

Kada Commercial Furniture

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Kada Commercial Furniture is a New Zealand owned and operated company, established in 1987, with business locations as follows;

Auckland

Showroom and head office -

- 9 staff including company management, account and project management, strategic and operational management, administrative personnel
- 1300sqm owned manufacturing, assembly, warehousing and distribution facility - 20 staff including operational management, administrative, manufacturing, assembly, delivery and installation personnel

Wellington

- *Showroom* - 3 staff including account and project management, administrative personnel
- *Leased warehousing and distribution facility* - 2 staff including delivery and installation personnel

Christchurch

- 1 on-road staff including account and project management, administrative personnel
- *Leased warehousing and distribution facility* - 3 staff including delivery and installation personnel

Kada Commercial Furniture is a leader in the manufacture and supply of furniture and fit-out solutions for corporate, educational, hospitality and residential projects. We represent leading international brands including Schiavello, Humanscale, Dauphin and Chat-board. We also locally manufacture our own range of products and can custom-make and procure on a project by project basis.

Kada's operational network (and staff totalling 37) is spread nationwide with showrooms in Auckland and Wellington, and warehousing and distribution in Auckland, Wellington and Christchurch. Our corporate head office and showroom along with our large 1300sqm manufacturing, assembly, warehousing and distribution facility are both situated in Auckland.

Kada has delivered large multi-million dollar projects involving thousands of Workstations and various furniture items to a number of notable corporate clients including; Fonterra, Vodafone, PwC, Southern Cross and Watercare. We have managed several significant and complex relocation, reconfigure, re-stack and roll-out installations throughout New Zealand for such clients as ANZ Bank, AON, IBM and BNZ Bank.

Service Delivery Methodology

Our professional team offers a variety of skill sets which achieve on time projects, every time. We have dedicated personnel managing all aspects of the job; from concept and spatial analysis right through to manufacture, project management and after-sales servicing. Our services include: client and account management, space planning and analysis, CAD drafting, custom product design, manufacturing and assembly, project management and installation, after-sales servicing and product maintenance, post occupancy churn and reconfigure works, and product take-back and stewardship.

Kada Facilities Management is the company's 1300sqm purpose-built manufacturing and warehousing facility in Auckland, and has capacity to hold large quantities of stock lines. All manufacturing and assembly of standard items, along with quality control, project consolidation and distribution is managed from here.

Standard componentry, along with various branded Seating items and the Kada range of Storage Units are held in stock in our Auckland warehouse. Tops, Screens, Modesty Panels and Workstation Accessories are all manufactured in-house and are on a 4 - 6 week lead time subject to the availability of raw materials. Any other proprietary products are either stocked in our warehouse, or available on a 6 - 14 week lead time.

Our Quality Manual has been developed to meet the requirements of AS/NZS ISO 9001: 1998 to ensure the quality objectives of the client are achieved through systematic development, implementation and maintenance of procedures which affect quality. As the project enters the manufacturing, delivery, and installation phase, Kada has several assessments and audits in place across all project phases to ensure a successful delivery. Typically they occur; pre-manufacture, pre-delivery ex manufacturer, at assembly stage of product in Auckland, pre-delivery on site, on arrival to site, and first, second and third stages of installation.

Kada engage trained service technicians throughout major centres within New Zealand. We endeavour to carry out any required service works within 48 hours, and when possible, servicing is carried out on site to reduce disruption and inconvenience to the client. Kada also offers a pick up and redelivery service of any product that cannot be serviced on site.

Kada can provide product training to the end user and or facilities management personnel, so that best ergonomic performance can be maintained after delivery.

Any further reconfiguration or churn work can be carried out by Kada service technicians.

