



# 2024 Annual Sustainability Report



# Explore our sustainability story.



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### A Letter From Our CEO

At Grand Rapids Chair, we believe the spaces we help create—and the products we design—should not only bring people together but also reflect our care for the world we share.

This marks our first official Sustainability Report. While it’s just the beginning, it represents an important milestone: a formal step toward increased transparency, accountability, and continual improvement.

We are proud of the progress we’ve made so far—from prioritizing long-lasting materials like steel and solid wood, to implementing lean manufacturing practices that reduce waste and improve efficiency. Now, we are taking that commitment further by working toward BIFMA LEVEL® certification, a respected standard that evaluates environmental and social responsibility across our products and operations.

We know sustainability is not a destination, but a journey and a willingness to evolve. This report reflects where we are today and our intention to share openly as we grow.

As we look ahead, we remain committed to designing durable products, reducing our environmental footprint, and creating a company culture that values people and the planet. We are excited to build on this foundation, in partnership with our employees, customers, and community.

Thank you for being part of the journey.



Geoff Miller  
CEO, Grand Rapids Chair Company





# About Us



Grand Rapids Chair Company is a privately held, family-owned commercial furniture manufacturer rooted in Byron Center, Grand Rapids, Michigan.

For over 25 years, we have been designing and crafting durable, design-forward seating and tables that nourish connection and creativity across a wide range of commercial spaces

—from restaurants and welcoming hospitality spaces to campus gathering spaces and today’s modern offices.

Our Commitment to Craftsmanship & Community



Made in Michigan

Our factory enables fast lead times, exceptional quality, and friendly service rooted in American manufacturing expertise.



Built to Last

We use solid hardwoods, steel, aluminum, and high-performance textiles. Every product is engineered for longevity and backed by a best-in-industry warranty.



Human-Centered Experience

Guided by our brand principles—to Nourish, Connect, and Create—we empower designers with versatile, customizable solutions crafted to spark joy in social spaces



Built on a Family Mindset

Originally started as a furniture sales company in 1991, we quickly evolved into manufacturers, changing our name to reflect our focus and local impact. Today, our product portfolio boasts a wide range of seating and table solutions that delight through joyful design, customizable options and distinctive nomenclature. Notably, products bear names linked to personal narratives within the company, from employees and their families to local landmarks. As a family enterprise, we prioritize long-term thinking, invest in our people, and serve our community—including ongoing support for causes close to home.





Our People



At Grand Rapids Chair, our commitment to sustainability begins with people. We believe in creating a workplace where employees feel valued, supported, and safe—and where everyone has the opportunity to grow.

We invest in the wellbeing and development of our team, foster a culture of inclusion and belonging, and maintain a focus on health and safety across our operations. Beyond our walls, we're proud to give back through volunteer efforts, community partnerships, and charitable giving.

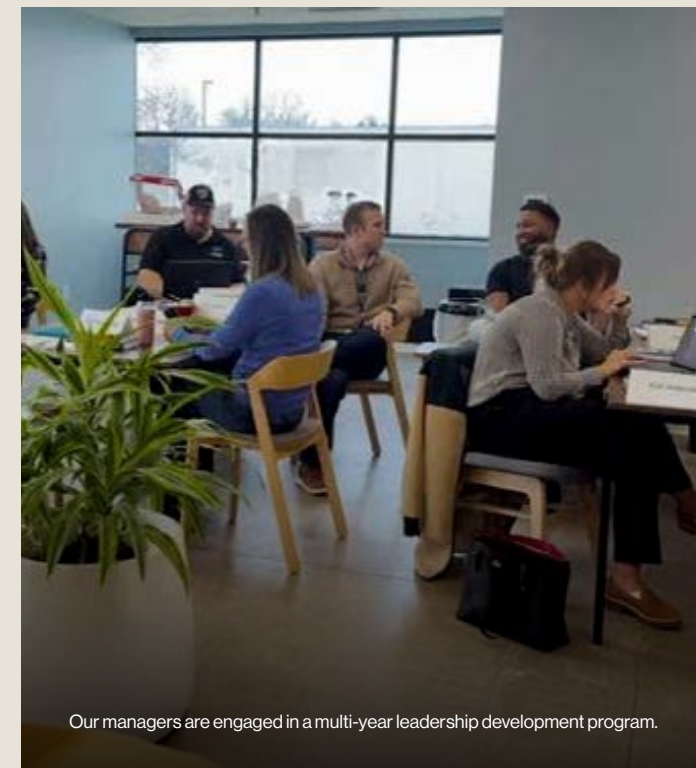
Caring for people is at the heart of how we do business—because sustainability isn't just about what we make, but how we show up for each other and the communities we call home.

