



Social Responsibility Report

2011

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GRI Report: The Beginning



Affordable Interior Systems (AIS) has reported to the Business and Institutional Furniture Manufacturer's Association (BIFMA) on sustainability issues, but this is our very first Social Responsibility Report.

In order to gather information, we first selected the areas of interest that most meaningfully demonstrate our goals of social responsibility and environmental and economic sustainability. Keeping in mind that some measures are easier than others to track and calculate was also an important factor in this reporting process. The performance indicators we have chosen to include in this report are both accurate and socially and environmentally material to our operation and impact as a business.

Some issues discussed in this report include social themes such as inclusiveness and diversity, employee health and safety, labor and human rights, and community programs and commitment. Environmental topics covered include energy and water consumption, waste management, greenhouse gas reduction, and regulatory compliance. Waste management and water consumption have proven to be a challenge to measure, but we've included our estimates and continue to develop a more accurate measuring system to track our performance.

The process for determining priority and materiality:

- Discussions with the AIS leadership team, managers, and employees
- Recognizing global social and environmental issues and expectations
- Appreciating AIS' impacts and influence
- Inclusion of topics required for BIFMA level certification
- Identification of stakeholder groups

Internal Stakeholders: Business Partners/Investors, Customers, Employees, Lenders/Creditors, Owners, Suppliers

External Stakeholders: AIS furniture users, Government Trade/Professional Associations (BIFMA, LEED, IIDA, etc.), Auditors, Consultants, Community Members, Competitors, Potential Customers & Employees, etc.

Our 2011 Social Responsibility Report follows the Global Reporting Initiative (GRI) G3.1 Guidelines. AIS is self-reporting for the calendar year, 2011, at a GRI application level of “C”. Additional information on the G3.1 Guidelines and application levels can be found at www.globalreporting.org.

This GRI report has been internally reviewed by our Executive and Management Teams and includes information for all of AIS headquarters, showrooms, and its manufacturing facilities, all located within the United States. We intend to submit a report, like this one, on an annual basis. Additional information about AIS is available on our company website (www.ais-inc.com).

Words from the Top:

AIS chose from the outset to be smart and more efficient than our competitors. Over the years, we stayed small, flexible and easy to work with, yet large enough to lead the industry with products that are durable, versatile and innovative. We are a company that is growing by leaps and bounds. In 2011, our sales increased nearly 45% over the year before. We are increasingly lean and use the Kaizen method to continuously improve the approaches and procedures we use on a regular basis; the goal is value and quality.

We offer high-quality products, reliable delivery and service, a strong dealer network, and prices that are up to 25% lower than the prices of competing products. For this reporting year, we increased production while reducing waste with Kaizen and earned OFDA's Gold Medal for Non-Aligned Manufacturer of the Year Award for the second year in a row! One area that needs improvement is our efficiency. We are working on it daily, but with so many locations, it continues to be a challenge we have to overcome.

Because of our production increase, we expanded our manufacturing operations to four locations (one more than the previous year). The new location was pertinent with our expansion of seating offerings from 1 family of chairs to 10 families. Along with these new seating families, Calibrate benching as well as a desking line were introduced in 2011.

Our next big goal is reaching BIFMA Level Certification. We are in the process of changing our practices to meet this important standard and increase sustainability at AIS, which is not a one day job; we expect this will take months and years of practice and improvement. To help this along, we are implementing a practicable system for employees to make at least one small change to increase their own efficiency or to decrease the waste in our production and manufacturing procedures. These changes will slowly, but surely, make a huge difference in the wasted time, energy, and resources in our whole company.



A-I-Who?

AIS is a rapidly growing manufacturer of commercial office furniture and seating, boasting one of the most impressive stories of growth and success in the office furniture market. We have been innovative in leading the industry in sustainable, lean manufacturing, lead-time, and manufacturing flexibility. AIS employs 320 people and occupies over 500,000 sq. feet of manufacturing and operating space at four locations.

AIS is known for offering feature-rich product lines that entice designers and meet immediate and future needs of end-users while offering exceptional value.

We provide affordable solutions for interior needs including office systems, seating, and casegoods to a wide range of customers all over the world, from San Francisco to Guam.

Each of our product categories provides the customer with numerous options in order to fit their individual needs and requests. The industries we've outfitted with our products include, but are not limited to, corporate, government, healthcare, higher education, and non-profit organizations. You can find AIS products used in start-up companies and universities, in Fortune 500 firms, and the Pentagon.

Everyone at AIS, including our executive team, works together to make all of our customers, big and small, exceedingly satisfied with our work, our product, and our service.

Here at AIS, there is a much practiced 'Open Door' policy where anyone from any department can directly contact our executives to give recommendations or ask for project approval. In addition to directly

talking to an executive board member, they are also available via email, phone, at events and conferences, and at annual board meetings to discuss the direction of the company. AIS also maintains a Facebook page and Twitter account to stay in tune with the needs of any stakeholder group, at any time.

