been upgraded



In 2021, Hooker Furnishings embarked on a study with Waste Management Industries to evaluate our waste streams. The output of this study, which should be complete in June 2022, will be used to enhance our existing reduce, reuse, recycle programs and keep more waste from going into our landfills.

Hooker Furnishings reuses, repurposes, or recycles:

- » Pallets
- » Sawdust for use in:
  - ▼ Heating facilities
  - ▼ Manufacturing pellets for pellet grills
  - ▼ Agriculture
- » Leather for use in belts & boots





Hooker Furnishings continuously seeks out new ways to leverage renewable resources in our day-to-day business operations. Below are just a few of the things that we have accomplished to date.

- » Adopted the use of environmentally friendly supplies in our offices, including *(but not limited to)*:
  - ▼ Paper
  - ▼ Cleaners
  - ▼ Utensils
- » Began a program to continuously evolve our re-pack operations with the use of soy- or corn-based packing peanuts, committing ourselves to finding innovative, unexpected new ways to make an impact
  - ▼ These offer a non-toxic and bio-degradable alternative to old, industry-standard methods
- » Proudly reached the following certifications for all wood products used within our Shenandoah production facilities:
  - ▼ AHMI (*Appalachian Hardwood Manufacturers, Inc.*)
  - ▼ CPA Certified (*Composite Panel Association*)
  - ▼ ECO-Certified (*Sustainable Use of Wood Fiber*)
  - ▼ FSC (*Forest Stewardship Council*)
  - ▼ Rainforest Alliance Certified
  - ▼ SFI (*Sustainable Forestry Initiative*)





# *Savannah Warehouse*





In November 2021, Hooker Furnishings officially opened the 800,00 square foot Savannah, GA warehouse location. Less than 35 miles from the Port of Savannah, the new facility will help drastically reduce carbon emissions from transportation.

In addition to its close, convenient proximity to the Port of Savannah, the new warehouse in Midway, Georgia:

- » Features state of the art custom racking and material handling equipment, resulting in increased efficiencies and reduction of handling and related issues
- » Has its own dedicated showroom display area, allowing regional customers to eliminate the need to travel to High Point to view products in-person
- » Offers product mixability from brand-to-brand under the Hooker Furnishings umbrella, allowing customers to combine orders and increase their buying power without increasing freight
- » Keeps processes under one roof and eliminates the need for product transportation between multiple buildings
- » Is outfitted with energy efficient lighting and electric car charging stations
- » Boasts 265 dock doors, ensuring that trailers are loaded quickly and wait and idling times are limited
- » Created 50+ new jobs in the local area and numerous additional roles to fill as the facility's business continues to grow







People



Hooker Furnishings recognizes the importance of promoting and respecting human rights in all locations of our global operations and supports the United Nations Declaration of Human Rights. We are committed to preventing all forms of child labor, forced labor, and human trafficking in our organization and our supply chains. Our mission is to offer innovative, high-quality products of exceptional value while protecting, safeguarding, and valuing the rights of all employees and stakeholders. The Hooker Furnishings Board of Directors has oversight and responsibility for the Human Rights and Labor Principles.

### Equal Employment Opportunity

- » We are committed to providing a workplace that is free from all forms of harassment, discrimination and inequality. We recruit, employ, promote and compensate without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, citizenship, marital status, or any other characteristic protected by federal, state, or local laws
- » We expect the same of business partners, clients, vendors or other third parties with whom we have dealings.

### Diversity, Equity, & Inclusion

- » Hooker Furnishings is committed to providing a diverse, equitable and inclusive space for all our employees, customers, and retail partners.
- » We are a multicultural, global organization and strongly believe that when all voices are heard, we are stronger together.
- » You can find our DEI Statement by clicking [here](#).

### Work Hours, Wages, & Benefits

- » We compensate employees competitively relative to the industry and local labor market, and in accordance with all applicable federal, state and local wage, work hour, overtime and benefit laws.
- » Hooker Furnishings carefully evaluates our overall compensation and benefits packages regularly to ensure the economic security and safety of our workforce.