## Employee Health, Wellbeing & Development

We are committed to supporting the health, wellbeing, and growth of our employees—both at work and beyond. This includes access to an on-site nurse and athletic trainer, flu shots, a 24/7 Employee Assistance Program, and discounted YMCA memberships. We also foster engagement through wellness initiatives and company-wide fitness challenges.

Grand Rapids Chair is equally committed to respecting the basic human rights of all employees and associates. We uphold fair wages, reasonable working hours, and safe working conditions, and strictly prohibit any form of forced, compulsory, or child labor, in full compliance with all regulatory requirements.

To further support our team's growth, we invest in professional development through tuition reimbursement and company-sponsored training programs—empowering employees to learn, grow, and belong.



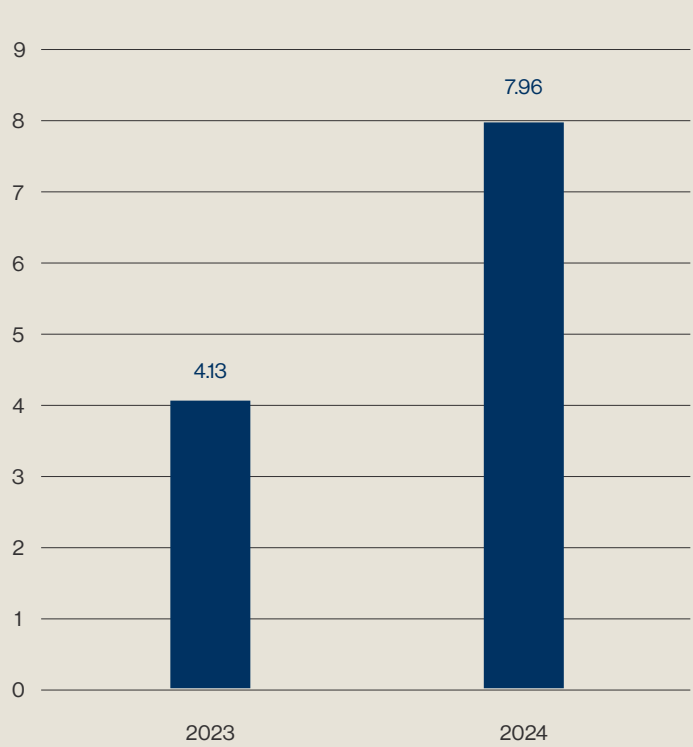




Health and Safety

We believe a healthy and safe workplace is essential to the wellbeing of our employees. While we recognize there is always room for improvement, we are committed to creating a safer environment every day. This includes providing proper training, clear safety guidelines, and the necessary equipment to help prevent injuries. Our Health & Safety Program is available to all employees and reflects our ongoing efforts to meet or exceed all applicable regulations and to foster a culture of safety and care.

