

2



**K**  
**TRUE**

**Total Resource Use and Efficiency**

# What is the TRUE Zero Waste program?

**TRUE Zero Waste** seeks to instill a more circular economy in which all resources are valued for their highest and best use.

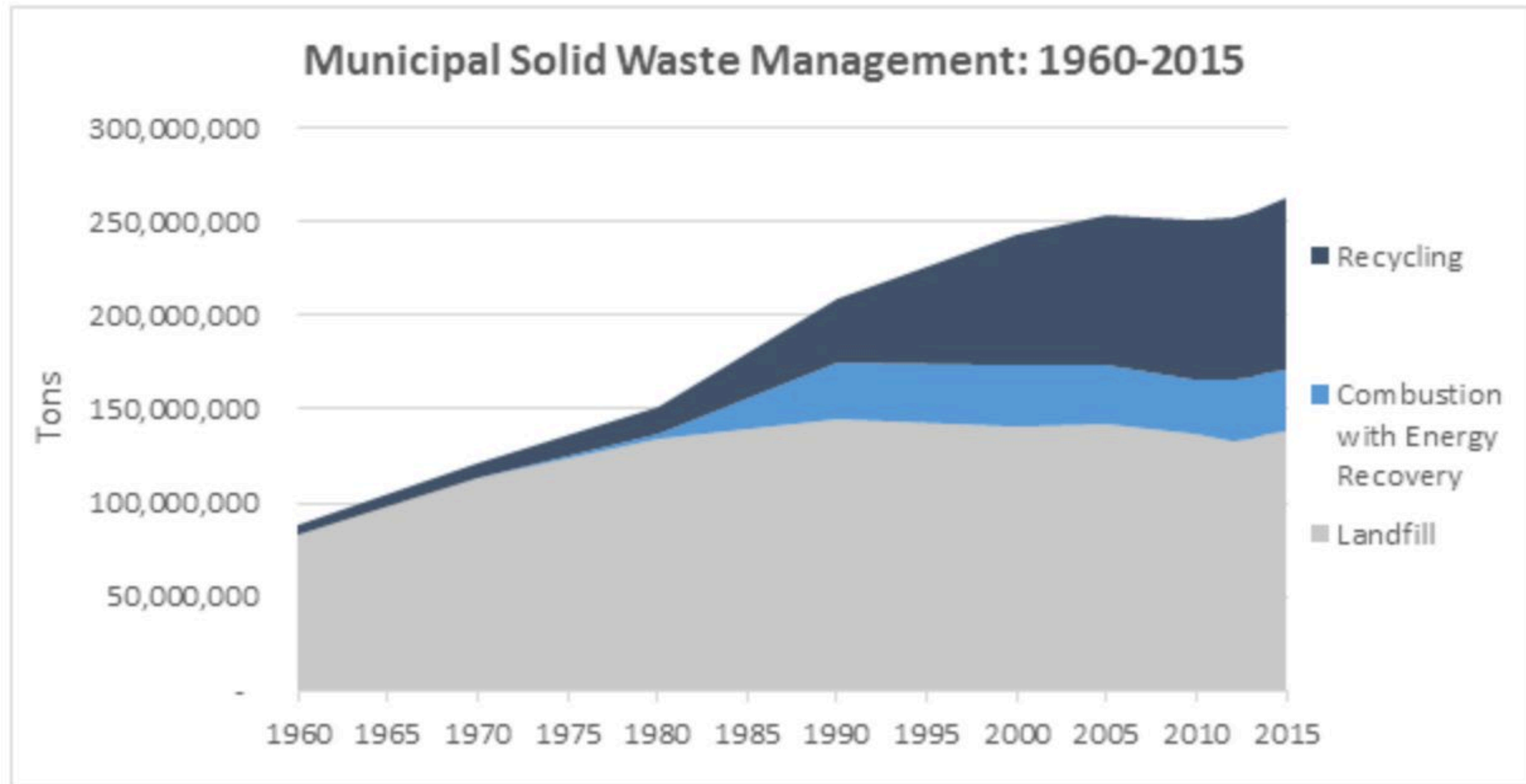
TRUE enables businesses and organizations to define, pursue and achieve zero waste goals for their facilities. The program empowers facilities to quantify their performance, find additional ways to improve their progress towards zero waste, increase efficiency, reduce carbon emissions and operating costs, improve their triple bottom line, create green jobs and support public health.

A TRUE-certified project's goal is to divert solid waste from the landfill, incineration (waste-to-energy) and the environment.

