



NOW FURNITURE AND ACCESSORIES (PTY) LTD
CSR Report

We are delighted to present our Sustainability Report.

This report aims to fully package together all of the various strands to our constantly evolving business. At Now Furniture and Accessories, we believe our success as a company is a culmination of an excellent, dedicated and skilled workforce, a strong belief and constant desire to improve.

This statement is true for all parts of the business, whether it be product range, distribution channels or our approach to the environment. Now Furniture and Accessories is now a truly global brand representative in Africa. Our environmental and social responsibilities have grown as we have. This report highlights all the good things we've been doing along the way. Many of these items will probably be new, even to our closest partners/employees, as we do not openly advertise these. We do things as we believe they are the right thing to do, not because they present public opportunity. Although the current climate economically and politically is uncertain, this has made us even more determined to conduct our business in a more environmentally and socially responsible way. We've invested our time, money and effort into what we believe is the most sustainable and environmentally-friendly office furniture manufacturing partners locally and internationally. Our future will see the continuation of heavy investment across all disciplines, bringing innovation and progressive products to market.

But above all, we will strive to maintain impeccable service levels, not accepting second best in anyway.





Now Furniture and Accessories has its own internal procedures which focuses on all of its own waste and waste material from furniture Industry, collaborating with partners that keep the highest standards of sustainability.

Now Furniture ensures that for every piece of material that it puts in to the market there is a route for recycling the equivalent piece of redundant material at the end of its life.

Backloaded transport is utilised wherever possible to bring back all cardboard, plastic and polystyrene packaging, as well as customer's old furniture.

All products packaging is 100% recyclable and we have a system in place for us to reuse as much packaging as reasonably practical. In the past few years we have reused over 10,000 units of packaging and recycled it at local recycle plants, diverting it away from landfill.

Any furniture that has been classed as redundant by customers can be sent back to Now Furniture, irrespective of who originally manufactured the item. These items can be re-purposed at underprivileged schools or other religious institutions, etc. Woods, metals, plastics, fabrics and foams are separated, segregated and recycled on furniture that can not be re-purposed.



THE 3 R'S

Now Furniture and Accessories is committed to continually improving the sustainability of all environmental aspects within our business. To meet both international standards and our own environmental targets we apply the R's principle-