*Diversity, Equity & Inclusion*

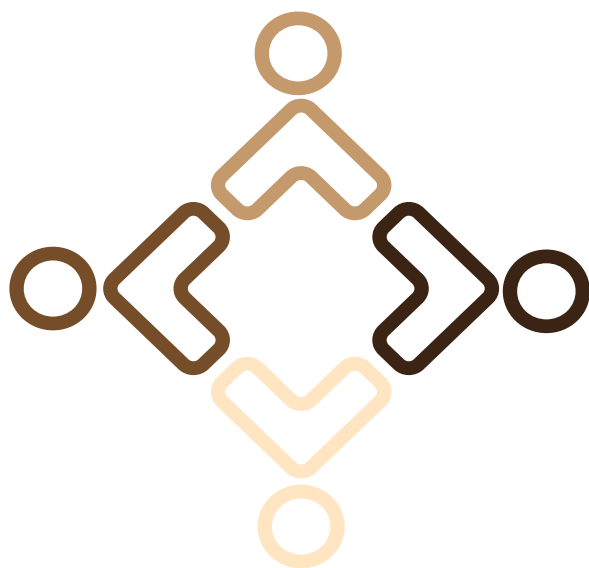


Founded in 2021, AIDE is a cross-company team of individual volunteers from every arm of the company, representing a broad range of races, ethnicities, religions, sexual orientations, genders, and job functions. Formed with the goal of increasing institutional awareness of issues relating to inclusivity and equality, the AIDE Team works together to brainstorm and execute ideas for a more diverse and welcoming workplace. In 2022, the AIDE Council formally adopted the following mission statement:

“ Our mission is to foster an inclusive environment for all Hooker Furnishings employees from date of hire, to understand and address challenges of equity that affect our employees, and to celebrate the diversity that makes Hooker Furnishings a better place. ”



At right is a non-comprehensive list of initiatives taken on by our AIDE council in the name of promoting diversity, equity, and inclusion. Initiatives continue to be suggested, planned and executed on a regular basis to both fill the needs-gaps that exist, and to lay the framework for a more inclusive environment.

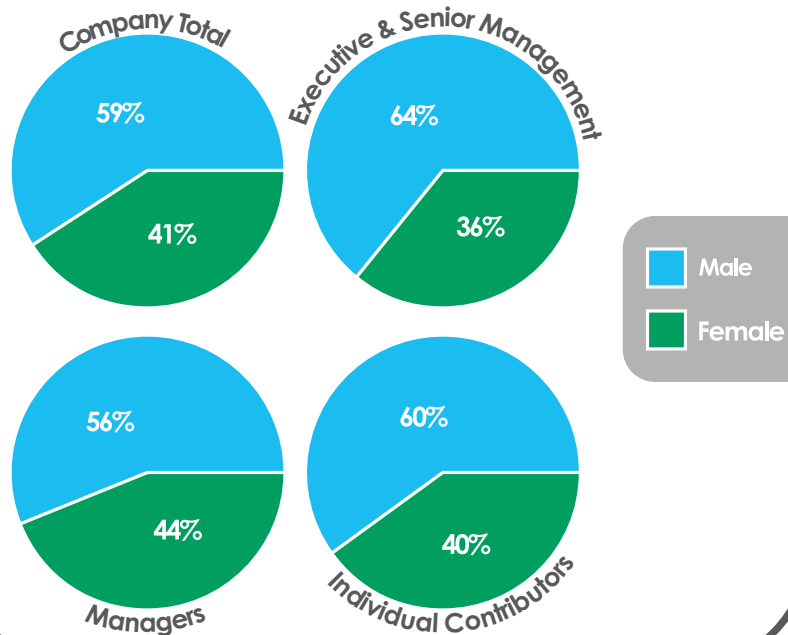


- » Two-hour unconscious bias training for managers, intended to help them recognize and reduce bias
- » Hour-long DEI training added to new employee on-boarding
- » Corporate commitment to DEI-focused charitable giving
- » Addition of two company-wide floating holidays so that employees may have PTO on a holiday of their choosing without using vacation time
- » Creation of campaigns to educate employees on diverse holidays and heritage months via email and flier campaigns, company-wide
- » Monthly recruiting meetings between HR and AIDE liaison to:
  - ▼ Work on attracting and sourcing more diverse candidates
  - ▼ Assist in removing bias from the interview process
  - ▼ Create metrics to measure organizational progress
- » Promotional materials disseminated to introduce AIDE to employees
  - ▼ Printed copies provided to plant employees without e-mail access
  - ▼ Translated into Spanish for ESL employees
- » DEI and AIDE section added on the Hooker Furnishings website
- » DEI section added to annual performance reviews for all employees
- » A DEI-focused section was added to the Hooker Furnishings strategy document, allowing business unit leaders to express how they intend to advance DEI pillars in their unit