AIS Structure

Leadership Team, by title, Gender, and Race

	<u>Gender</u>	<u>Race</u>
<i>Chairman</i>	Male	White
<i>CEO / President</i>	Male	White
<i>Chief Operating Officer</i>	Male	White
<i>Chief Financial Officer</i>	Male	White
<i>Executive Vice President</i>	Male	White
<i>Executive Vice President</i>	Male	White
<i>Vice President of Product Development</i>	Male	White
<i>Vice President of Operations</i>	Male	White

Employees, by Category and Gender

	<u>Male</u>	<u>Female</u>
<i>Executive/ Senior Officials & Managers</i>	10	0
<i>First/Mid Officials & Managers</i>	12	4
<i>Professionals</i>	14	0
<i>Technicians</i>	2	5
<i>Sales Workers</i>	16	7
<i>Administrative Support</i>	7	23
<i>Craft Workers</i>	6	0
<i>Operatives</i>	75	2
<i>Laborers & Helpers</i>	115	1
<i>Service Workers</i>	1	0

AIS Headquarters

Hudson, Massachusetts

Manufacturing Locations

Bonazzoli – Hudson, Massachusetts

Cherry – Hudson, Massachusetts

Broad – Hudson, Massachusetts

Main – Hudson, Massachusetts

Showroom Locations

Chicago

Massachusetts

New York

AIS Products

Systems

Calibrate, Divi, Matrix, MWall, AO2

Seating

Atom, Eden, Element, Infinity, Infinity2, Mya, Otis, Physics, Sterling, Trix

Casegoods

Calibrate

AIS History

1989 – Founded as Affordable Interior Systems, supplier of remanufactured office workstations

1992 – Relocated to 80,000 sq. ft. facility in Hudson, MA, quickly becoming one of the largest & most respected re-manufacturers in the U.S.

1996 – Management team sold 100% of stock to USOP
– Shift occurs from focusing on remanufacturing to an all new manufacturing model
– Introduced new product lines, MWall and AO2

1999 – Management team buys back company from USOP

2001 – Quickly aided Pentagon workers after Sept. 11th (2300 workstations)
– J.D. Power and Associates selects AIS products for their worldwide headquarters

2002 – Introduced Matrix, first AIS branded product

2003 – Awarded Shingo Prize for Excellence in Lean Manufacturing
– Recognized by Industry Week magazine as one of the top 25 manufacturing plants in North America

- 2005 – Introduced Element mesh seating line
– Matrix earned GREENGUARD certification
-
- 2007 – Introduced Divi segmented & monolithic panel system
– Divi, MWall, and AO1 achieve GREENGUARD certification
-
- 2008 – Recipient of OFDA’s **Bronze** Non-Aligned Manufacturer of the Year award
-
- 2009 – Recipient of OFDA’s **Silver** Non-Aligned Manufacturer of the Year award
-
- 2010 – Recipient of OFDA’s **Gold** Non-Aligned Manufacturer of the Year award
– Achieved CarbonNeutral® status (1st in the industry)
-
- 2011 – Recipient of OFDA’s **Gold** Non-Aligned Manufacturer of the Year award (2nd year in a row!)
– Expanded manufacturing operations (now 5 locations)
– Introduced Calibrate benching & desking line
– Expanded seating offering from 1 family of chairs to 10 families
– Released iPad and iPhone app
– Released condensed tablet-friendly site for dealers
-



What Does AIS Stand For?

Literally, AIS stands for Affordable Interior Systems, but we also stand for excellence through continuous improvement and teamwork. As an established world-class manufacturer, it is our goal to achieve prominence within the office furniture industry by providing the best value to both our customers and our investors. AIS will aggressively pursue each and every one of our beliefs, as follows:

- We will strive to exceed our customers' expectations in all that we do.
- We will pursue profitable growth returning value to our shareholders and better opportunities for our employees.
- We will deliver a low cost, innovative product on time, every time.
- We will always aim for perfection and continuous improvement in product quality.

When it comes to sustainability, we honor our commitment to the natural world, utilizing some of the most environmentally friendly manufacturing processes and materials, while aggressively making every effort to eliminate all forms of waste throughout our operations. AIS is also committed to our people, training and nurturing our employees, because they are our most valuable resource. All in all, we operate with integrity and participate in our civic duties. The AIS vision is fulfilled when our customers, suppliers, employees, shareholders, and community value and support our commitments. That's what AIS stands for!



AIS. The first systems manufacturer to achieve CarbonNeutral® certification. And proud of it.



Commitment to Sustainability

Our goal is to support a healthy, sustainable, natural environment, for present and future generations. We manufacture products with a high recycled content that are Indoor Air Quality Certified, and are designed for future re-use.

As a part of the AIS Lean manufacturing philosophy, we have analyzed our manufacturing streams thoroughly and cut waste from every possible avoidable angle – the way Mother Nature intended. Although we have been able to reduce our electricity and gas usage substantially, we feel this isn't enough.

We manufacture, we travel, and we produce products, so we automatically have a relatively large carbon footprint. We are always thinking outside of the manufacturing walls and investigating ways to offset our impact. Currently we are achieving this by investing in alternative energy solutions and emerging green technologies.

We invest highly in carbon offsetting and hold a CarbonNeutral® status, and are working to bring our carbon footprint down to almost zero.

By measuring and reducing our carbon emissions to net zero through carbon offsetting, we feel that we are enabling innovative, clean, and renewable energy technologies to develop. We believe this provides benefits not only to AIS and our customers, but the industry and society as a whole, by taking a leading step in the right direction.