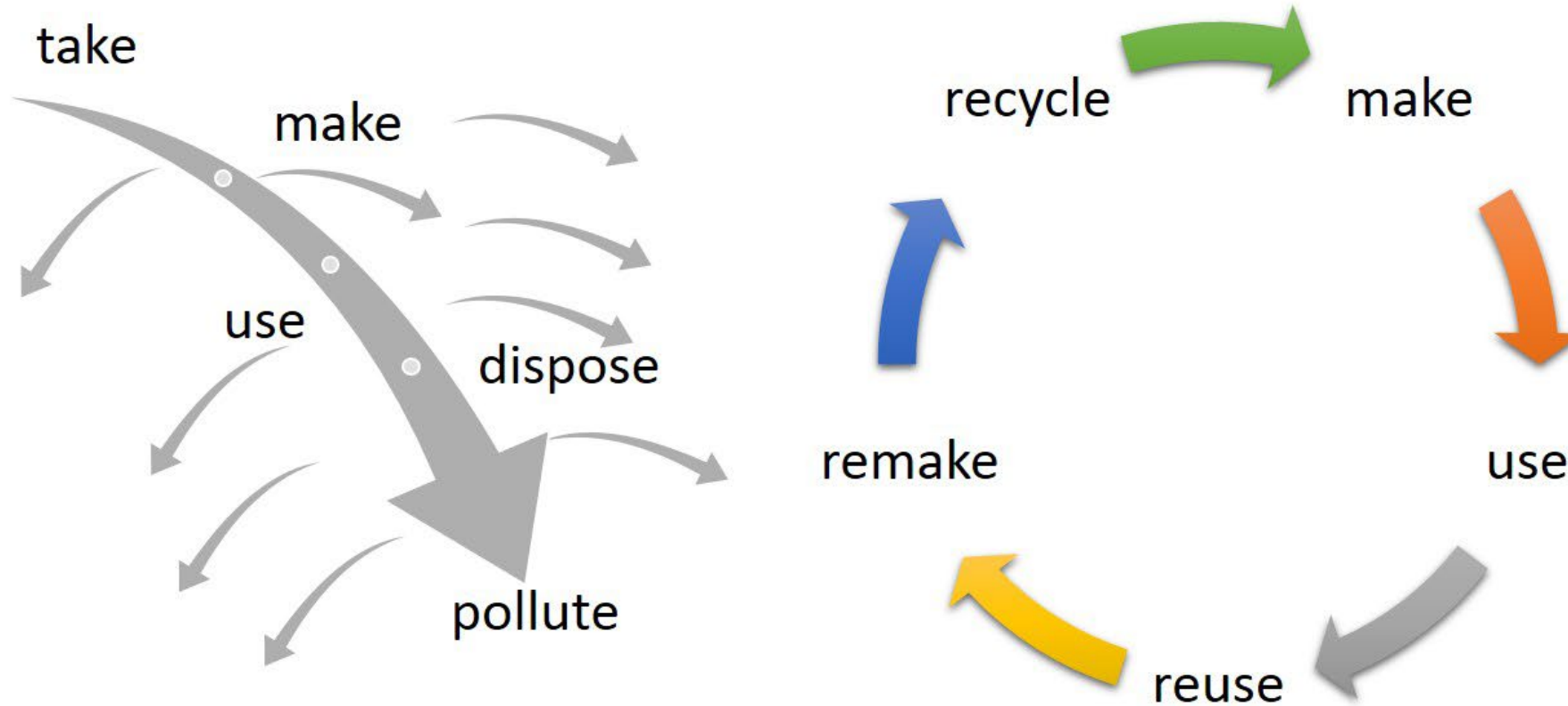
Currently, TRUE projects are required to divert a minimum of **90%** solid waste from landfill, incineration, and the environment.