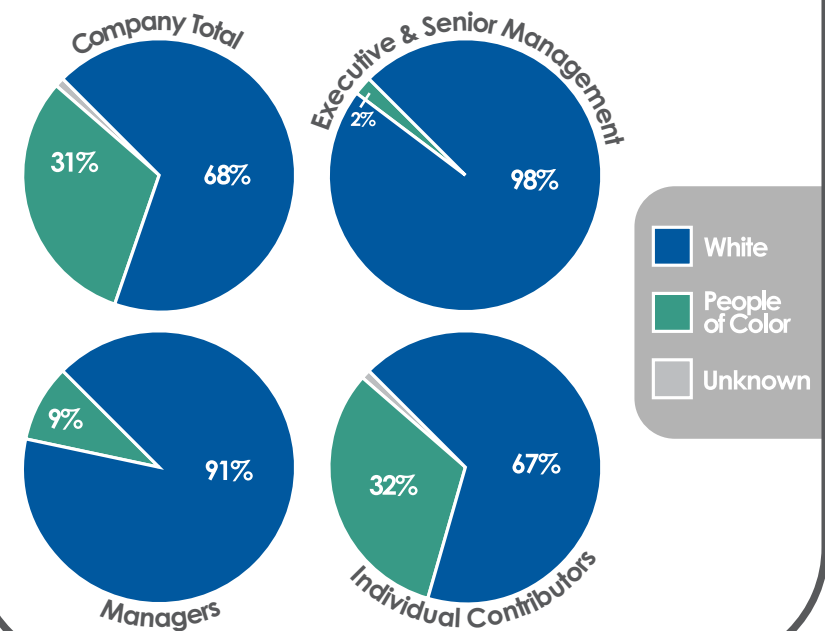
A diverse and inclusive workforce is an extension of our company values. There is strong evidence that diversity of people and perspectives drive better business outcomes and in turn create a better society that benefits everyone.

Below are Hooker Furnishings' 2021 company demographics.

## GENDER DIVERSITY



## ETHNIC DIVERSITY



We acknowledge that we must do more and do better at recruiting and retaining diversity within our workforce. Below are some of the ways that we are taking action today to create a more inclusive workplace for tomorrow.

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### Creating and Nurturing Strategic DEI-Centric Partnerships

- » **Centro Latino** - Coordinating efforts to have members of their organization assist in teaching basic Spanish to current managers. All major documents have been (or are in the process of being) translated into Spanish (*PTO policies, surveys, AIDE committee updates*)
- » **Bedford Adult Education Center** - Working together to create a workforce literacy program for limited English speakers, allowing their students to learn specific manufacturing terminology to prepare them for employment at Hooker Furnishings
- » **Virginia Values Veterans** - Completed certification to be classed as a V3 employer, allowing Hooker Furnishings to partner with them for specific events to help hire veterans throughout Virginia. They are also assisting in creating metrics specific to veteran hiring.
- » **HBCU Partnerships** - Ongoing commitment to establishing partnerships with HBCUs in the areas where we live and work. AIDE committee representatives will attend recruitment events, ensuring there is diverse representation available to speak with candidates

### Creating and Consistently Utilizing a DEI Scorecard

- » Creating a DEI recruiting scorecard to be implemented by the end of 2022. Activated EEO tracking on applicant system (*February 2022*) to establish a baseline of diverse applicants

### Creating Standardized Interview Templates and Job Descriptions

- » Created hourly and salary interview templates to eliminate bias in recruiting process; implementation in all locations is ongoing
- » Implemented interview training with hiring managers on how to properly interview and avoid bias
- » Regularly auditing job descriptions for biased languages

### Analysis of Pre-Employment Testing (Assessments)

- » Regularly reviewing employee assessments with Criteria Corp to ensure diverse candidates aren't being screened out disproportionately

### Conducting equity analyses on all annual merit increases



### Partnership with The Diversity Movement

- » Committed to an ongoing relationship, allowing them to work closely with our leadership teams on developing and implementing new strategic DEI initiatives to support our evolving workforce  
<https://thediversitymovement.com/>





*Health & Safety*





The safety and health of our employees is of the utmost importance to us. We strive to provide and maintain a safe, healthy, secure, and productive workplace in conjunction with our employees by addressing and remediating identified risks of accidents, injury and impacts to health.