AIS has recently partnered with a company called ANEW. They specialize in finding new homes for used furniture. The amazing and innovative

company matches the surplus or unwanted furniture with non-profits, public agencies, and underserved communities to avoid landfill. ANEW removes surplus or used furniture in any condition and then reuses, resells, and repurposes it within a 50 mile radius.

Our hope is that the effects that future generations may have to endure, due to social irresponsibility, could be avoided if we all join forces and take action to make a positive impact; leaving behind a legacy of preservation rather than one of destruction and depletion.



Our Environment

As a manufacturer, an employer, and a community member, AIS's responsibility for our future extends beyond the walls of our operations. While the future remains untold, concepts of sustainability, prosperity, and progress will only be realized through continuous transformation. AIS is taking a leading role in that transformation as we ensure to minimize our impacts while fostering healthy, productive environments. We welcome you to experience our environmental actions from the shop floor, the office, and throughout the greater community.

Our transformation includes:

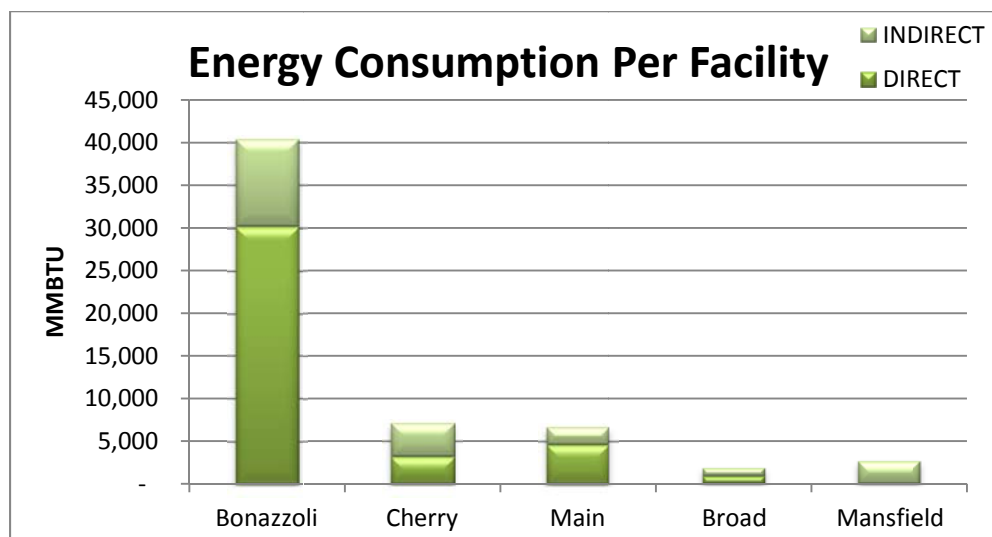
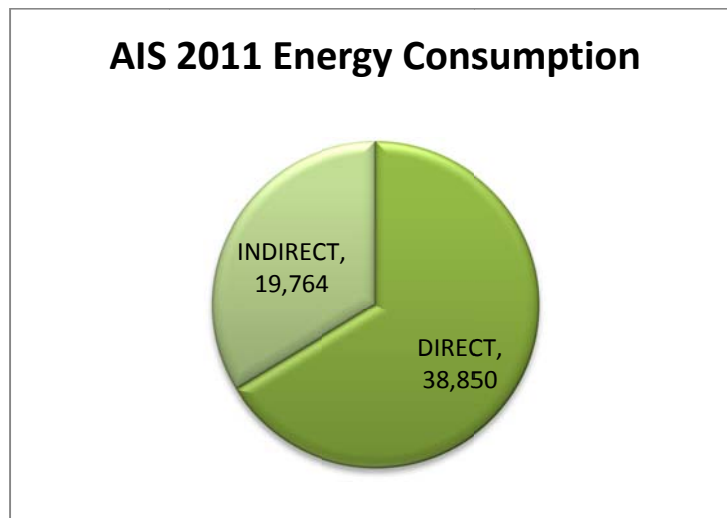
- Development of an environmental management system to identify, assess, manage, and reduce our impacts upon the environment
- Development of durable products that are designed for long and useful lives
- Design of products that are easily disassembled with significant recyclable content to maximize resource recapture
- Partnership with Asset Network for Education Worldwide (ANEW) for the implementation of a take-back program for used AIS office furniture products
- Assessment, management, conservation, and offsetting of our energy consumption and greenhouse gas emissions
- Achievement of CarbonNeutral® status which includes net zero emissions of our entire organization's Scope 1, Scope 2, and select Scope 3 greenhouse gas emissions

- Commitment to shareholder engagement through public reporting of our energy and GHG emissions through the Carbon Disclosure Project and Global Resource Initiative.