# We Need to Go Beyond Recycling



# Linear Economy vs Circular Economy



CC 3.0 Catherine Weetman 2016

# THE WASTEBERG

#ZEROWASTE



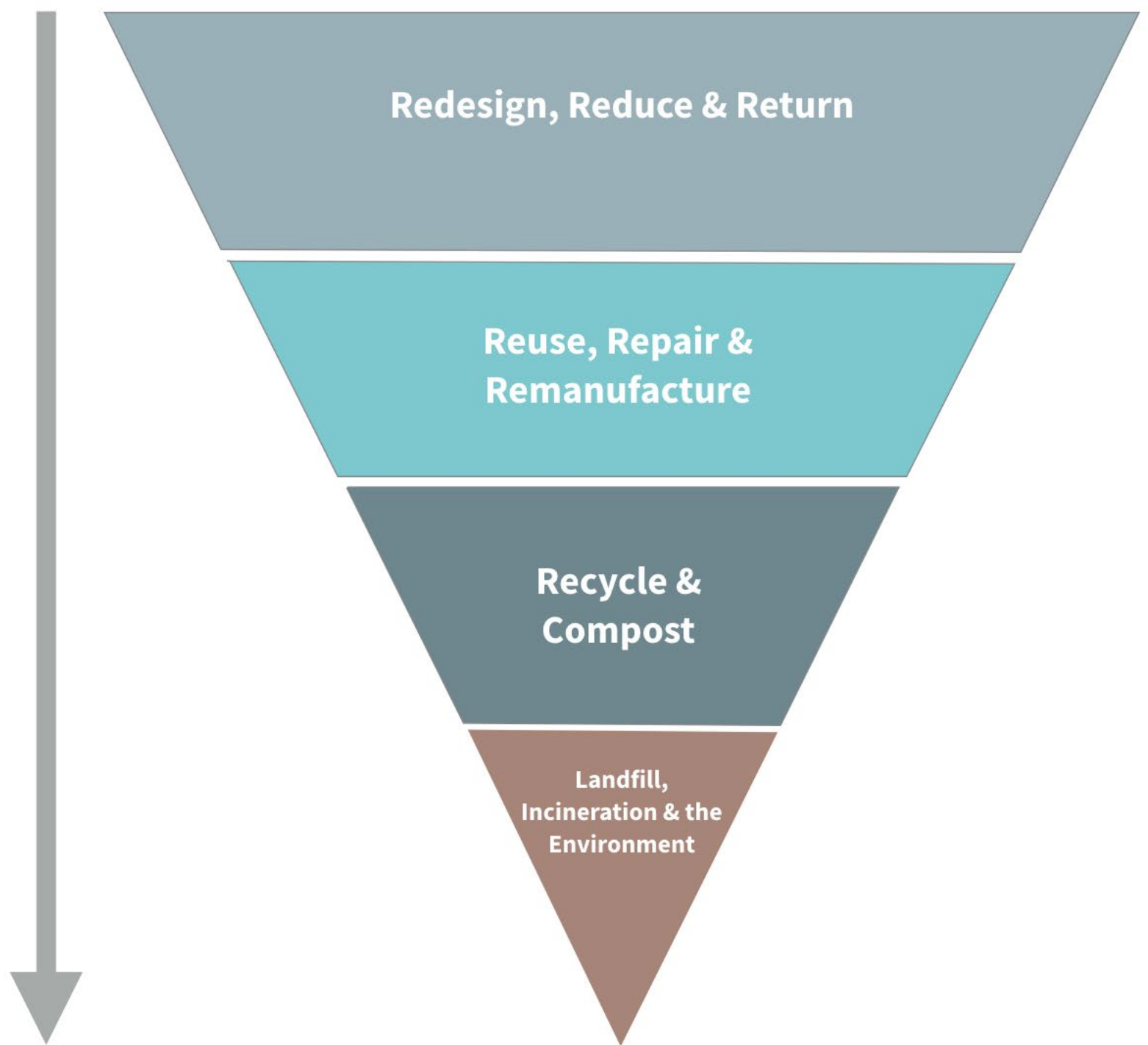
For every **1 tonne of waste** you generate, **71 tonnes of industrial waste** are generated before the product gets to you.

Institute of Local Self-Reliance (ILSR)