Injury Rate

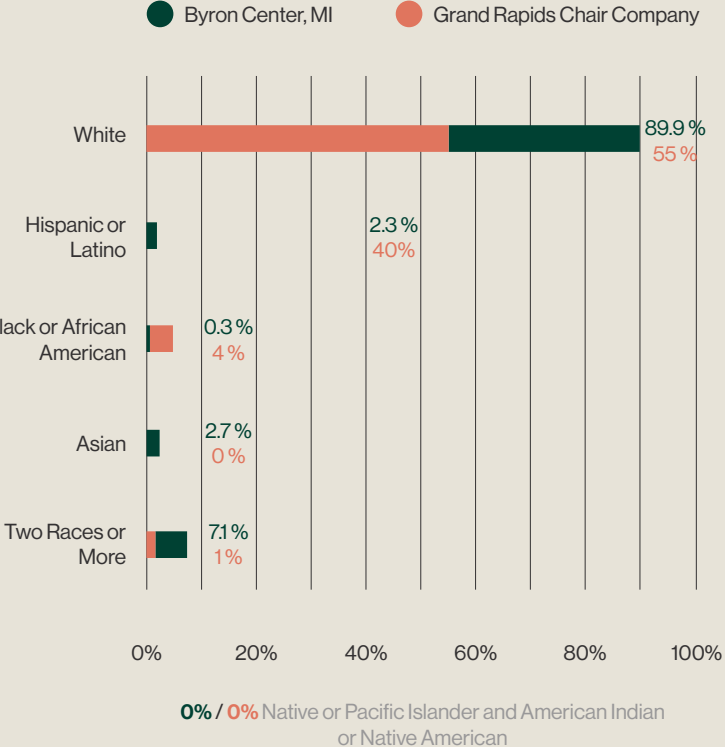


Inclusion

At Grand Rapids Chair, we are committed to building an inclusive, respectful workplace where everyone has equal access to opportunity. We prohibit discrimination of any kind and provide fair and equitable treatment regardless of race, religion, sex, sexual orientation, gender identity, pregnancy, veteran status, disability, age, or any other characteristic protected by law. This commitment applies across all aspects of employment—from hiring and training to compensation and advancement.

**50%**  
Executive Positions  
are Female

Population Comparison—2024





Community Outreach

At Grand Rapids Chair, we’re committed to giving back in meaningful ways—through both employee involvement and organizational support. Highlighted are a few examples of programs and organizations we support.

Breakthrough T1D  
(formerly JDRF).

The company has a close connection to the organization, naming one of its chairs after Brooke Miller, a family member with type 1 diabetes, and donating a portion of the profits from sales of the product to the organization.



Employee Paid Volunteer Time

We offer paid volunteer time for employees to engage in causes they are passionate about.



Armed Forces Thanksgiving Lunch

Held at the Gerald R. Ford Museum, this annual event honors active-duty military personnel and veterans. We proudly contribute to this celebration of service and sacrifice.



Camp Henry Scholarship Program

We support events that benefit Camp Henry’s scholarship fund, helping ensure all children and families — regardless of income — can experience the joy and growth of summer camp.



West Michigan Mountain Bike Association (WMMBA)

We support the WMMBA’s efforts to build and maintain sustainable mountain biking trails throughout the region, promoting outdoor recreation and healthy lifestyles.



Supplier Code of Conduct

Grand Rapids Chair expects all suppliers to uphold high standards of ethics, integrity, and responsibility. This includes complying with all laws, ensuring safe and fair working conditions, prohibiting forced or child labor, supporting diversity and inclusion, and operating without corruption. We also expect suppliers to respect human rights, avoid conflicts of interest, and minimize environmental impact. **86%\* of suppliers have signed the Code of Conduct.** These principles help us build a more responsible and sustainable supply chain.

\*Based on 2024 Supplier Spend

Business Conduct Policy

Our Employee Handbook, signed by all workers, lays out the basic rules and principles that apply to all employees – and reminds us to speak up if we see something that doesn’t seem right. Topics include: Code of Ethics and Conduct, Equal Opportunity, Harassment and Discrimination, Health and Safety, Privacy and Confidentiality, Conflicts of Interest, Human Rights, Complaint Procedures and Workplace Guidelines and Expectations.







The Planet



Product Design Philosophy

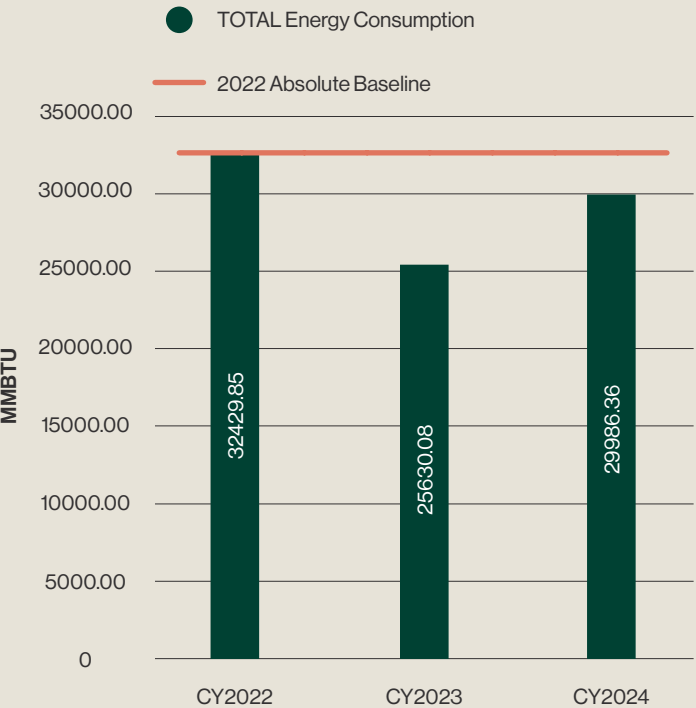
At Grand Rapids Chair, we believe great design is sustainable by nature. We collaborate with industrial designers to create furniture that meets the highest standards of performance while minimizing environmental impact from the start.