We have established safety committees that consist of management and employee representatives. These committees are tasked with identifying and reporting hazards and unsafe work practices, removing obstacles to accident prevention, and evaluating our effort to achieve an accident and injury-free workplace. They have adopted the following as some of their guiding principles.

*We Pledge:*

To strive to meet  
our goal of **Zero**:

Zero accidents.  
Zero injuries.

To stay up to  
date on and  
improve upon our  
training initiatives  
as our industry and  
its regulations  
evolve

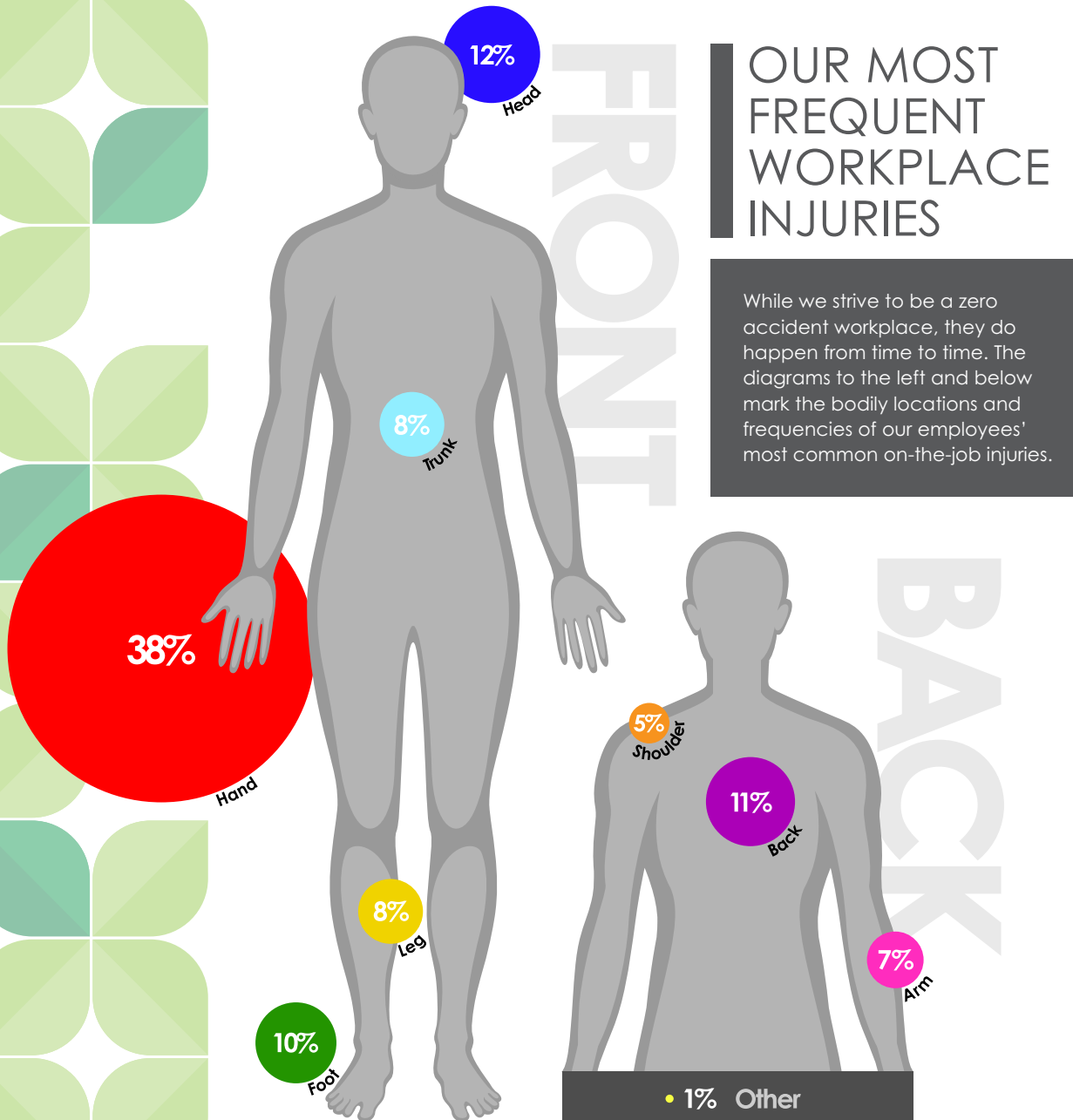
To provide employees  
with the right tools for the  
job, staying on the forefront  
of ergonomic solutions and  
personal protective  
equipment