**WHAT IS ZERO WASTE?**

# ZERO WASTE HIERARCHY OF HIGHEST & BEST USES





**TRUE CERTIFICATION**



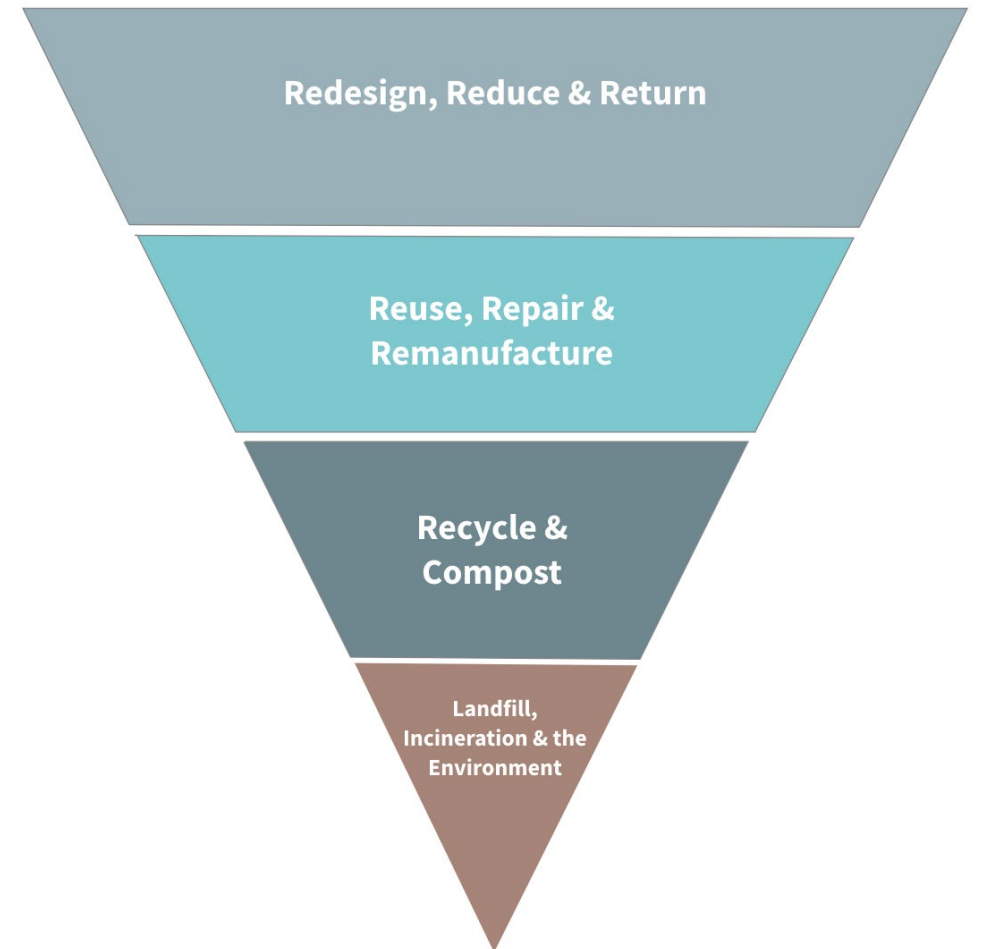


# What is TRUE?

- **TRUE** is a **zero waste** certification program which aims to transform the way businesses manage resources, and drive the transition towards a circular economy.
- The **goal** of projects participating in TRUE is to **divert all solid waste** from the landfill, incineration (waste-to-energy) and the environment.

# How does TRUE work?

- Encourages **rethinking** internal policies and **redesigning** business processes to view every material as a resource
- **Focuses on upstream** policies and practices that reduce and reuse to avoid creating waste in the first place
- **Implement rating system credits as strategies** that drive operational process improvements to achieve at least 90% diversion



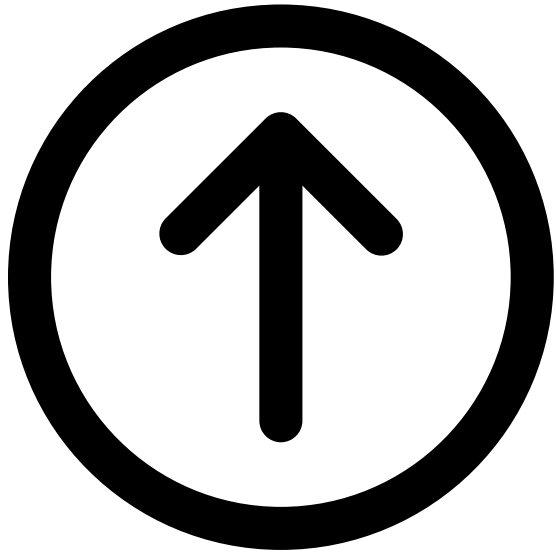
# TRUE Zero Waste Certification Levels | 81 TOTAL POINTS

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<b>CERTIFIED</b>	<b>31-37 points</b>
<b>SILVER</b>	<b>38-45 points</b>
<b>GOLD</b>	<b>46-63 points</b>
<b>PLATINUM</b>	<b>64-81 points</b>

# TRUE Zero Waste Rating System Overview of Categories & Points

<b>Redesign</b>	4 points	<b>Leadership</b>	6 points
<b>Reduce</b>	7 points	<b>Training</b>	8 points
<b>Reuse</b>	7 points	<b>ZW Analysis</b>	5 points
<b>Compost (Re-earth)</b>	7 points	<b>Upstream Management</b>	4 points
<b>Recycle</b>	3 points	<b>Hazardous Waste Prevention</b>	5 points
<b>ZW Reporting</b>	4 points	<b>Closed Loop System</b>	4 points
<b>Diversion (Minimum 90%)</b>	5 points	<b>Innovation</b>	3 points
<b>ZW Purchasing</b>	9 points	<b>Total Points</b>	81 points

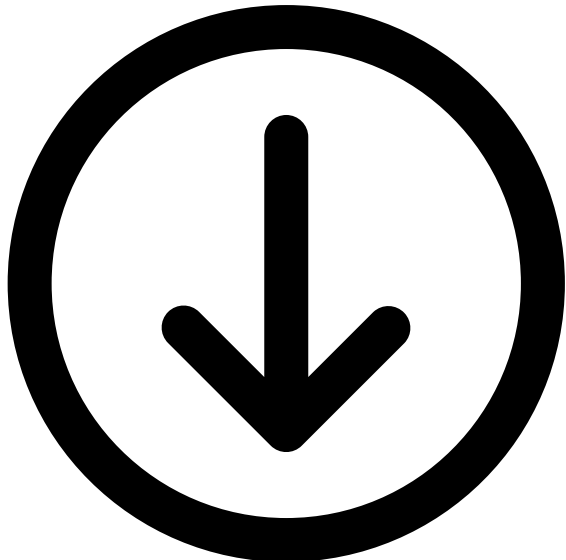


## Upstream: Waste Prevention

- Redesign
- Reduce
- Reuse
- Zero Waste Purchasing
- Upstream Management
- Hazardous Waste Prevention
- Closed Loop System



