

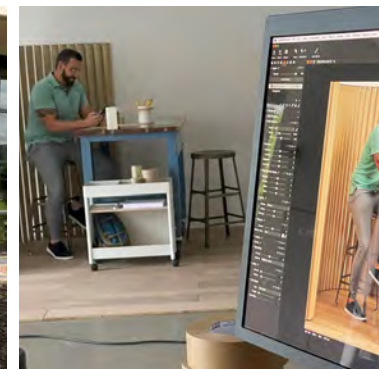
An aerial photograph of a lush green forest. A winding river flows through the center of the image. In the middle of the river, there is a small island with a row of six trees. The forest is dense and vibrant green, with some mist or smoke rising from the trees on the right side.

L/GHTCORP

*Corporate Responsibility Report*

2023





## FROM OUR *President*

For decades, LightCorp has been defined by our commitment to sustainability, continuous improvement, and creating value for all stakeholders. These principles are deeply embedded in our culture, making “doing the right thing” a natural part of who we are rather than a directive or event.

At the heart of LightCorp’s vision is the mission to provide opportunities for people to thrive. This vision guides our decision-making processes, and its impact is evident in our employee tenure and survey results. We are proud of the remarkable achievements of our talented team.

I am pleased to share the 2023 LightCorp Corporate Responsibility Report. This past year, we have made significant strides and look forward to the opportunities for further enhancements in the future. Ultimately, LightCorp’s sustainability initiatives will continue to yield positive outcomes for all our stakeholders.

**Marc Langeland**  
President



# THE LIGHTCORP *Story*

LightCorp is a company borne out of meeting customer need. In 1986, when Westinghouse Furniture (who would go on to later become furniture giant Knoll) couldn't find an acceptable lighting solution for beneath their casework furniture systems, we got to work. With just five employees and one customer, we began our humble journey.

As word spread over the years that would follow, we earned a sterling reputation as a contract manufacturer of choice. Partnerships with contract furniture legends in our backyard such as Steelcase, Haworth, and Herman Miller gave us opportunities to grow and reinvest in ourselves through acquisitions that rapidly expanded our capabilities.

As the office furniture industry landscape has changed over the years, we've learned to pivot. We doubled down on our lighting expertise and added complementary categories such as power distribution and accessories to the mix. Our recent awards and recognitions are tangible proof that we're committed to striving for excellence in all that we make and do.



**Steelcase®**  
2023 Premier Supplier

**HAWORTH®**  
2019 Supplier Excellence Award

**Knoll**  
2019 Supplier Recognition Award  
for Operational Excellence

LIGHTCORP



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LightCorp exists to help people thrive—from the end-users of our goods to the artisans we employ to design and manufacture them, and ultimately, our surrounding community.



LIGHTCORP

## BEHIND OUR *Why*

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LightCorp does more than build lighting and power products and accessories. We manufacture human-centric solutions that offer functionality and aesthetics and complement the needs of today's evolving work styles. Our products contribute to modular, adaptive environments that seamlessly integrate new technology and support impromptu collaboration. We strive to outfit workers with everything they need for a personalized and productive experience—wherever they choose to work.

From our humble start in 1986, we have maintained a reputation as a customer-focused solutions provider for over 30 years. In fact, developing a product for a previously unsourceable customer request was how we came to be. Entrepreneurial thinking, design, and innovation are in our DNA.

Our 100,000 sq. ft. Grand Haven, MI-based factory and headquarters is a state-of-the-art facility that combines advanced product development practices with in-house metal and electrical fabrication capabilities, finishing, and assembly operations, making our process seamless from sketch to finished product. In addition to our main factory we maintain a procurement office located in Shanghai, China.

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### OUR PURPOSE:

To provide opportunities for people to thrive.

### OUR VISION:

We exist to enhance the lives of generations of workers, their families, and the community.

### OUR MISSION:

LightCorp's mission is to create lighting, power, and accessory products that foster the well-being and productivity of individuals and enables them to thrive in the places they show up to work.

### OUR CORE VALUES:

We strive to be **transparent** and **reliable, unforgettable** and **selfless**, and resourceful **thinkers**.