To take every  
report or incident  
seriously, investigating  
thoroughly to find  
the best resolution and to  
try to prevent it from  
occurring again

To continuously  
measure our performance  
to align with the  
industry's  
Best Practices

Visit our  
[Policies page](#) for the  
link to a full copy of our  
Occupational Health &  
Safety Policy





we're *Taking Action*  
Against Common Injuries

- » We have updated our Lockout/Tagout protocols
- » All protection and handrail systems have been upgraded
- » Housekeeping procedures have been updated
- » We've invested in security upgrades to better see who is coming and going for the safety of the facility and its occupants
- » Our driver policy has been refreshed for use of our company vehicles and insurance
- » We have prioritized our top five most frequent workers compensation claims – we are putting plans in place to address these frequent injuries
- » Annual safety audits with workers compensation insurance company with benchmarks

In the spirit of Hooker Furnishings' corporate motto, "One Company, One Team," we have made an effort to standardize our safety practices in order to create an easy-to-understand, easy-to-follow system. Standardization efforts will give employees the agility to move between facilities without having to re-learn procedures.

**These standardization efforts include (but are not limited to):**

- » Standardized training in:
  - ▼ First-aid
  - ▼ All aspects of health and safety
  - ▼ All initial on-boarding programs
- » Standardizing the process of reporting Worker's Compensation claims; all locations are required to report within 3 business days to expedite the process and ensure appropriate action is taken in a timely fashion
- » A mentorship program designed to assist new employees in learning about processes and expectations beyond their initial training periods
- » Thorough accident investigation through management and company HR, ensuring that increased prevention and re-training occur when necessary







Hooker Furnishings is proud of the way that we conduct ourselves as an organization, and we insist that our vendors act in a similar fair and ethical manner.

In 2021, a formal **Vendor Code of Conduct** was drafted, laying out exactly what is expected of the people and organizations that Hooker Furnishings does business with. Categories touched upon in the document include:

- » Upholding the Law
- » Child Labor Policy
- » Involuntary Labor Policy
- » Non-Discrimination, Fair Discipline, Coercion, and Harassment Policy
- » Health, Safety, and the Environment
- » Compensation Policy
- » Working Hours Policy
- » Responsible Sourcing
- » Monitoring Transparency
- » **C-TPAT** (*Customs Trade Partnership Against Terrorism*) **Certification**

Visit our [Policies page](#) for the link to a full copy of our Vendor Code of Conduct





*Community*





Hooker Furnishings approaches philanthropy with a core framework that is rooted in our company culture. In giving, we target organizations that enhance education and help solve social justice issues.

Our preference is always to give locally rather than nationally so that our contributions have a direct effect on the communities in which we live and work. National groups that have local chapters with strong ties to our locations are also candidates for our support.

We do not use company funds for political purposes.

While COVID-19 may have had an impact on the breadth of the volunteering we have been able to do in recent years, our employees and management teams have given their time and efforts to their communities in a number of safe and valuable ways, even through the depths of the pandemic.



Bradington-Young Coat Drive for Hildebran Elementary



Hoker Furniture - Boys & Girls Club of the Blue Ridge's Duck Race



Sam Moore - "Pink Out October"



Shenandoah Furniture's Holiday Canned Food Drive



Bradington-Young's Blood Drive for OneBlood



In 2021, Hooker Furnishings contributed nearly **one million dollars** to over **30 charitable organizations** in and around our workplace communities.