Health and Safety

Kada's furniture systems have been designed to comply with the Australian and New Zealand Standards for commercial office use, as well as OSH's Approved Code of Practice for VDU in the Workplace. Workstation and other furniture designs are the result of lengthy research and development by designers, user groups and independent experts. Kada's Workstations meet the AUS/NZ Standards and OSH preferred practice from the minimum fixed height desk through to technician height adjustable, user height adjustable, and the premium electronically height adjustable system. Kada works with the client (and OSH consultants as required) to ensure that the right solution is provided for the right use. By analyzing potential different user groups, OSH issues (and budgets) can be addressed and the correct solution applied.

Kada confirms that their workstation solutions are manufactured to comply with the following standards:

- AS/ANZ 4442: 1997 Office Desks
- AS/ANZ 4443: 1997 Office Panel Systems - Workstations
- AS/ANZ 3590: 1980 Workstation Furniture
- Approved Code of Practice for the Use of Visual Display Units in the Place of Work (revised 1996)
- ISO 21016: 2007 Stability and Strength Testing
- ISO 14001: 2004 Environmental Management Testing

Health and safety is an integral part of Kada's business. Kada is committed to providing a healthy and safe workplace for all employees, contractors and visitors.

The Health and Safety Policy specifies the responsibilities of Kada and its employees for health and safety in the workplace. In particular, it refers to obligations under the Health and Safety in Employment Act 1992 and the 2002 Health and Safety in Employment Amendment Act. This means that the company will;

- Provide and maintain a safe working environment for employees, contractors and visitors
- Provide and maintain safe systems of work
- Keep proper control of substances hazardous to health
- Provide training, instruction and supervision of employees on safe working practice
- Develop procedures for dealing with emergencies
- Ensure employee involvement in health and safety issues through employment meetings

Employees will take care of their own health and safety at work and that of fellow employees. This responsibility means that employees must;

- Work safely and keep the workplace safe
- Carry out operations using prescribed safe work methods
- Inform management of unsafe conditions and/or practices and advise suggested improvement where applicable
- Use the provided protective clothing and safety equipment as required
- Report all accidents, injuries and unsafe conditions

Kada is very conscious of the necessity and importance of having an effective Safety and Accident Prevention Programme in all its working activities. All onsite staff are fully "Site Safe" certified. It is company policy to provide, maintain and seek to improve standards of Health and Safety. Safe operating practices safeguard all employees and result in safe working conditions and efficient operation.

Account Management

Nominated personnel for project delivery have extensive knowledge and understanding of Kada's products. They have a wealth of experience in both hard and soft fit-out and project management, and will all be available throughout both the manufacturing and delivery / installation phases of the project.

Building programs and delivery timelines are vitally important. To ensure that deadlines are met, it is essential that Kada be closely involved with the project managers, the designers and the fit-out contractors. We tailor our programming and the monitoring of the programme to each client. We ask that we attend Project Control Group meetings so that we are fully up to date with moving timeframes, issues with site access and other trades achieving deadlines. We are then able to update all parties on a regular basis, with our timelines and milestones achieved, along with our ability to meet the end dates.

Kada has excellent project systems and workflow management which allows for the constant updating of project timelines. All information is tracked through this system, ensuring that correspondence is responded to quickly and efficiently. Kada recognises there are key factors to the success of each project; open, honest and unimpeded communication; the stated schedule dates in the awarding contract are adhered to by the client; responsive decision making (ie;) clients ability to sign off design and any subsequent design changes to meet critical dates and immediate reporting of any unforeseen issues which may affect the schedule.

Environmental Policy

At Kada we're committed to sustainability. As founding sponsors of the New Zealand Green Building Council, we recognise its importance and constantly strive to improve our environmental performance.

We work with a number of recyclers across Auckland - including the various charity organisations - to offer a post-consumer take back initiative known as the Kada Product Stewardship Programme. This innovative service allows the return of Kada supplied product to help our clients achieve their own sustainability goals.

For even greater reassurance, key products are independently verified for sustainability by EnviroSpec, particularly in terms of their contribution towards overall building certification (Green Star NZ), and our international brand partners have been carefully selected for their own innovation in environmental practices.