LIGHTCORP



OUR PEOPLE, *our Pride*

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RETENTION AND TENURE

In 2023, LightCorp's stellar team was comprised of 79 associates with an average tenure of 16 years. We're proud of the fact that 57% of our associate family have been here 10 years or longer.

CODE OF CONDUCT

When people feel trusted, they make the best possible decisions on behalf of the organization. LightCorp intentionally created our core values to form the acronym TRUST. We expect our associates to be trustworthy and to trust one another. We also strive to be admired as an example of how all can do work with integrity. We are committed to treating our customers, partners, and each other with respect, trust, and integrity. We encourage our team to ask questions and to speak up when they see room for improvement.

STATEMENT OF EQUALITY

LightCorp is an Equal Opportunity Employer that values diversity in our organization. We're committed to providing a workplace free from unlawful discrimination and harassment. We provide equal opportunity to all persons regardless of race, color, religion, age, gender, sexual orientation, national origin, disability, marital, veteran, military status, or other legally

protected classification. We champion values that enhance human rights and promote equality, creating an environment of respect, integrity, and fairness for our employees, customers, and those with whom we conduct business.

EMPLOYEE BENEFITS

Associates bring their whole selves to work. So we're passionate about providing our people access to the best healthcare options for their physical and mental well-being. In addition to offering an excellent benefits package, our nationally-recognized wellness program offers 24-hour access to our fitness facility, wellness coaching, monetary incentives paid quarterly, as well as access to free counseling services as needed. In 2023, LightCorp awarded associates a total of \$21,384 in wellness incentives.

In addition, LightCorp contributes 3% of associate wages into a safe harbor 401(k) plan and matches up to another 3% for employees that participate in a 401(k) retirement savings plan.

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34% of leadership roles are occupied by women.



57%

of our associates have been with us 10 years or more.





# OUR PEOPLE, *our Pride*

## HEALTH & SAFETY

We regard the safety and well-being of our associates as priority number one. Our robust safety management system promotes safe and healthy work practices that enable our associates and visitors to thrive. Our proactive approach is a significant reason for our admirable record. We accomplish this through awareness, diligence with using protective gear, early intervention, rapid response, and a dedication to continuous improvement. We're also big believers in preparedness. LightCorp has response teams of associates assembled and trained to handle medical emergencies and chemical spills available for all shifts.

## TRAINING & DEVELOPMENT

We acknowledge that our company will only benefit from our people's continued growth and development. To encourage the continuous improvement of our greatest asset, we annually compensate associates for further education costs related to their current positions from any accredited educational institution. In addition, our on-site success coach partners with associates to improve their skills, overcome any personal employment barriers, and prepare for advancement opportunities.

56% of our plant associates achieved perfect attendance for the year.

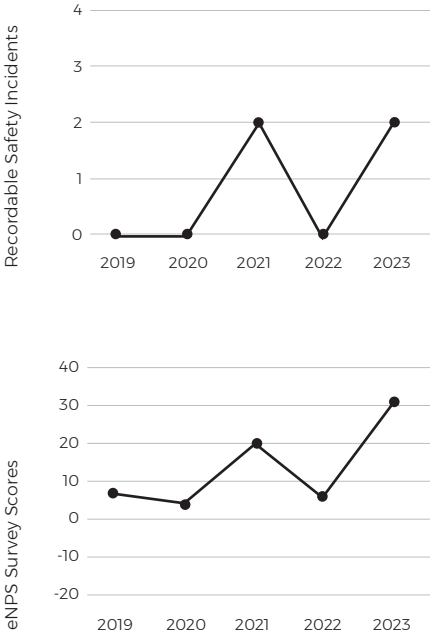
## EMPLOYEE SATISFACTION

LightCorp deploys the eNPS survey model twice per year to monitor the satisfaction level of our team. This anonymous feedback helps us gauge what we are doing right and what we can improve upon as a company.

## EMPLOYEE RECOGNITION

Our SpotLIGHT program allows peers and leaders to recognize associates caught exemplifying one or more of our core values in their day-to-day actions. SpotLIGHT submissions are read and acknowledged at every monthly employee meeting and are eligible for a randomly drawn cash prize.