Our Energy Consumption

In order to hold ourselves accountable to our customers and other stakeholders, we want you to understand and know how much energy we consume. In 2011, AIS (as a whole) consumed:

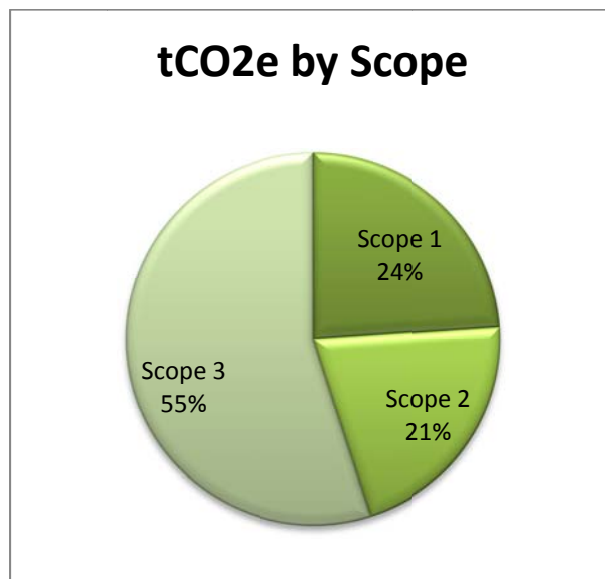
- 58,614 MMBtu of total energy
- 38,850 MMBtu of direct energy (e.g. combustion of fuels)
- 19,764 MMBtu of indirect energy (e.g. electricity)



Our Green House Gas (GHG) Emissions

A secondary impact of our energy consumption and other activities is that of our greenhouse gas emissions. In order to accurately measure our greenhouse gas emissions, AIS worked with The CarbonNeutral® Company to inventory our greenhouse gas emissions. This report serves as another tool to hold ourselves accountable while facilitating benchmarking and target setting for our future. In 2011, AIS as a whole emitted:

- 8,646 tCO₂e of total GHG emissions
- 2,066 tCO₂e of Scope 1 emissions (e.g. combustion of fuels)
- 1,829 tCO₂e of Scope 2 emissions (e.g. electricity)
- 4,751 tCO₂e of Scope 3 emissions (e.g. business travel, commuting, waste disposal, deliveries)



Design for Environment

Inherent in our design philosophy is the notion that the greatest opportunities for reductions in environmental impact occur during the design phase. It is during this stage that many of the lifecycle impacts

will be determined. Our design for the environment program ensures that the selection of materials, construction methods, manufacturing operations, product use and functionality are carefully considered for their potential impacts upon the environment.

Design for Durability and Longevity

At AIS, we design and manufacture products from materials and construction methods that build upon our reputation by producing products that will last. To facilitate long and useful product lives, nearly all of AIS' products are designed to be used and configured more than once. We have reusable connectors for our systems so the workstations can be reconfigured or redesigned to change along with the user.

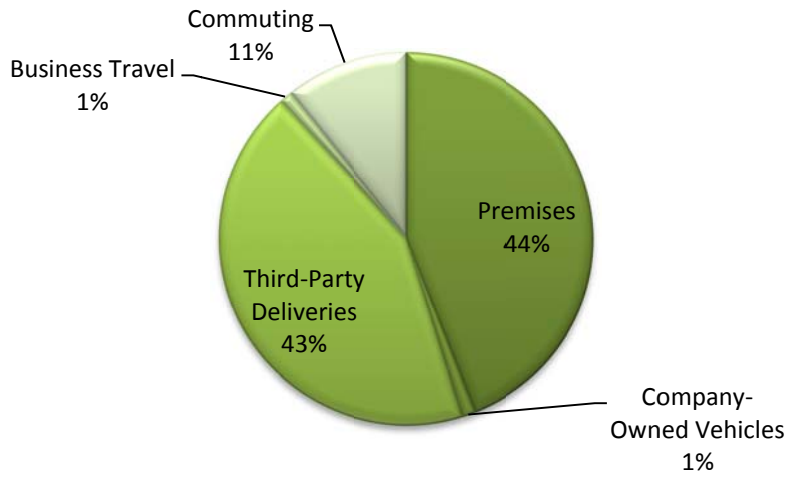
Product End of Life

Should an AIS product meet the end of its useful life, our products have disassembly instructions available online to assist our users to efficiently and effectively take apart the product if you choose to recycle or reuse the parts. If you don't want to take it upon yourself, you can call upon our partner, ANEW, to tear down and take unwanted furniture off your hands. ANEW seeks to find new life for used furniture through donations of surplus furniture to charitable organizations, public agencies and the underserved.

Transportation

As a manufacturer, our commitment to environmental protection includes the transportation of raw materials and finished products. While an essential part of any manufacturing business, transportation is an often-overlooked opportunity for environmental improvements. In 2011, 43% of our GHG emissions were from product deliveries alone. AIS has begun implementation of many strategies to help our carriers save fuel and reduce emissions. From the carriers we select to the procedures and systems in place at our facility we strive to reduce emissions and optimize fuel efficiency.

tCO2e by Activity





Our People

AIS is committed to protecting and respecting the fundamental human rights of our workforce and maintaining compliance with all local, national, and global laws and norms concerning the protection of those rights.

We are advocates for developing a strong, diverse workforce. AIS values and encourages all employees to bring forward their suggestions and good ideas about how our company can be made a better place to work, our products improved, and our service to customers enhanced.

Here at AIS, we work in a very cooperative environment. Our cubicle walls are low and we work in a way that every person interacts with others in their own department as well as those outside their departments. This provides for a very collaborative workplace where everyone helps each other to accomplish goals and meet deadlines.