40 Points



## Downstream: Waste Management

- Recycle
- Compost
- Diversion



15 Points



# ELIGIBILITY

Certification is available for any physical facility and their operations, including buildings owned by:



**COMMERCIAL**



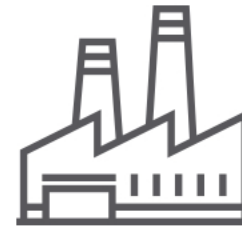
**PROPERTY MANAGERS**



**EDUCATIONAL**



**GOVERNMENT & MILITARY**

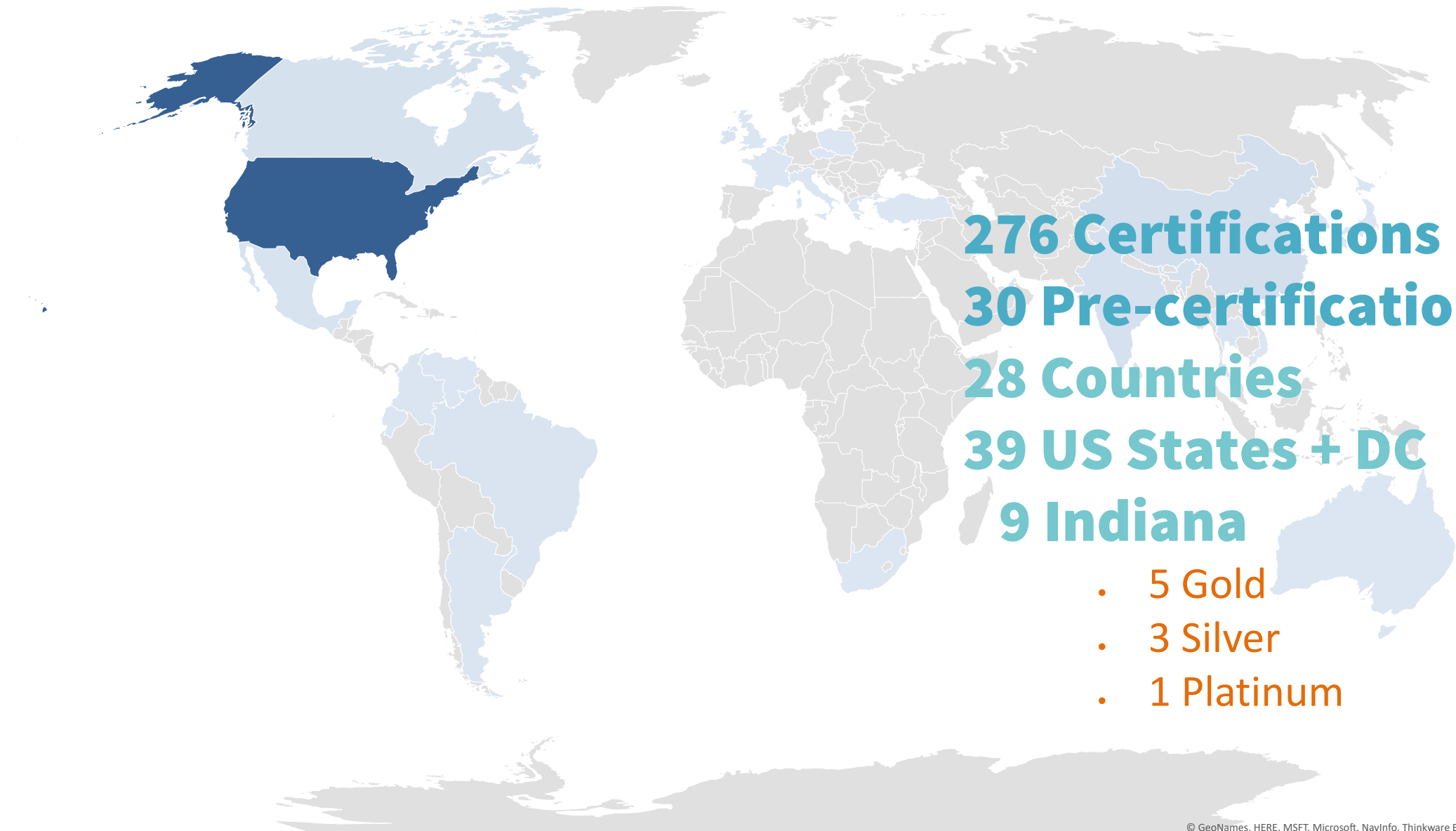


**INDUSTRIAL**



**NON-PROFITS**

# TRUE Certifications



**276 Certifications**  
**30 Pre-certifications**  
**28 Countries**  
**39 US States + DC**  
**9 Indiana**

- 5 Gold
- 3 Silver
- 1 Platinum



# Kimball International's Journey Towards Zero Waste

“The environment is our home. We will be leaders in not only protecting but enhancing our world”