On a quarterly and annual basis we celebrate the reliability of our associates by recognizing perfect attendance on our factory floor. In 2023, 56% of our associates achieved perfect annual attendance. Cash bonuses are paid quarterly and annually for those achievements.



# SUSTAINABLE *Products*

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## MINDFULLY DESIGNED

LightCorp’s engineers consider the environmental and lifecycle impacts during the product development stage. As much as we can, we opt to use recyclable materials such as aluminum, steel, plastic, cork, felt, and wood in the design our products.

## SOURCED ETHICALLY

We consciously strive to source materials responsibly, ensuring that we (and our suppliers) avoid the inclusion of Red List Ingredients as much as possible and seek to minimize the use of any chemicals of concern when we are able.

## ABOUT PFAS

PFAS are long lasting, “forever chemicals” that are widely used within different commercial, industrial, and even consumer products. The U.S. Environmental Protection Agency (EPA), along with individual states are working towards passing PFAS legislation to regulate their use. LightCorp is aware of these regulations and is currently gathering information from our supply chain to identify any PFAS contained within the components used in our production processes.

## MANUFACTURED TO LAST

Our products are designed with energy usage in mind as we aim to reduce the use of electrical energy through our LED lighting products. By nature, LEDs have an extremely long lifespan and are mercury-free— making them an environmentally-friendly choice.

## TESTED FOR SAFETY

All of our lighting and power products are reviewed and tested by the OSHA Nationally Recognized Testing Lab (NRTL), UL and Intertek. This testing and routine quarterly inspections allow us to produce and mark our products according to UL and Canadian Standards Association (CSA) safety standards with the cULus or cETLus listing mark.

## ALWAYS IMPROVING

We’re always looking for ways to improve the products we manufacture, whether it be via improving recyclability, removing labor or costs from manufacturing, and/or improving the energy efficiency or performance. Our Value Add/Value Engineering process allows us to engineer for continuous improvement throughout the lifecycle of our products.

94%

of our product line is made with materials that can be fully recycled.





## MANUFACTURING *Responsibly*

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### ISO-9001 & ISO-14001

LightCorp has had an ISO-9001 Certified Quality Management System since 1996. ISO-9001 is a rigorous international standard that specifies quality management system (QMS) requirements. This standard not only helps LightCorp consistently provide products and services that meet customer and regulatory requirements, but it also helps keep our scrap and waste to a minimum.

Similarly, our manufacturing processes have been governed by an Environmental Management System (EMS) compliant with ISO 14001:2015 since 2001, ensuring that we manage our environmental responsibilities systematically that contribute to the environmental pillar of sustainability. An outside firm audits our operations and administration annually, with our QMS and EMS re-certified every three years.

### RESPONSIBLE SUPPLY CHAIN

Where and how our sourced parts are made matters to us. Approximately 90% of our supply chain is sourced within our national border. We're committed to only partner with suppliers who share the same desire to manufacture safely, ethically, and sustainably. We also ensure that any sourced materials come from Conflict-Free designated regions.

As a small business, we also understand small and diverse companies' impact on the local and national economies. Choosing to partner with local suppliers also reduces the need for long-distance transportation—which lowers our carbon footprint and is an ecologically favorable choice. Fostering an environment that allows these businesses to thrive is vital to our company.

### PACKAGING

Because using excessive and wasteful packaging materials to ship our energy-efficient goods wouldn't seem right, we mindfully consider packaging and distribution requirements when designing new products. By making intentional choices about the construction of our goods, we can significantly reduce the need for packaging in many cases. In recent years we have eliminated the use of foam and switched to using 100% post-consumer corrugated cardboard and crinkle paper.

### AIR QUALITY

We continually monitor the air quality within our plant to ensure its compliance with OSHA and EPA (Environmental Protection Agency) regulations. LightCorp meets or exceeds all applicable regulations for air emissions, storm water, and the disposal of hazardous waste.

60%

of our supply chain comes from within 75 miles of our Grand Haven factory.