Employee Health & Safety Management

There is no job so important – nor any service so urgent – that we can't take time to work safely. At AIS, we believe that every person is entitled to a safe and healthy environment in which to work. We have a basic responsibility to make the safety of employees our concern because, at AIS, our employees are our most valuable asset. Therefore, safety is everybody's business and is given primary importance in every aspect of planning and performing all AIS activities so that our employees are protected against industrial injury and illness.

For the protection of our employees, we have an in-house safety committee and also enlist the services of outside safety consulting firms. Establishment and maintenance of a safe working atmosphere is the shared responsibility between AIS and its employees at all levels of the organization. To this end, every effort is made to achieve the goal of accident prevention and health preservation.

In 2011, we had 23 reported injuries including, but not limited to: muscle strains and sprains, cuts, irritation, and bruises. There were 274 total days away from work and 0 cases of occupational diseases and work related fatalities.

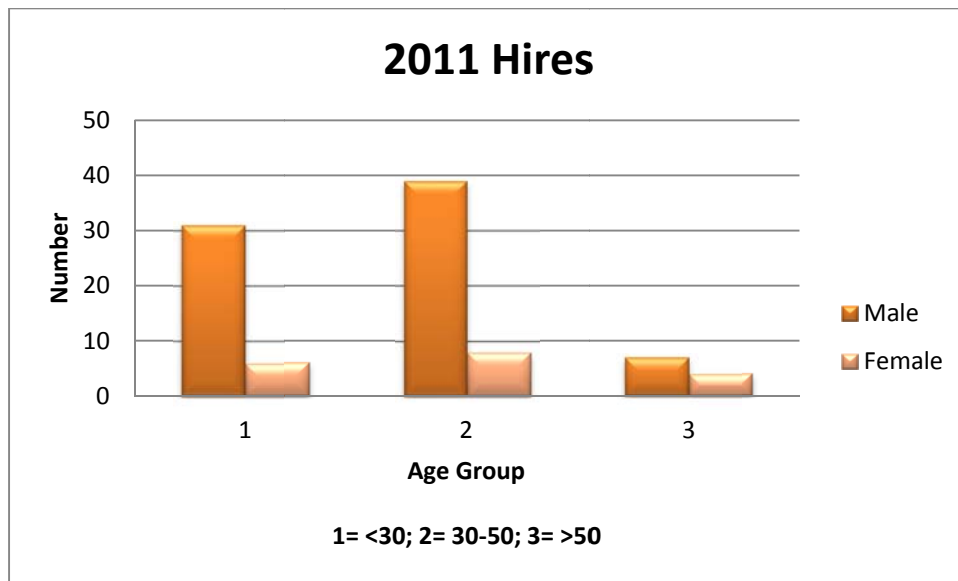
Labor & Human Rights Management

One of AIS's primary goals is to successfully meet its responsibilities to our employees, both as individuals, and as contributing members of AIS. This is accomplished by managing AIS in such a way that our people deserve and will always be treated with respect and dignity in any situation. We also believe this principle helps make AIS successful. And, in this environment, we can work together to solve any problems that may arise.

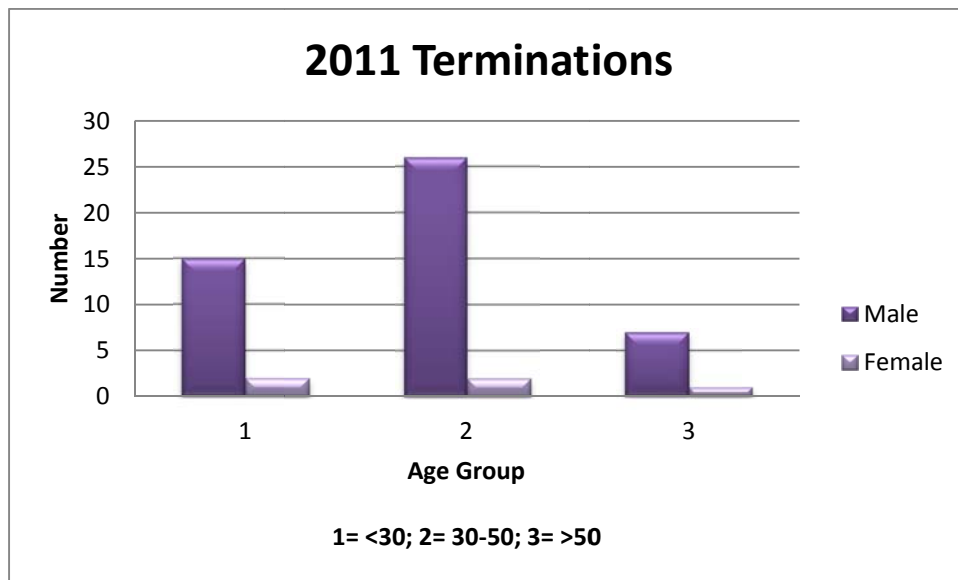
AIS pays, at minimum, entry level wages that exceed the local, legal minimum wage at all of our operations. Our employees are not represented by a labor union; however AIS's policy is to provide wages and benefits that compare favorably with those at other companies in our region and industry.

All of our full-time employees receive a benefits package that includes paid holidays, vacation time, paid leaves such as bereavement leave and jury duty, health and dental insurance, retirement (401k) plan, and life insurance. In addition to these standard employee benefits, we also provide our workforce with opportunities for professional and personal growth and development, including training seminars and tuition reimbursement programs. Employee reviews are performed annually for all AIS employees and promotions are based solely on performance and production.

