

### AT HUMANSCALE, WE DESIGN OUR PRODUCTS TO LAST.

Every time we manufacture a product, we're paying close attention to its environmental impact. We realize that when you replace a chair less often, the environmental impact is reduced, and we actively work to extend the life of our products through both design and engineering.

Our design philosophy is based on simple, elegant, timeless solutions. Our products keep their appeal as the fashion of the season changes, and this ensures that useful products are not unnecessarily being discarded. While technology and even interior environments will change over time, our products have been designed to accommodate the evolution of the office. During our design process, we plan how the products can be upgraded, refurbished and/or serviced in the field (with minimal effort). In addition, these products have robust standardized parts and components, which helps facilitate repeated service, repair and handling. All high-wear components such as textiles, cushions and arm pads can be easily exchanged, leading to a simple refurbish program that also extends the life of the products. We design in options for upgrades and field replacements to keep our timeless products useful through years of use.

All of Humanscale's products are engineered to extend well beyond the life of our standard warranty. After the design is complete, our engineering team thoroughly analyzes each product to predict how it might wear or potentially break over time, and then refine the design accordingly. Prior to going into production, our products go through extensive physical testing and simulations. We work closely with our manufacturers to ensure that all of our products are made according to our exact specifications, and as a result, we are confident in the quality we expect. Through our approach, all of Humanscale's products have industry-leading warranties (such as 15 years, including 24/7 shifts, for our seating) and meet and exceed all ANSI/BIFMA standards.

We work hard to design, engineer and manufacture all our products so they will last.