Our Aim:

To eliminate pollution with consequential damage to the environment and to minimise wastage of non-renewable resources. It is realised that this is a long journey of achievement but we accept that it is our responsibility to continually improve on our current performance. Suppliers, staff and clients are encouraged to join us and strive for on-going improvement.

Our Commitment:

- To develop, implement, measure and review objectives and targets to ensure continual improvement of our environmental performance
- To ensure we comply with all relevant legislation and Codes of Practice
- To review the products we distribute and where appropriate, inform users of their environmental impact and correct means of disposal
- To regularly review our practices and develop appropriate processes to minimise pollution of the environment
- To replace non-renewable resources with renewable alternatives
- To replace hazardous materials with non-hazardous alternatives
- To monitor and reduce consumable resources where possible, including power, fuel and raw materials
- To continually review material waste and re-cycling opportunities
- To train all staff in procedures necessary to avoid impact on the environment and to encourage and support personal responsibility in minimising pollution and wastage. These include; recycling of mobile phones and office waste, monitoring of vehicle use, use of live plants, use of recycled and chemical free materials and products within our offices, video over IP conference call rather than air travel where possible, and an overall company policy of reduce, re-use and recycle

The designer of our leading workstation systems – Schiavello – began to prioritise environmental initiatives as part of their corporate strategy in 1996, and became the first company in the industry to implement the Environmental Management System ISO 14001.

Kada Commercial Furniture has also achieved ISO 14001 accreditation in April 2015.

Our compliance programme is founded on the following three principles:

- Sustainability Principles; How to reduce dependence on mining and fossil fuels; How to reduce dependence on persistent and unnatural substances; How to reduce dependence on nature-consuming activities; How we can do more with less
- Environmental Policy; Key points committed to changing, being a leader in the Industry; Continuous improvement; Pollution prevention and reducing environmental impacts; Legal compliance; establishing and maintaining an EMS; Regular reporting
- Environmental Design Principles; Efficient energy use and minimum emissions; Longevity and durability; Minimum material usage; Disassembly; Re-use and re-manufacture; Re-cycle; Product stewardship; Inform and educate

Kada makes use of a lifecycle assessment (LCA) tool via Schiavello, to design, manufacture and distribute products that have less impact on the environment.

This assessment considers:

- Inputs and processing; The use of sustainable, managed, renewable materials and FSC certified timbers, and reduced use of non-renewable and raw materials, embodied energy and mass intensity
- Management and design; Compliance to the certified EMS ISO 14001
- Distribution; Reduction of transportation, energy and packaging waste
- Point of use; Durability, extension of product life reinforced by appropriate warranties
- Modularity; Increased flexibility and reduced churn
- Improved indoor air quality; Reduction of VOC's (volatile organic compounds) and formaldehydes, and use of E0 and E1 MFD Board in production and minimizing ozone depleting gas emissions
- After initial use; Product breakdown to repair, re-use and recycle as many components as possible

Product Stewardship Programme

Kada and its manufacturing partners are committed to responsible life cycle management and the core principles of product stewardship and extended producer responsibility. As a supplier of exceptional quality furniture products and workstation, seating, screen and storage solutions, Kada understands that corporate social and environmental responsibility goes beyond the point of sale and warranty periods.

Our Product Stewardship Policy seeks to maximise life cycle environmental performance through very specific measures and customer-oriented services that are informed by the waste minimisation hierarchy, as well as related resource efficiency objectives. To this end, waste avoidance and resource recovery underpin our Product Stewardship policy and operations. Our starting point is focussed on extending overall product life and ensuring reuse and refurbishment wherever possible and appropriate for customers. This includes offering remarketing and refurbishment solutions that enable an effective second and third leased life for our products.

We will take back all Kada supplied products and recycle in the following ways, noting that wherever possible alternatives to sending products to landfill will be implemented.