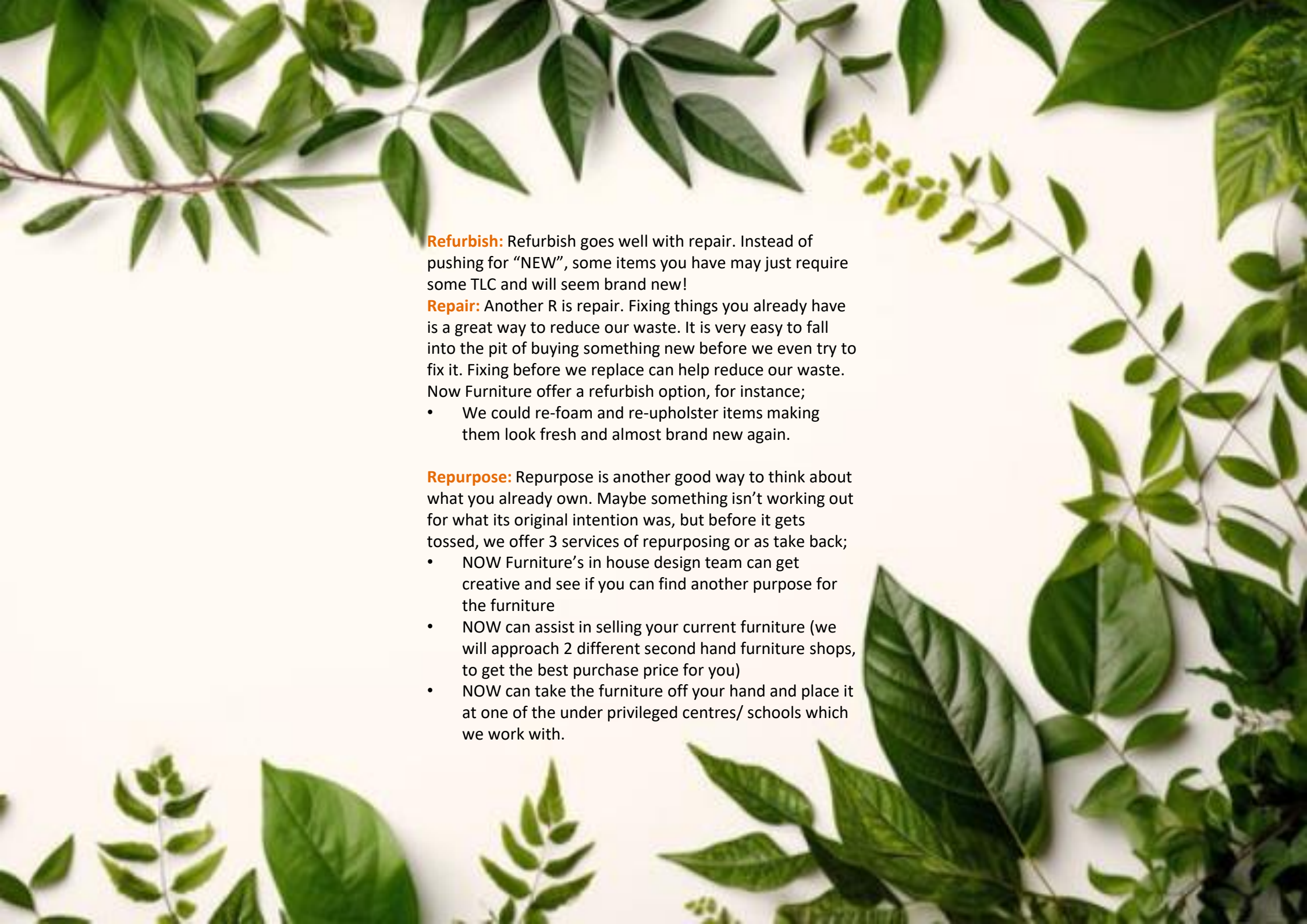
Rethink: Referring to thinking about what we have on offer and/or want and if you need it, and what impact it will have on the environment. Too often, design is the last function to consider the environment. Now Furniture's in-house design understands and embraces the role in the overall sustainability process, and we believe good design is the starting point for sustainable products. The aesthetics and functionality of new models/ranges are vitally important, but they should never be developed at the expense of the environment. We believe doing this for all products is more important than having a dedicated range of 'green' products. We use components with higher recycled content and increased recyclability, so less virgin materials needed to manufacture our products and there is little to no waste at the end of the product's life.

Refuse: Refuse certain single use items such as plastic bags and waste e.g. single use straws. For instance; you can use other types of straws such as bamboo or paper, or not use any type of straw and drink straight from the glass.

Reduce: The first step that normally comes to our mind is reducing usage.

Reuse: Reusing as much as we possibly can throughout our manufacture, supply, delivery and installation process. All our packaging is removed from site after placing and unwrapping, which is then re-used for packaging and wrapping of other items.





Refurbish: Refurbish goes well with repair. Instead of pushing for “NEW”, some items you have may just require some TLC and will seem brand new!

Repair: Another R is repair. Fixing things you already have is a great way to reduce our waste. It is very easy to fall into the pit of buying something new before we even try to fix it. Fixing before we replace can help reduce our waste. Now Furniture offer a refurbish option, for instance;

- We could re-foam and re-upholster items making them look fresh and almost brand new again.

Repurpose: Repurpose is another good way to think about what you already own. Maybe something isn't working out for what its original intention was, but before it gets tossed, we offer 3 services of repurposing or as take back;

- NOW Furniture's in house design team can get creative and see if you can find another purpose for the furniture
- NOW can assist in selling your current furniture (we will approach 2 different second hand furniture shops, to get the best purchase price for you)
- NOW can take the furniture off your hand and place it at one of the under privileged centres/ schools which we work with.

Recycle: Now after all of these other steps we will recycle. Recycling properly is also very important. It is important to remember that recycling is the last step before replacing. Following the other steps first is very important. By the time we get to recycling, you probably won't have much to recycle anyway!

Replace: When thinking about replacing, the idea is to replace things with more sustainable materials. E.g. Instead of buying a cheaper chair that is only guaranteed for 1 or 2 years, NOW offers quality furniture which will last a lot longer, with guarantees of 7-10 years on certain operator chairs and 5-10 Years on desking, etc. You can try to apply this to everything you buy, and see if there is a more sustainable option that will work for you.