# MANUFACTURING *Responsibly*

## GREEN HOUSE GAS

LightCorp operations are exempt to U.S. EPA’s Mandatory Green House Gas (GHG) Reporting Rule published under 40 CFR part 98, which applies to direct greenhouse gas emitters, fossil fuel suppliers, industrial gas suppliers, and facilities that inject CO2 underground for sequestration. LightCorp does not include any of those classifications in their operations.

## WASTE MANAGEMENT

Every manufacturing station within our facility has clearly labeled receptacles for collecting recyclable materials. Through our partnership with Beacon Recycling, we successfully diverted 72 tons., or 218 cu. yds. of material waste from entering local landfills in 2023.

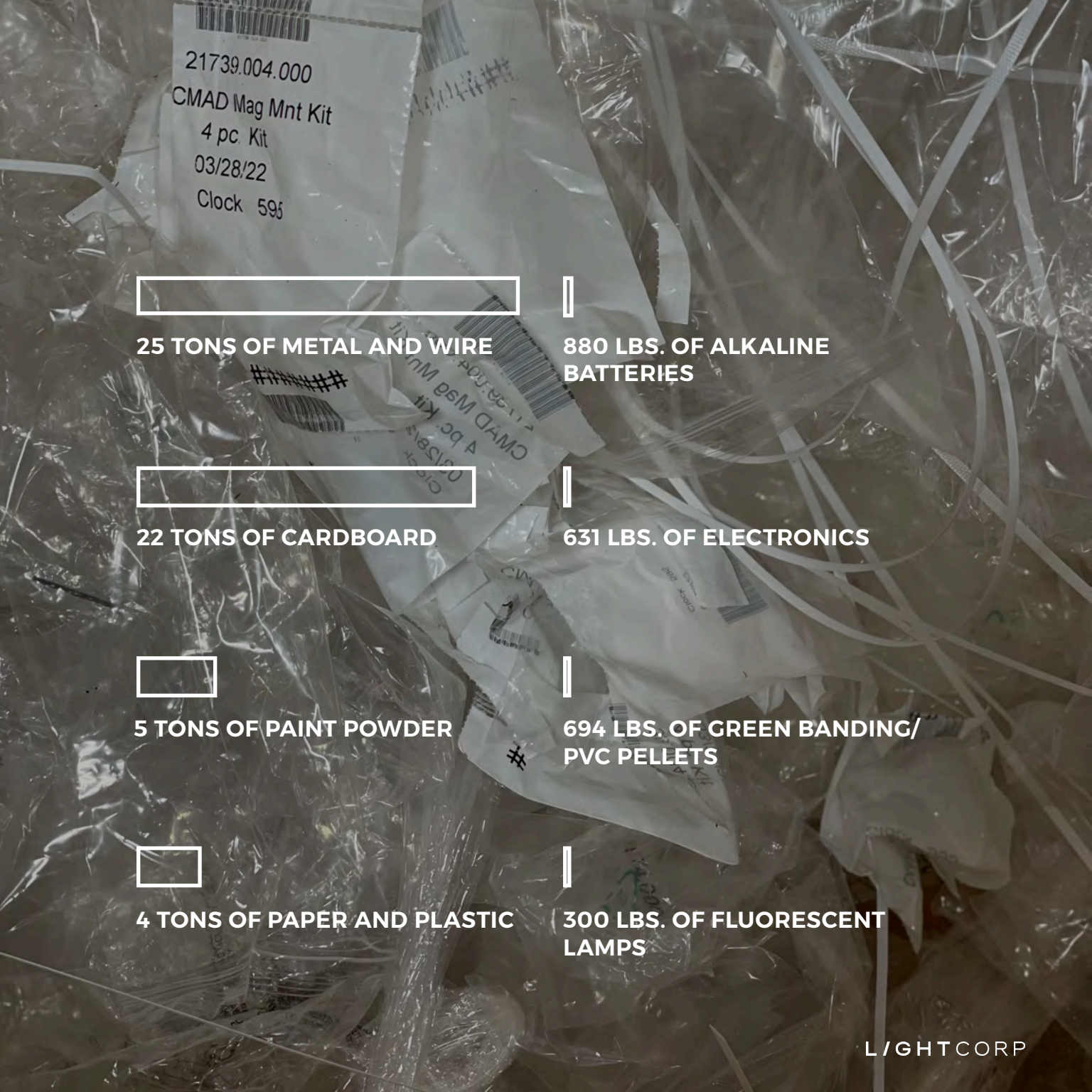
In addition, Red Tag sales give our associates an economical way to bring energy savings home and provide a way to recycle production samples, scratch and dent models, or products that are functionally safe but don’t meet our quality standards. Items are purchased through silent auctions held a few times each year, with half of the proceeds reinvested in LightCorp’s social committee.