Some of the not-for-profit organizations that monetary gifts were allotted to include:



#### Piedmont Arts Association

Piedmont Arts Association (PAA) is a nonprofit art museum and educational outreach center in Martinsville, VA. The PAA inspires and engages the diverse Martinsville-Henry County community and surrounding areas through visual arts, performing arts and arts education.



#### Boys & Girls Club of the Blue Ridge

The Boys & Girls Club of the Blue Ridge is an arm of the national organization of local chapters, providing voluntary after-school programs for young people. Club programs promote and enhance the development of youth by instilling a sense of competence, usefulness, belonging and influence.



#### United Way of Henry County

The United Way advocates for health, education, and financial stability resources to advance the common good in communities world-wide.

Funds were allocated to the branch local to Hooker Furnishings' VA headquarters: the United Way of Henry County & Martinsville.



#### City of Hope

City of Hope is a not-for-profit, National Cancer Institute-designated comprehensive cancer research center.

Funds are donated annually through the International Home Furnishings trade group.



**American Red Cross**



**BOYS & GIRLS CLUBS**



**GUILFORD  
EDUCATION ALLIANCE**



**NIDO & MARIANA QUBEIN  
CHILDREN'S MUSEUM**

\* This is a non-comprehensive sampling of organizations Hooker Furnishings supports on a community-level via volunteer work, financial gifts, or both.





*Educational Outreach*

Education is a focus of our service efforts that we feel very strongly about and pursue with intention. Hooker Furnishings understands that young people represent our future, and we are wholly committed to assisting in philanthropy and outreach programs that help them to learn and succeed. Below is just a sampling of the organizations that we are proud to align ourselves with.

- » Virginia Museum of Natural History
- » Nido & Mariana Qubein Children's Museum
- » Piedmont Arts
  - ▼ Non-profit art museum and educational outreach center in Martinsville, Virginia
- » Boys & Girls Clubs of America
- » We partner with community high schools and youth membership organizations to sponsor and assist with agricultural trade programs







*Corporate Citizenship*

Hooker Furnishings strives to model good **Corporate Citizenship** for our industry peers, colleagues, and business associates, putting business ethics at the top of our priorities list. Our business ethics initiatives fall into two main categories.

#### ADHERING TO OUR Business Code of Ethics

- » Periodically review / maintain Code of Ethics (CoE)
- » Communicating CoE internally
- » Employees required to sign off on CoE upon hire
- » Periodic employee assessment and compliance agreement to ensure understanding of and adherence to the CoE
- » Periodic Anti-Bribery / Anti-Corruption Training for employees upon hire with annual reassessment
- » Regularly identify opportunities to improve

#### VERIFYING OUR VENDORS' Code of Ethics Compliance

- » Periodically review / maintain Vendor Code of Conduct (VCoC)
- » Communicating VCoC with Suppliers / Vendors and receive commitment to adherence
- » Audit multiple Suppliers / Vendors annually to ensure compliance is being met
- » Assist Vendors/Suppliers who are not in compliance with VCoC, offering education and training to bring them back up to speed, and in some cases terminating the relationship."
- » Maintain record of Supplier / Vendor compliance as a future reference point





*Looking Ahead*





While we would love to see immediate, radically positive change in the world, it must be acknowledged that such things take time.

The plans included within this report are just the beginning of all that Hooker Furnishings intends to do in 2022 and beyond to make an impact on our planet. We will press on, drawing closer to our ever-evolving goal of being a catalyst for change. We will continue on our journey of bringing positive influence to our communities, making our mark by helping to create better places in which to live and work.

Through targeted focus on our initiatives, no matter how big or small, harnessing the passion and enthusiasm of our teams, and cultivating engagement with our local communities, we will continue to grow and nurture each of our CARE initiatives to strive to leave the world a better place than we found it.





To learn more about the policies which help shape our efforts, please visit the links below.



**HUMAN RIGHTS**



**ENVIRONMENTAL**



**VENDOR CODE  
OF CONDUCT**



**HEALTH & SAFETY**



**PRODUCT TESTING  
& SAFETY**



**CODE OF BUSINESS  
CONDUCT & ETHICS**