Our Design for the Environment approach emphasizes simplicity, efficiency, and long-term value. By reducing material use, selecting durable components, and designing with fewer, more easily field-replaceable parts, we are able to extend product life and reduce waste. We prioritize quality craftsmanship and timeless aesthetics—creating products that not only endure high-use environments, but also remain relevant and beautiful for years to come.

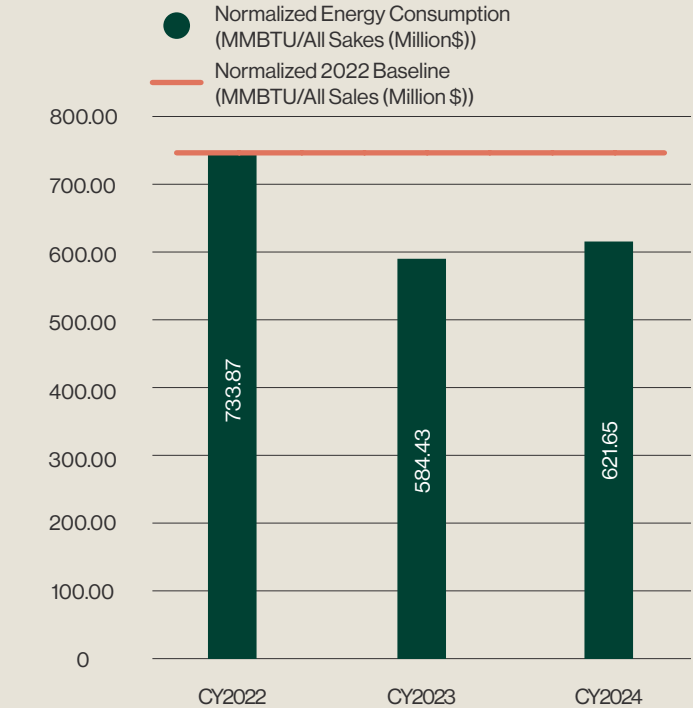
In short, sustainability is built into every piece we craft—through thoughtful design, lasting materials, and a commitment to longevity.