More specifically our product stewardship options include;

- Refurbishment with an approved partner for reuse by existing customers or on selling/remarketing to new customers
- On selling or donation in existing condition to other commercial businesses or organizations
- Disassembly for materials recycling by approved operators/recycling companies

The Kada Product Stewardship policy is very much about extending product life, maximizing resource use efficiency, and diverting end-of-life product away from landfill. We are aiming to maximize benefits offered by establishing collaborative relationships with various recycle centres. This allows Kada to extend its services to include take back of non-Kada furniture and is governed through a contractual agreement with the respective recycle centres. Kada aims to contract trades such as carpenters, spray painters and, upholsters who can refurbish the goods and offer them for resale via a network of subscribers.

We will continue to refine, improve and expand our Product Stewardship initiatives to provide cost effective life cycle management solutions that are environmentally beneficial and economically sensible.

The full Policy is available upon request.

NZ Content

Kada product proposed makes the highest use of New Zealand made content, with support from our component partners in Australia, Taiwan and China;

Workstations

- Manufacture of Systems Legs: New Zealand / Australia
- Manufacture of associated brackets and linking devices: New Zealand
- Manufacture of Tops: New Zealand
- Manufacture of Accessories (Trays, shelves, screen-hung components): New Zealand
- Assembly and all associated labour: New Zealand

Workstation Screens

- Manufacture of Aluminium extrusion: Australia
- Powdercoating and manufacture of Screens: New Zealand
- Manufacture of Screen Substrate Core: New Zealand
- Upholstery of Screens: New Zealand
- Assembly and all associated labour: New Zealand

Tables

- Manufacture of Bases and Legs: New Zealand / Australia
- Manufacture of Tops: New Zealand
- Manufacture of Tressle Tables: New Zealand
- Assembly and all associated labour: New Zealand

Storage

- Tambour Storage: China
- Mobile Pedestals: China
- Assembly and all associated labour: New Zealand

Seating

- Task Chairs: Taiwan / China
- Chairs and Stools: New Zealand / Australia / Taiwan
- Soft Seating: New Zealand / Australia / Taiwan
- Upholstery: New Zealand / Australia / Taiwan
- Assembly and all associated labour: New Zealand

Accessories

- Cable Trays and Softwiring: Australia
- Monitor Arms: China
- Assembly and all associated labour: New Zealand

All warehousing, distribution and installation associated labour: New Zealand

Corporate Responsibility

We are committed to doing business ethically and with integrity. We demonstrate good corporate citizenship by embracing our obligations and conducting business within the spirit of all relevant standards and legislation.

We are guided by the principles of dignity, respect and fairness for all. As an employer, Kada is committed to protecting the health, safety and well-being of our stakeholders; from team members and clients to contractors and suppliers.

Conducting business on a broader scale than ever before, our network is growing, and so too is our responsibility to ensure ethical operations regardless of where we do business. We are selective in our partnerships and take all reasonable steps to monitor matters such as workforce management, health and safety, legislative compliance, sustainability, and viability.

Through innovations in materials and processes, energy efficiency, industry leading measurement tools via our workstation partner Schiavello, we're giving our clients the power to do more with less, while minimising our own environmental footprint. We are committed to transparency and collaboration, maintaining a robust approach to reporting on our environmental goals and activities.

Kada operates within a national and international network of suppliers and vendors. Recognising our capacity to influence these suppliers, we routinely reach out to them to determine their policies, practices and procedures with specific regard to environmental impact. We continually strive to source from sustainable companies with Green Tag or equal certifications.

We continue to make progress with Product Stewardship; an environmental take-back program that recovers Kada supplied furniture at the end of its life. The programme aims to recycle, reuse or resell componentry or complete products, as a way of reducing material consumption-churn. First implemented in 2010 together with the New Zealand Post Recycle Centre, we have re-sold or donated over 2700 items (or 1000 cubic meters or 225 tonnes), with no items going to landfill.

Such a programme can ensure maximum Green Star Credits and offers a cost effective, sustainable solution for clients interested in reducing their environmental impact.