Stay Power



Those represented in the graph above are all from Massachusetts. We also hired two males between the ages of 30 and 50 who live in Kentucky and Maryland.



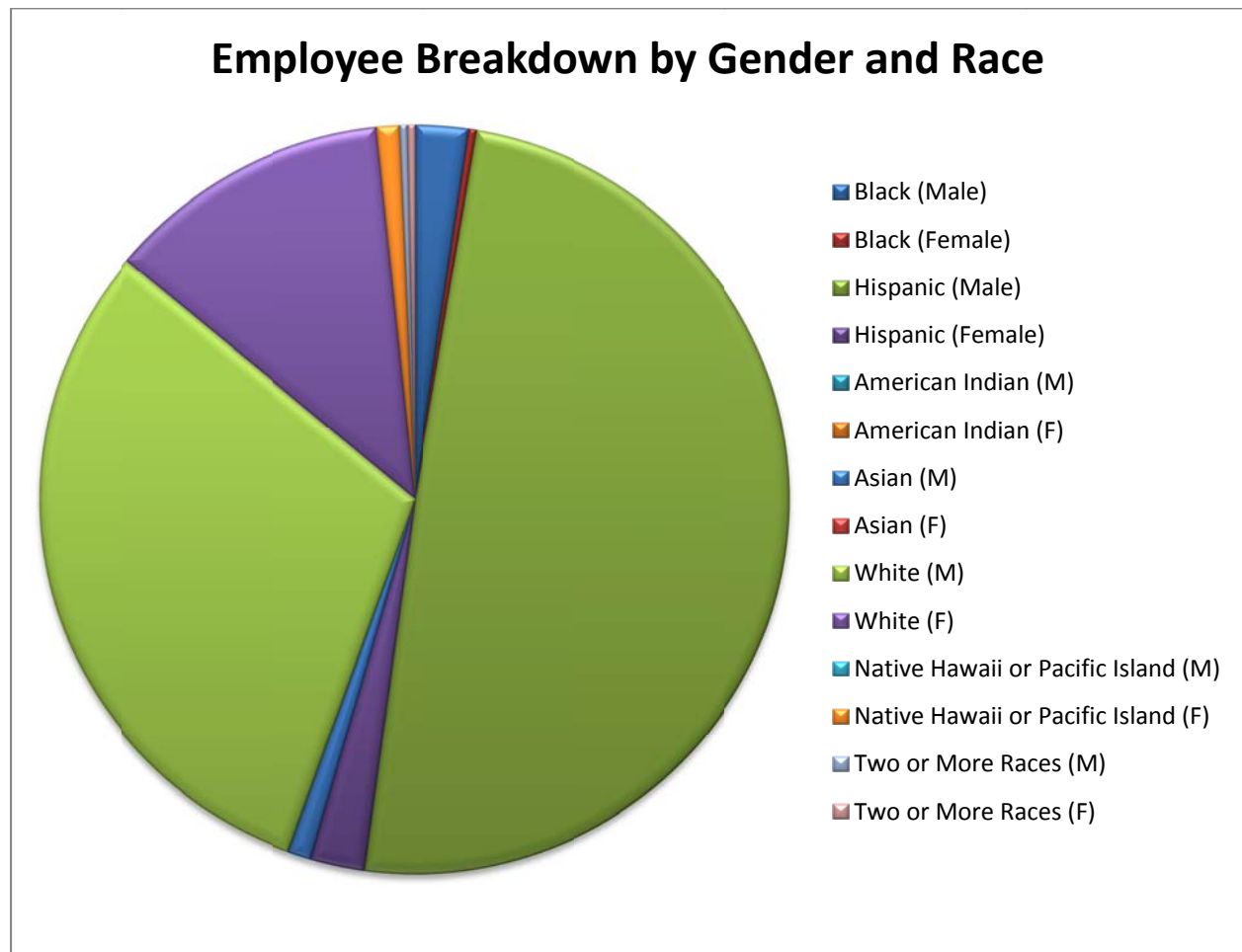
In addition to those from Massachusetts terminated in this graph, there were also two females in the 30 to 50 age group who were dismissed.

One was from Texas and the other from North Carolina. One male from Georgia, over the age of 50, left the company as well.