## WATER CONSERVATION

LightCorp was among the first in the world to upgrade their powder coating operations to use zirconium-based pre-treatments. This eco-friendly alternative to iron phosphate uses reverse osmosis (RO) to remove impurities—keeping our equipment running at top efficiency and using 25% less water than traditional wastewater processing methods. This process allows us to reuse the water several times before replacing it and also transpires at a lower temperature—reducing our need for heat. The resulting wastewater poses no environmental harm and can be released directly into the sewer system.

## ENERGY CONSUMPTION

As a manufacturing leader in sustainable lighting, we must ‘walk the talk.’ Over the years, we have made significant investments to upgrade the lighting on our entire campus to state-of-art dimmable LED light fixtures outfitted with energy-saving occupancy sensors. By leveraging the natural light the skylights in our factory provide and not using our lighting at full strength and only when needed, we can dramatically reduce energy use while providing superior illumination that supports manufacturing quality and enhances employee safety.





# MANUFACTURING *Responsibly*

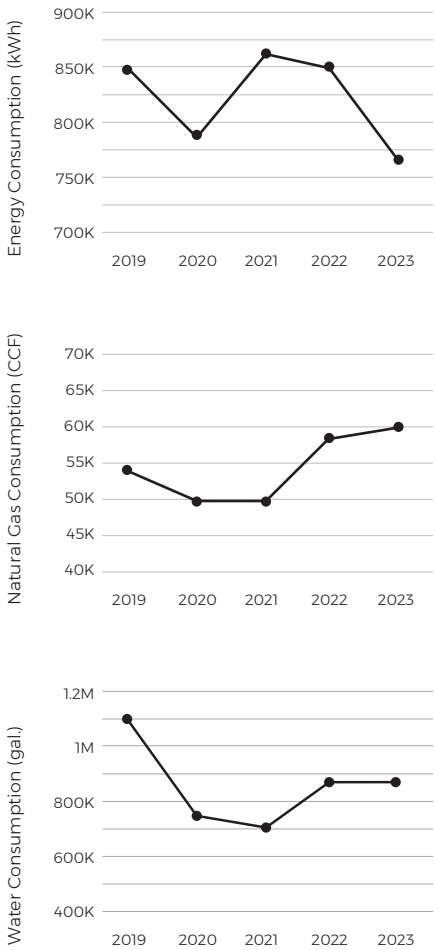
We also put a significant focus on controlling the climate of our factory and office in a greener way by strategically leveraging the heat generated from the ovens on our paint line during the colder months to offset the need for warmth in our large facility.

## SUSTAINABILITY TEAM

This 12-member group of associates meets quarterly to discuss and monitor environmental impacts including waste and emissions, as well as topics such as material composition and chemical use (including PFAS).

## GREEN TEAM

Our cross-functional Green Team meets once a quarter to discuss environmental aspects, impacts, and pollution prevention actions about our facility, products, and processes. In addition, the team ensures compliance with all applicable environmental regulations and laws and continually seeks to evaluate strategies to eliminate waste. This team also coordinates volunteer activities throughout the year, including an annual grounds cleanup in the spring.



## 2023 GREEN TEAM GOALS:

- Silver level BIFMA e3 certification for Reed, Voyage, Revo and Nik products.
- Reevaluating environmental impacts of our processes, wastes, energy usage throughout the company.
- Source recycling solutions for vinyl, foam, and plastics associated with incoming products.

## 2023 SUSTAINABILITY TEAM GOALS:

- Reduce packaging by 5% volume, at or below current spend, by the end of 2025.

In every aspect of our production, we endeavor to conserve resources, eliminate waste, and reduce emissions through our processes to reduce our environmental impact.