Standard Warranty

We undertake to warrant products, as supplied by Kada, for a period of five (5) years from the date of delivery against faulty material and workmanship. The warranty is conditional and subject to all workstations, desks and any of the warranted products, being relocated and re-configured only by Kada or under Kada supervision. This warranty is also subject to all warranted goods not having been misused and only used for the purpose for which the product has been built for.

Note: All Laminate tops, fabrics, veneers and other special finishes which are supplied to Kada by other manufacturers or suppliers are not warranted by Kada but the manufacturer's warranty given to Kada by each of the appropriate manufacturers / suppliers will be assigned to the Customer.

The only conditions and warranties which are binding on the Company in respect of the state, quality or conditions of the goods and/or services supplied by it to the Customer, are those imposed and required to be binding by law and to the extent permitted thereby, the liability, if any, of the Company arising from the breach of such conditions or warranties shall at the Company's option, be limited to and completely discharged by the repair or replacement of the goods and / or service supplied by the Company (whichever is the lowest) or for the payment thereof. And in any event, there will be no responsibility by the Company for any special, consequential, direct or indirect loss, damage, harm or injury suffered or incurred by the Customer. And all other conditions and warranties, whether expressed or implied by law in respect of the state, quality or conditions of the said goods and/or services which may apart from this clause be binding upon the Company are hereby expressly excluded and negated.

Please note that longer Warranty periods can be negotiated on a project-by-project basis.

Value Add

At the core of our workstation partner Schiavello's business processes, from strategic product development, to the materials they source, is a research-centric philosophy. This is supported by their research, knowledge, and design hub, an in-house team of experts in workplace research psychology, sustainability, ergonomics and strategic design.

They work in collaboration with experts from around the world, bringing together insight from organisational change management leaders, technology providers, tertiary institutions, clients, and premier architecture and design practices to allow them to better forecast the future drivers that will impact the way we work, and how people will need to be supported far into the future. It's this rich tapestry of knowledge that ultimately informs the right solutions and tools for our clients and their people.

Here at Kada, we work alongside Schiavello to not only leverage from and be involved in their learnings, but also to have access to their plethora of outstanding, industry-leading resources.

We have opportunity to engage with the following specialists who work for and with Schiavello:

Keti Malkoski; Workplace Research Psychologist

A qualified Organisational Psychologist, Keti researches the interaction between 'users' at various levels (individual, team and organisational) and the physical workplace. Her work focuses on enhancing the relationship between people and the work environment so it can become a value adding tool for work; applying psychology principles to promote user comfort and effectiveness through the physical workplace.

Alan Hedge; Director of Human Factors and Ergonomics Laboratory at Cornell University / Research Professor in the Department of Biomedical and Chemical Engineering at Syracuse University

Schiavello has engaged Professor Alan Hedge (PhD, CPE) many times over the past 5 years, bringing him to Australia to present various global learnings around Ergonomics. He is one of the world's foremost experts, is extensively published, and internationally recognised. His research and teaching activities focus on issues of design and workplace ergonomics as these affect the health, comfort and productivity of workers.

Michael Pitcher; Environmental Scientist

Michael Pitcher has over 15 years of experience in environmental management, and over 30 years in Occupational Health and Safety. As Schiavello's sustainability champion, Michael has driven the company to an industry-leading position in environmental performance. He is charged with managing their environment program and ensuring the company maintains ISO 14001 compliance. Michael has been a Green Star Accredited Professional since January 2006, and a Life Cycle Analysis practitioner since 2001, helping Schiavello clients target Green Star credits through the research and development of improved performance materials.

Giulio Ridolfo; Colour Consultant

A luminary in the world of textile and colour design, Italian designer Giulio Ridolfo's patterns adorn the upholstery of famous Italian furniture producer Moroso, and renowned Danish manufacturer, Kvadrat. Giulio's approach to textile is unconventional, combining different elements and experimenting with materials, patterns and colours until something new is created. The Schiavello Colour Palette was developed by Giulio Ridolfo in collaboration with their team of designers to create a considered palette for contemporary commercial and living environments.