Energy and Emissions

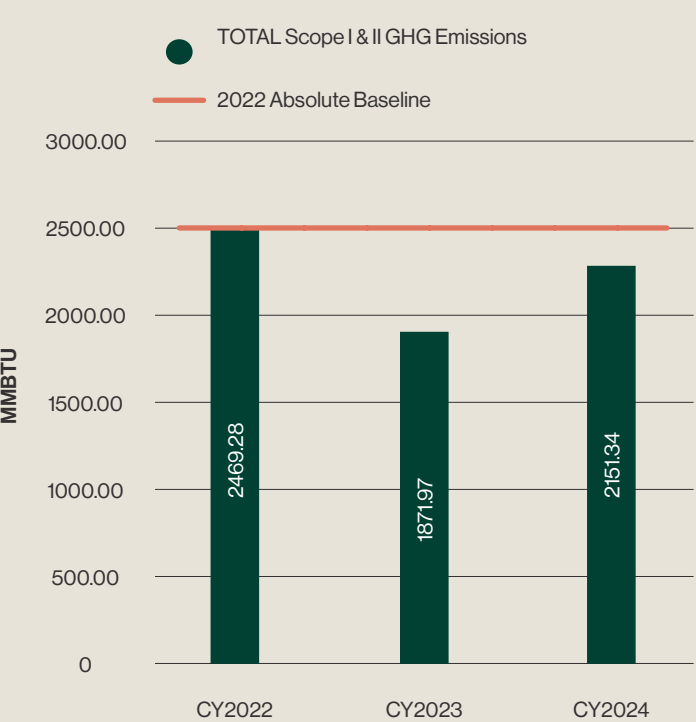
Annual Energy Consumption



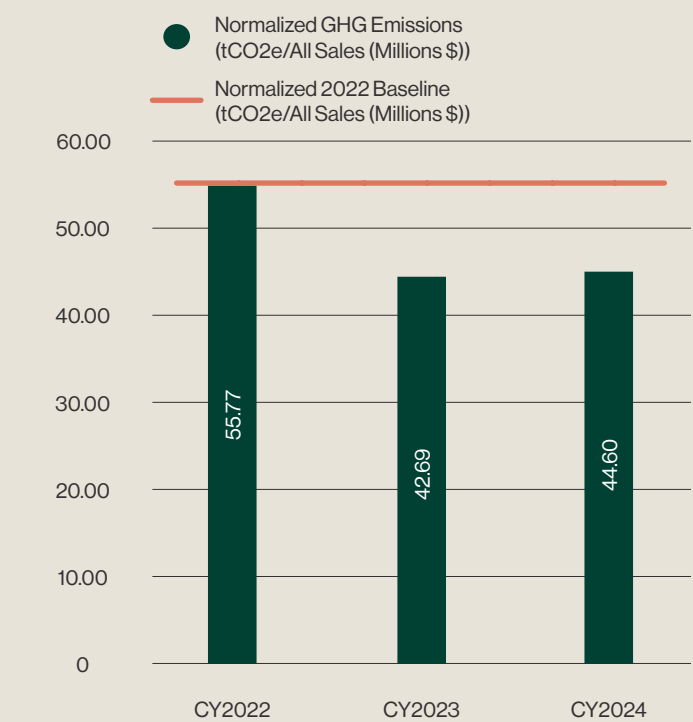
Normalized Energy Consumption



Annual Greenhouse Gas Emissions



Normalized Greenhouse Gas Emissions





GRI Standard	Disclosure	Response	Page
GRI 2: General Disclosures 2021	2-1 Organizational details	About Us/Who we are	5-6
	2-2 Entities included in the organization's sustainability reporting	About Us/Who we are	5-6
	2-3 Reporting period, frequency and contact point	Published in 2025, Covering Calendar Year 2024, Annually,	
	2-6 Activities, value chain and other business relationships	About Us/Who we are	5-6
	2-7 Employees	150	
	2-9 Governance structure and composition	Private	
	2-22 Statement on sustainable development strategy	Sustainability Policy	25-26
	2-23 Policy commitments	Sustainability Policy	25-26
	2-27 Compliance with laws and regulations	We are compliant with all local laws and regulations	
	2-29 Approach to stakeholder engagement	Code of Conducts	15
GRI 3: Material Topics 2021	3-1 Process to determine material topics	At this time, we have not formally completed a materiality assessment. However, we do understand the importance on continuously monitoring how our organization can impact the economy, environment and people and will consistently strive to limit any negative impacts we may be responsible for.	
	3-2 List of material topics	Same as above for 3-1	
	3-3 Management of material topics	Same as above for 3-1	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	At Grand Rapids Chair we understand the importance of minimizing our environmental footprint and are dedicated to creating products that align with sustainable practices. We follow a Design for Environment program which is dedicated to the constant reevaluation of materials used through all parts of the a product's design, production, usable life and end of life management.	
	301-2 Recycled input materials used	Same as above for 301-1	
	301-3 Reclaimed products and their packaging materials	Same as above for 301-1	

GRI Standard	Disclosure	Response	Page
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy & Greenhouse Gas	20
	302-2 Energy consumption outside of the organization	Energy & Greenhouse Gas	20
	302-3 Energy intensity	Energy & Greenhouse Gas	20
	302-4 Reduction of energy consumption	Energy & Greenhouse Gas	20
	302-5 Reductions in energy requirements of products and services	Energy & Greenhouse Gas	20
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Grand Rapids Chair recognizes that water is a scarce natural resource in many parts of the world, and as such, we are always working to enhance the efficiency of our water use across all our activities. We use water for general building requirements within our facility(s). While we are not actively tracking our usage, we remain in compliance with all water use and discharge regulations in the countries in which we operate.	
	303-2 Management of water discharge-related impacts	Same as above for 303-1	
	303-3 Water withdrawal	Same as above for 303-1	
	303-4 Water discharge	Same as above for 303-1	
	303-5 Water consumption	Same as above for 303-1	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Energy & Greenhouse Gas	20
	305-2 Energy indirect (Scope 2) GHG emissions	Energy & Greenhouse Gas	20
	305-3 Other indirect (Scope 3) GHG emissions	Energy & Greenhouse Gas	20
	305-4 GHG emissions intensity	Energy & Greenhouse Gas	20
GRI 306: Effluents and Waste 2016	305-5 Reduction of GHG emissions	Energy & Greenhouse Gas	20
	306-3 Significant spills	None	20