-1991 TO PRESENT



# CORPORATE RECYCLING CENTER



## Accepted Items

- Cardboard
- Paper
- Steel Banding
- Magazines
- Plastic
- Aluminum
- Steel/Iron
- Electronic equipment
- Glass pieces (not bottles)
- Wood/Skids
- Fabric
- Leather

Corporate Recycling Center diverts over 5 million tons of waste material annually from landfills.

# Journey to TRUE Certification

- ✓ Establishing Certified TRUE Advisors to help lead project teams.
- ✓ Selecting Project Teams that include all levels of the site operations.
- ✓ Weekly TRUE Project Team meetings involving management and manufacturing members from all levels.
- ✓ Consistent communication and training with the Manufacturing teams.
- ✓ Working together to achieve credits within the program.
- ✓ Educating members and keeping them motivated in reducing landfill waste.

# Zero Waste Commitment

## Kimball International, Inc.

Kimball International, Inc. is committed to eliminating the waste that is being generated to the landfill, through management and employee involvement, as well as personal responsibility for best recycling practices.

In support of this commitment, we will provide the necessary training and support to create the desired result of waste being diverted from the landfill. Kimball International is striving to divert 100% of solid waste from the landfill.

### **Environmental Vision:**

***“The environment is our home. We will be leaders in not only protecting but enhancing our world.”***



# Working A Plan

Instructions				Overview of Categories & Points							
<p>* In the "Status" column, select YES, MAYBE, or NO from the dropdown menu. Refer to the TRUE Rating System for the required actions to achieve each MPR and credit, as the title may not completely capture all requirements. View point totals in the "Overview" section to assess your progress towards certification.</p> <p>* Precertification MPRs and credits are noted with a "(p)". There may be reduced requirements for precertification, so please review the TRUE Precertification Guidance document. All precertification MPRs and credits must be met.</p> <p>* Add any notes, comments, questions, or next steps to the "Notes" column. You may add additional columns to the right of the form to further assist the planning and information collection process.</p> <p>* Visit the Resources page on the TRUE website and the USGBC Education Hub for TRUE documents and helpful resources.</p> <p><i>Note: this tool should be used for planning and analysis purposes only, not to submit as an application for TRUE precertification or certification. Please register for TRUE and use the TRUE Application Form to submit for precertification or certification.</i></p>				Y	?	N	Y	?	N		
				Redesign	3	0	1	Training	6	0	2
				Reduce	5	0	2	Zero Waste Analysis	4	0	1
				Reuse	4	0	3	Upstream Management	0	0	4
				Compost (Re-earth)	1	0	6	Hazardous Waste Prevention	3	0	2
				Recycle	2	0	1	Closed Loop	0	0	4
				Zero Waste Reporting	3	0	1	Innovation	0	0	3
				Diversion	1	0	4	Pilot Credits	2	0	0
				Zero Waste Purchasing	1	0	8	<b>Total Points</b>	<b>39</b>	<b>0</b>	<b>44</b>
				Leadership	4	0	2				
				<b>TRUE Certification Levels</b> Certified: 31-37 points Silver: 38-45 points Gold: 46-63 points Platinum: 64-81 points							

## Minimum Program Requirements

MPR		Status	Notes	Owner
GPR	General Program Requirements: * Interior Plot Diagram * Pictures of Labeled Collection Containers * Layout of outside waste containers	YES	Complete - Documents on SharePoint	Rhonda
MPR 1 (p)	Company or project seeking certification has a zero waste policy in place.	YES	Complete - Documents on SharePoint	Rhonda
MPR 2 (p)	Project has achieved an average 90% or greater overall diversion from landfill, incineration (WTE), and the environment for solid, non-hazardous wastes (referred to as "materials" herein) for the most recent 12 months.	YES	12 month of data will be from May 2023 - April 2024	Rhonda/Tiff
MPR 3 (p)	Project meets all federal, state/provincial and local solid waste and recycling laws and regulations. Project complies with all air, water and land discharge permits required for collection, handling or processing of materials.	YES	Complete - Documents on SharePoint	Rhonda
MPR 4 (p)	Project does not exceed a 10% contamination level for any materials that leave the site.	YES	Complete - Documents on SharePoint Ron is getting a letter from OmniSource	Rhonda
MPR 5	Post-certification: Project has agreed to submit 12 months of waste diversion data to GBCI annually to keep the certification current through each 3-year term.	YES	Note: This will be stated in the application.	Rhonda/Tiff
MPR 6	Post-certification: Company agrees to submit a case study of zero waste	YES		John Shank