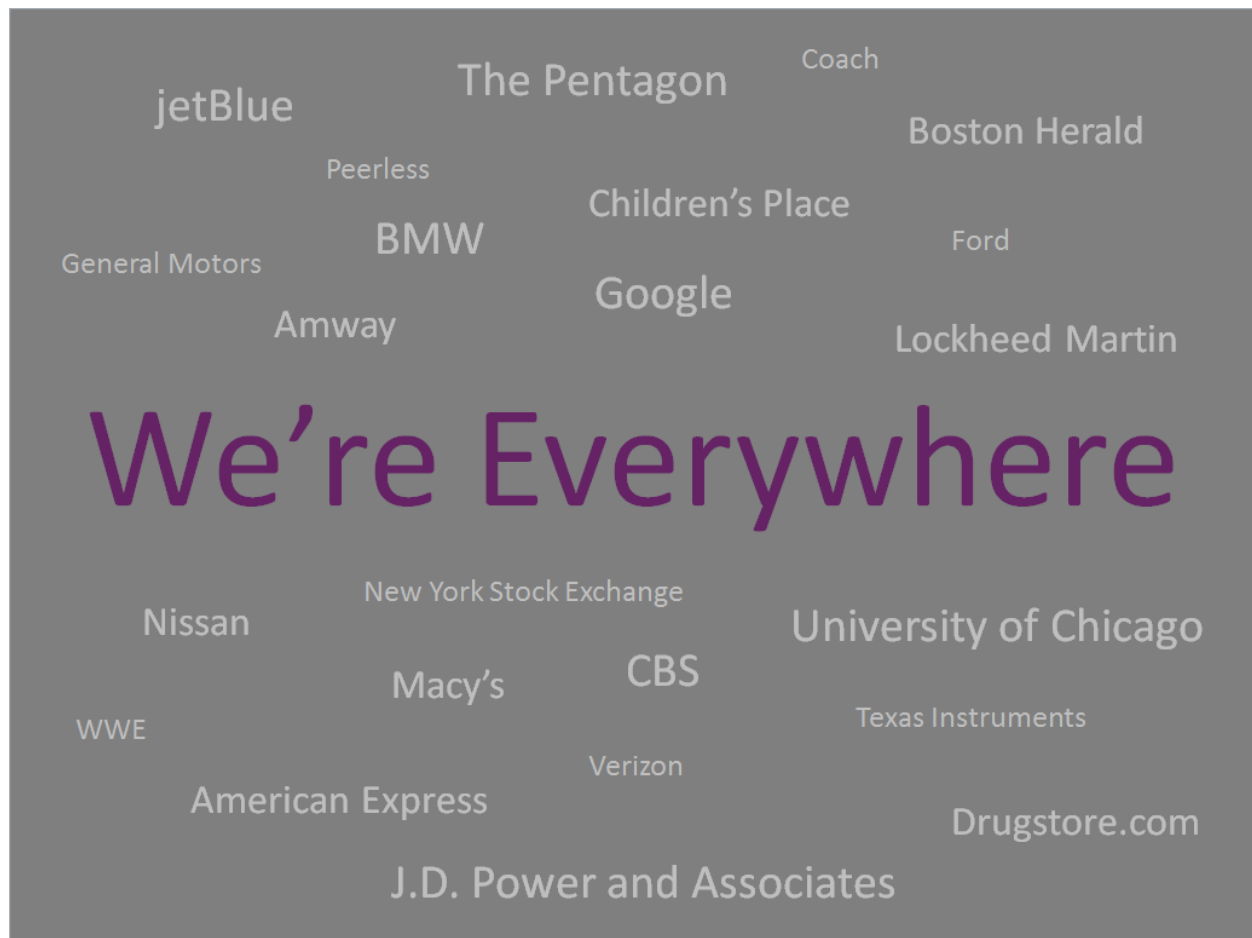
Our total employee turnover rate was 16.9% for 2011.

Inclusiveness & Diversity

At AIS, we are advocates for developing a strong, diverse workforce. We promote a culture in which our employees are encouraged to strive for excellence; where their opinions and talents are nurtured. At AIS, all individuals will be treated equally and will not be discriminated against in receiving services, compensation, opportunities for advancement (including promotions and transfers), training, or discipline.



Community Investment



At AIS, we know that we can count on the community mindedness of our team to appreciate and exhibit an attitude of respect with regard to each other, our stakeholders, and more importantly; to the way we do business.

We are devoted to helping the surrounding communities in which we operate. In order to make this happen, it involves the time, skills, and help from our employees. At any time, our employees can provide input on programs or charities they would specifically like to volunteer for or donate to. This is just another part of our 'open door' policy that we uphold. Some of the work we've done is described below, but this is just the tip of the iceberg when it comes to how we make an effort in our communities.

AIS makes donations annually to the local police departments, not only in monetary form, but also by providing space that has been used as a fitness and boxing training facility within one of our manufacturing plants. The Hudson Boxing Club is a joint effort between the Hudson Police Association and the Hudson Recreation Department and is utilized by young children and adults. This club is also insured through the Hudson Recreation Department and registered through USA Boxing. It is a free program run by volunteers who teach the art of boxing to area residents.

This space has been used almost every day of the week for more than 12 years to help our youth stay out of trouble and get them into a character-building sport. Kids of all ages are welcome to train and willing volunteers participate to coach their efforts.

Helping children is a big priority for the community services that AIS provides. We donated money to the Child Abuse Prevention Program, also known as CAPP. 2011 marks CAPP's 25th Anniversary Celebration. The donation was used to help support CAPP's *Child Safety Workshop* that speaks directly to children about the prevention of physical and sexual abuse.

AIS consistently donates to the Make-A-Wish Foundation. Since 1980, this incredible foundation has donated time and effort to children with life-threatening medical conditions.

AIS has also contributed to Globe Santa, the American Heart Association, and the Dana Farber Cancer Institute. We will also sponsor employees in their dedicated participation of charities they contribute to.

In 2011, AIS donated nearly \$9,000 to charities and programs benefitting our community and society. Still, there are many other events that AIS and its employees participated in that have not been monetarily recorded through our accounting department, and therefore have not been included in this number.