## It all adds up

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We believe that no matter how insignificant some of these many small actions may seem, they add up to make a difference. Here are some of the small steps we take to contribute to our sustainability efforts:

- Using environmentally-friendly coolants and lubricants on all our manufacturing equipment
- Using gauges and jigs in our process to help ensure consistent quality and reduce scrap
- Encouraging biodiversity in our landscaping by including green spaces that support native flora and fauna
- Using eco-friendly ice melting pellets during the winter
- Limiting or rescheduling processes that magnify air pollution on Ozone Action days in the summer.
- Utilizing natural gas-powered backup generators during power outages
- Consolidating overseas deliveries and purchasing full container loads to optimize trips across the ocean
- Requiring suppliers use corrugated and returnable containers and recyclable skids or pallets constructed of natural materials.
- Opting to publish literature and marketing materials digitally when possible.

## PARTNERSHIPS

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We work proactively to improve our Safety Management System by regularly welcoming the Michigan Occupational Safety and Health Administration (MIOSHA) on-site to help us keep safety at the forefront in all that we do.



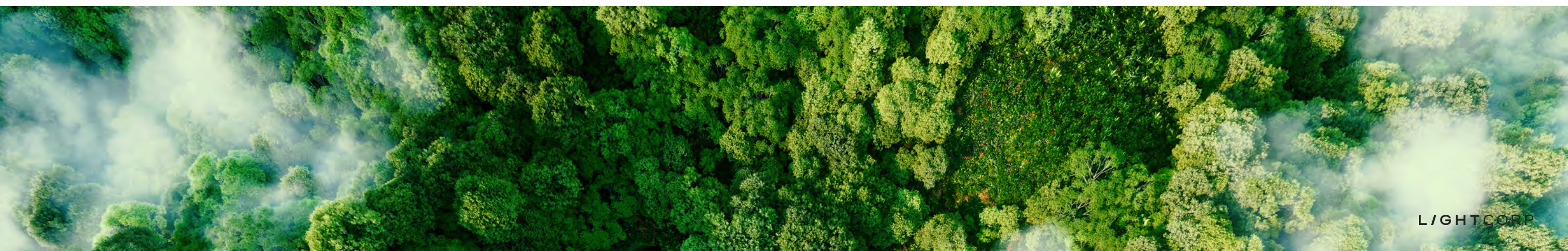
LEED is the U.S. Green Building Council's sustainability standard for green building design, construction, operations, and performance. Our lighting products may directly contribute LEED certification points.



The Business and Institutional Furniture Manufacturers Association (BIFMA) is responsible for creating standards for product quality, safety, and sustainability in the contract furniture industry. LightCorp's president proudly serves on its Board of Directors.



The Lakeshore Employer Resource Network (LERN) provides associates with access to social services and training programs to support their employment and prepare for advancement opportunities.







150

hours of community  
service were volunteered  
by our associates in 2023.

LIGHTCORP

## BUILDING *Community*

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### #LCGIVESBACK

We encourage our associates to make a difference by providing up to eight paid hours per year to volunteer benefitting a cause of their choosing within our community. Our leadership team leads by example as well by serving on boards for causes that address the challenges of marginalized communities.

In 2023 LightCorp contributed to over 20 separate charitable causes in our local community via financial contributions, sponsorships or volunteered time, including:

Bluebird Cancer Retreats  
Children's Advocacy Center  
Crash's Landing Cat Rescue  
Elementary School Events  
Girls on the Run  
Grand Haven Coast Guard Festival  
Grand Haven Area Community Foundation  
Greater Ottawa County United Way  
Habitat for Humanity  
Love In Action of the Tri-Cities  
Macatawa Water Festival  
Mosquito Creek Trails

To live out our core value of selflessness and honor the legacy of our founder, Gary Verplank, we believe in leaving our neighborhood better than we found it.

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Muskegon YMCA  
Pioneer Resources  
Soup for All, Inc.  
Spring Lake Public Schools Foundation  
The People Center  
The Salvation Army  
Toys 4 Tots  
Tri-Cities Family YMCA  
VanAndel Institute

LIGHTCORP



# L / I G H T C O R P

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