## Credit Categories

Redesign		Status	Notes	Owner
Credit 1 (p)	Right size collection containers and service levels	YES	Documents on SharePoint	Milford
Credit 2	Restructure solid waste collection agreements for zero waste	NO		
Credit 3 (p)	Review all 9 points of generation	YES	Documents on SharePoint	Tiffany
Credit 4	Complete review of supply chain	YES	Documents on SharePoint	Tiffany

# Silver level of the TRUE Certification

Four different levels of the TRUE Zero Waste Certification:

1. Certified
2. Silver
3. Gold
4. Platinum

When starting the TRUE process to certification, we anticipated being certified at the **Silver** level.

However, it was a journey of submitting proof that we were already meeting TRUE's standards of a "zero waste facility."

# Example of a Submitted Credit for Proof and Documentation

## **Kimball International Inc.**

TRUE Zero Waste

### **Zero Waste Analysis Credit 5: Engage Employees in Waste Audit and/or Analysis**

Here at Kimball International Santa Claus, we encouraged volunteers to be involved during the Waste audit and analysis. By doing this we thought it would help encourage involvement to achieve the zero-waste goal. Employees helped the Environmental Coordinator weigh the material before hand, sort through the waste and separate recyclables and reusables, and weigh the materials after separation. After separating these materials, they also helped with the analysis of the materials recovered and improvement that can be made in certain departments of the facility. This helps employees who handle these materials realize that they are wasting recyclable and reusable materials, and spread the word for improvement. As we were sorting, we were discussing what areas/departments the recoverable materials came from and how they could have recycled or reused them in an action plan development.



# The Application Process

**General Project Information**

The following documentation and information must be provided by project teams to establish a clear overview of the project and its general operations.

**Please provide a general description of the project.**

Kimball International has always worked to reduce landfill generation throughout our years of operation. In 2001 we established our own Corporate Recycle Center which allowed us to recycle additional commodities like plastics, scrap fabrics, wood pallets, e-waste, etc. Monthly solid waste (landfill, recycle, reuse) metrics are shared with our leadership and production teams. We continuously strive to improve processes to reduce waste generation through elimination, recycling, and reuse efforts.

**Documentation:** Site map of full project boundary with marked and labeled service collection containers Uploaded

**Documentation:** Photographs and/or short video of enclosure spaces and internal collection areas Uploaded

**Documentation:** Floor plan(s) of all interior facility spaces within the project boundary (if available) Uploaded

**Minimum Program Requirements**

**Instructions: Minimum Program Requirements (MPRs)**

In addition to the general instructions above, the following are instructions specific to this section:

- All MPRs are required to have a selection marked in the dropdown menus and/or a completed narrative typed in.
- Indicate compliance with the annual data and case study minimum program requirements by reading the statement and selecting "YES" to confirm compliance.

**MPR 1: Company or project seeking certification has a zero waste policy in place.**

**Does the facility have a zero waste policy?** YES

**Describe the zero waste policy and how it was created.**

Kimball International, Inc. established an environmental policy during our implementation of the ISO14001 Environmental Management System (EMS) in 2008. This policy incorporates all aspects of our EMS, which includes our commitment to pollution prevention. Environmental Policy is reviewed annually. Within our EMS System are procedures for waste management, diversion, performance monitoring and reporting. See below the documents attached that support the requirements.

**Documentation:** The zero waste policy document which includes the facility zero waste goal, procedures for Uploaded

**If the facility is currently pursuing recertification or is part of a portfolio, make a selection below:**

Recertification:  Portfolio:

**MPR 2: Project has achieved an average 90% or greater overall diversion from landfill, incineration (WTE) and the environment for solid, non-hazardous wastes (referred to as "materials" herein) for the most recent 12 months. Diverted materials are reduced, reused, recycled, composted and/or recovered for productive use in nature or the economy.**

**Has the facility achieved an overall average 90% diversion rate over the most recent 12 months?** YES



# Scorecard

Redesign			3
Credit 1	Right size collection containers and service levels	1	
Credit 2	Restructure solid waste collection agreements for zero waste	0	
Credit 3	Review all 9 points of generation	1	
Credit 4	Complete review of supply chain	1	