GRI Standard	Disclosure	Response	Page
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Grand Rapids Chair recognizes that minimizing waste generation is an important aspect of sustainability and managing our global resources. While we do not currently track our waste generation or recycling metrics, we are always looking for ways to improve our manufacturing processes to increase efficiencies and reduce, reuse, and recycle all materials within our facilities.	
	306-2 Management of significant waste-related impacts	Same as above for 306-1	
	306-3 Waste generated	Same as above for 306-1	
	306-4 Waste diverted from disposal	Same as above for 306-1	
	306-5 Waste directed to disposal	Same as above for 306-1	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Supply Chain / Code of Conduct	15
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Employee Health & Safety	11
	403-2 Hazard identification, risk assessment, and incident investigation	Employee Health & Safety	11
	403-3 Occupational health services	Employee Health & Safety	11
	403-4 Worker participation, consultation, and communication on occupational health and safety	Employee Health & Safety	11
	403-5 Worker training on occupational health and safety	Employee Health & Safety	11
	403-6 Promotion of worker health	Employee Health & Safety	11
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Health & Safety	11
	403-8 Workers covered by an occupational health and safety management system	Employee Health & Safety	11
	403-9 Work-related injuries	Employee Health & Safety	11
	403-10 Work-related ill health	Employee Health & Safety	11

GRI Standard	Disclosure	Response	Page
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Our organization is committed to ensuring all employees receive the training and development necessary to perform their roles effectively and safely. While we do not currently track average training hours, all staff receive job-specific onboarding and ongoing training relevant to their responsibilities. This includes training in areas such as workplace safety, technical skills, compliance, and systems use. Training needs are assessed on an ongoing basis to support performance, quality, and continuous improvement across the organization.	10
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Health, Wellbeing & Development	10
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Inclusion	12
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	None	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Supply Chain / Code of Conduct	15
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Supply Chain / Code of Conduct	15
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Supply Chain / Code of Conduct	15
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community Outreach	13-14
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Supply Chain / Code of Conduct	15
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Certifications	23
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	During this reporting period, we issued one voluntary recall of the Brooke Wood Dining Chair due to reports of structural instability. Although no injuries occurred, the recall and immediate corrective actions reflect our commitment to product safety and continuous improvement. More information is available on our <a href="#">website</a> .	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Certifications	23
	417-2 Incidents of non-compliance concerning product and service information and labeling	No issues of non-compliance	
	417-3 Incidents of non-compliance concerning marketing communications	No issues of non-compliance	



Certifications



Mindclick Sustainability Assessment Program

Created through the Hospitality Sustainability Consortium in collaboration with the USGBC, designers, purchasing agents, sustainability experts and 20 FF&E vendors, the Mindclick Sustainability Assessment Program evaluates products based on operational footprint and rates environmental and social impacts throughout its life cycle. Grand Rapids Chair has been ranked as a Leader in six categories and Achiever in two categories.



Intertek's Clean Air Certification

Many Grand Rapids Chair products have achieved Intertek's Silver or Gold Clean Air Certification. The certification assures that furniture products support a healthy indoor environment by meeting strict chemical emission limits for volatile organic compounds (VOC's). To be certified, products must be tested by independent labs for compliance with the ANSI/BIFMA X7.1 and either ANSI/BIFMA e.3 or CDPH/EHLB Standard Method V1.2 for VOC emissions of concern.



BIFMA Level Certification

The ANSI/BIFMA e3 Furniture Sustainability Standard is a comprehensive, multi-attribute standard for sustainability in the office furniture industry. The standard provides direction to manufacturers in the areas of materials, energy and atmosphere, human and ecosystem health, and corporate social responsibility. Third party certification (called LEVEL) is based on an audit of the corporation, the manufacturing site, and the specific products. Grand Rapids Chair Company seating products are pending LEVEL 1 and can contribute to LEED and WELL projects.

Grand Rapids Chair Company used the following methods for its product grouping approach for LEVEL certification:

- The combination of base product and options with the highest volume of sales or anticipated highest volume for a new product within the product category / subcategories as defined in Annex A. It is not necessary to consider the full range of options available on the representative sample for purposes of the evaluation. Notwithstanding, all products of a family group are expected to meet the intent of the credits.
- Worst-case sample selection as defined in the BIFMA LEVEL Standard (v 2019) - Section 4.