GRI Index

GRI	Description	Response	Page
1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy	Words From The Top	5
2.1	Name of the organization	Affordable Interior Systems (AIS)	
2.2	Primary brands, products and/or service	AIS Products	8
2.3	Operational structure of the organization	AIS Structure	7
2.4	Location of organization's headquarters	Hudson, MA	
2.5	Number of countries where the organization operates	AIS operates solely within the boundaries of the United States	
2.6	Nature of ownership and legal form	We are doing business as AIS, under the legal name of Affordable Interior Systems, LLC.	
2.7	Markets served	A-I-Who?	6
2.8	Scale of the reporting organization	Some of the information requested in response to additional KPIs is not included in the report because it could negatively affect our ability to compete.	
2.9	Significant changes during the reporting period regarding size, structure, or ownership	Sales increased nearly 45% from the previous year.	
2.10	Awards received in the reporting period.	OFDA's Gold Non-Aligned Manufacturer of the Year Award	
3.1	Reporting period (e.g. fiscal/calendar year) for information provided	2011	
3.2	Date of most recent previous report (if any)	N/A: This is AIS's first GRI Report	
3.3	Reporting Cycle (annual, biennial, etc.)	Annual	
3.4	Contact point for questions regarding the report or its contents	Amy Transue: Director of Inside Sales 978.567.5122 atransue@ais-inc.com	
3.5	Process for defining report content	GRI Report: The Beginning	3
3.6	Boundary of the report	GRI Report: The Beginning	3
3.7	Limitations on the report.	This is AIS's first GRI Report.	

		Circumstances which may affect future GRI Report comparability have not yet been identified.	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	This is AIS's first GRI Report. Changes in the organization which may affect future GRI Report comparability have not yet been identified.	
3.10	Explanation of the effect of any re-statements	N/A: This is AIS's first GRI Report	
3.11	Significant changes from previous reporting periods	N/A: This is AIS's first GRI Report	
3.12	Table identifying the location of the Standard Disclosures	GRI Index	24
4.1	Governance structure of the organization	A-I-Who?; AIS has an open door policy involving the executive team and they work together with the rest of the staff to make important decisions or to approve any teams recommendations.	6
4.2	Chair of the highest governance body	Chief Executive Officer	
4.3	Number and gender of members of the highest governance body	AIS Structure	7
4.4	Mechanisms for shareholders and employees to provide recommendations of direction	A-I-Who?	6
4.14	List of stakeholder groups engaged by the organization	GRI Report: The Beginning	3
4.15	Basis for identification and selection of stakeholders with whom to engage	GRI Report: The Beginning	3
EN3	Direct energy consumption by primary energy source	Our Energy Consumption	14
EN4	Indirect energy consumption by primary source	Our Energy Consumption	14
EN16	Total direct and indirect greenhouse gas emissions by weight	Our Green House Gas Emissions (GHG)	15
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Commitment to Sustainability	11
EN28	Sanctions for	None	

	noncompliance with environmental laws and regulations		
EN30	Total environmental protection expenditures and investments by type	Commitment to Sustainability	11
HR3	Training on policies and procedures concerning aspects of human rights	Labor & Human Rights Management	19
HR4	Total number of incidents of discrimination and corrective actions taken	None	
HR6	Suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	In 2012, AIS plans to survey its key direct material suppliers on social responsibility and human rights issues; the results of this survey will be disclosed in our 2012 report.	
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	None	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	Stay Power	20
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Labor & Human Rights Management	19
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities	Employee Health & Safety Management	18
LA15	Return to work and retention rates after parental leave, by gender	100%	
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Community Investment	22
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	100% of AIS employees are trained on corporate policies that can be found in the AIS Employee Handbook, subjects include but are not limited to corporate ethics, insider trading, and receipt of	

		gifts.	
SO8	Monetary value of significant fines for noncompliance with regulations	None	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	Commitment to Sustainability	11
PR1	Life cycle stages in which health and safety impacts of products and services are assessed	AIS' DfE team meets bi-weekly to discuss DfE Policy, Design for Durability, Design for Remanufacturing, Recycled Content, Disassembly Instructions, etc.	
PR3	Type of products and service information required by procedures and percentage of significant products and services subject to such information requirements	AIS' DfE team meets bi-weekly to discuss DfE Policy, Design for Durability, Design for Remanufacturing, Recycled Content, Disassembly Instructions, etc.	
PR4	Total number of incidents of non-compliance concerning product and service information and labeling	None	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	AIS' DfE team meets bi-weekly to discuss DfE Policy, Design for Durability, Design for Remanufacturing, Recycled Content, Disassembly Instructions, etc.	
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	None	
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	None	
EC1	Direct economic value generated and distributed	Community Investment	22
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Commitment to Sustainability	11
EC3	Coverage of the organization's defined	AIS does not offer pensions (employee defined benefit plans), but rather defined	

	benefit plan obligations	contribution plans. See LA3	
EC4	Significant financial assistance received from government	\$9k in assistance from the Workforce Training Fund	
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	AIS pays entry level wages that exceed the local minimum wage in all areas of its operations without regard to gender or other bias	
EC6	Policies, practices, and proportion of spending on locally-based suppliers at significant locations of operation	65%; As a part of our DfE program, we try to assess using local suppliers for both economic & environmental impacts.	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Words From The Top; Commitment to Sustainability	5,11