Memberships and Partnerships



BIFMA Member

BIFMA (Business and Institutional Furniture Manufacturers Association) is a not-for-profit trade association for business and institutional furniture manufacturers. Staying engaged with our industry trade association helps us advance industry standards and the conversation around sustainability.



SmartWay® Transport Partner

The U.S. Environmental Protection Agency (EPA) recognizes Grand Rapids Chair as a registered SmartWay Transport Partner. The EPA's SmartWay program helps companies advance supply chain sustainability by measuring, benchmarking, and improving freight transportation efficiency.





Sustainability Policy

Responsible Corporate Citizen

Grand Rapids Chair Company (GRCC) will conduct our business in a way that sustains the well-being of society, our environment, and the economy in which we live and work. We will follow ethical and legal business practices including fair hiring practices, corporate ethics, receipt of gifts and insider trading, should it ever apply.

GRCC is committed to respecting the basic human rights of its employees and associates. GRCC commits to providing decent work hours, wages, confiscations as well as upholding all regulatory requirements related to forced, compulsory or child labor.

Product Durability and Upgradeability

Our goal is to offer furniture solutions that are high in quality, repairability and durability. We consider our product’s life cycle and proudly offer up to a 5-year structural warranty on wood seating and a 10-year structural warranty on steel products.

Health and Safety

We believe a Healthy and Safe workplace is essential and that accidents are preventable. GRCC attempts to provide a safe workplace for all employees, to provide complete instructions and training covering safe working methods, and to make available special equipment required to protect employees against hazards and unhealthy conditions. We are committed to compliance with all applicable laws. GRCC maintains a Health and Safety Program that is managed and made available to all employees.

Legislation

All our initiatives are carried out in compliance with the laws, regulations and other GRCC specific commitments.

Environmental and Energy Footprint

We implement, maintain and continually improve our practices to reduce our environmental and energy footprint. We adopt environmentally safe approaches in our design and manufacturing processes through acting on the prevention of pollution, the elimination of all forms of waste, and the efficient use of all resources and continual improvement. We will continuously work to improve our environmental and energy footprint by meeting our objectives and targets by implementing strategies that will, over time, allow us to be better stewards of the environment through our management of natural resources, materials and chemicals. Chemical materials that we are using in our facility(ies) are managed with safety procedures to protect our employees that may come in contact with hazardous materials.

GRCC works at designing and manufacturing more sustainable products through life cycle thinking with safer material chemistry to improve human and ecosystem health impacts. We work with subcontractors that also value the importance of adapting such approaches.

Design for the Environment

In conjunction with its environmental and quality policy, GRCC is committed to building a healthy environment and sustainable business practices. Further to this, GRCC strongly considers the materials, processes, and material sources during the design stage of new and existing products. GRCC gives preference to materials, and sources that conserve energy and raw materials and offers products with a high degree of functionality through their working life and options for end of life repurpose or recycling. Wherever feasible the GRCC design team selects products that come from renewable, recycled, recyclable, or biodegradable sources.

Zero Waste

GRCC is committed to reduction of solid waste from its facility, specifically from fabrication of assembly of components. Its goal is to continue to minimize non-reusable solid waste from these production streams as much as possible each year. GRCC will monitor progress through annual data collection and analysis.

Community Engagement

GRCC values its community and its place within it. To demonstrate this value, GRCC looks for ways to contribute to the community including donations, volunteerism, sponsorship or participation. Along with this commitment, it encourages its employees to do their part to be responsible citizens of the community, by engaging in local events, fundraisers, community programs and conservation efforts.

Chemical Management

As part of its commitment to employee health and safety, and that of its customers, GRCC is committed to regularly evaluate the chemicals that it uses within its production processes and facility to look for opportunities to reduce, replace or eliminate chemicals of concern. GRCC maintains an inventory of chemicals that it uses to track, properly store and dispose of chemicals of concern. Only authorized employees may requisition chemical products and any new chemical products will be added to the chemical inventory and tracked as appropriate. All chemicals on the inventory list will have SDS sheets in printed form and will also be archived in digital format for easy retrieval.

Labor and Human Rights

GRCC is committed to respecting the basic human rights of its employees and associates. GRCC commits to providing decent work hours, wages, conditions as well as upholding all regulatory requirements related to forced, compulsory or child labor.





Let's stay  
in touch.

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Grand Rapids Chair Company



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