Reduce			5
Credit 1	Document materials reduced by commodity	0	
Credit 2	Implement tracking programs to eliminate waste before it occurs	1	
Credit 3	Adopt a goal to reduce the overall size/amount of product packaging	0	
Credit 4	Go paperless for at least one major office function	1	
Credit 5	Set all printers to duplex print	1	
Credit 6	Practice grass-cycling for all mowed surfaces	1	
Credit 7	Reduce yard trimming waste through native landscaping or	1	

Reuse			4
Credit 1	Develop systems that emphasize reuse	1	
Credit 2	Document pallet and shipping container reuse	1	
Credit 3	Implement reusable transport containers	1	
Credit 4	Establish program to reuse office supplies and materials	1	
Credit 5	Use reusable/durable food service ware	0	
Credit 6	Donate all food safe for human consumption	0	
Credit 7	Participate in animal feed program for inedible food	0	

Compost (Re-earth)			1
Credit 1	Collect compostables separately from other materials	0	
Credit 2	Compost, digest or reuse yard trimmings	1	
Credit 3	Compost food scraps and/or soiled paper on-site	0	
Credit 4	Compost food scraps and/or soiled paper off-site	0	
Credit 5	Utilize/reuse compost or mulch onsite	0	
Credit 6	Implement other process technologies for organic materials	0	
Credit 7	Use compost from site for on-site food production	0	

Recycle			2
Credit 1	Meet highest and best use for 80% of materials by weight	1	
Credit 1.2	Meet highest and best use for 100% of materials by weight	1	
Credit 2	Determine end markets for recycled commodities	0	

## Minimum Program Requirements:

Total Attempted Points: 40

TRUE Zero Waste Certification levels	Points
Certified	31-37
Silver	38-45
Gold	46-63
Platinum	64-81

Leadership			4
Credit 1	Adopt zero waste goal at upper management level	1	
Credit 2	Review monthly diversion activities with upper management	1	
Credit 3	Encourage and incentivize employee participation	1	
Credit 4	Take responsibility for company products and packaging	1	
Credit 5	Require vendors to take responsibility for products and packaging	0	
Credit 6	Promote zero waste in the community utilizing upper management personnel	0	

Training			6
Credit 1	Provide zero waste goal/policy to all employees	1	
Credit 2	Incorporate zero waste into employee orientation	1	
Credit 3	Communicate with employees about zero waste activities quarterly	1	
Credit 4	Clearly label all collection receptacles	1	
Credit 5	Train purchasing agents	0	
Credit 6	Include zero waste in evaluation process and/or bonus structure	0	
Credit 7	Dedicate at least one person for zero waste leadership role	1	
Credit 8	Provide all employees access to zero waste training	1	

Zero Waste Analysis			4
Credit 1	Conduct annual physical waste audit	1	
Credit 2	Analyze results of annual waste audit and implement recommendations	1	
Credit 3	Complete annual physical audit of recyclables	1	
Credit 4	Add rejected recyclables back into waste stream documentation	0	
Credit 5	Engage employees in waste audit and/or analysis	1	

Upstream Management			0
Credit 1	Work with vendors to eliminate non-recyclable packaging	0	
Credit 2	Give preference to vendors who embrace zero waste goals	0	
Credit 3	Request vendors use 100% recyclable packaging	0	
Credit 4	Request vendors redesign products for reuse and recycling	0	



## Diversion data: most recent 12 months

Certification and Recertification: Complete the table below to provide diversion data for each month and material for the most recent 12 months.

Year:	2024	2024	2024	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023
Month:	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	Jul	Jun	May	Apr	
Materials or items	Weights												Total
<b>Recycle</b>													
Cardboard	22541.0	14031.0	21046.0	18632.0	7895.0	17489.0	15490.0	15335.0	17624.0	15843.0	13443.0	16494.0	195863.0
Plastic	451.0	391.0	440.0	240.0	0.0	4656.0	0.0	314.0	113.0	610.0	572.0	282.0	8069.0
Mixed Paper	500.0	784.0	0.0	829.0	3915.0	721.0	0.0	0.0	617.0	0.0	621.0	0.0	7987.0
Steel	91335.0	115127.0	133329.0	115546.0	119032.0	137280.0	125460.0	263640.0	153673.0	129971.0	108804.0	85520.0	1578717.0
Aluminum	6027.0	8147.0	8176.0	3677.0	4741.0	15969.0	5623.0	2236.0	3234.0	6738.0	4413.0	232.0	69213.0
Wire / E-Waste	440.0	681.0	249.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1370.0
Glass	0.0	0.0	300.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1567.0	1867.0
Powdercoat	25000.0	0.0	9740.0	9740.0	0.0	9746.0	0.0	8613.0	9231.0	7796.0	0.0	8200.0	88066.0

<b>Reduce</b>													
Month:	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	Jul	Jun	May	Apr	
													0.0
													0.0
													0.0
													0.0
													0.0
													0.0
													0.0
													0.0
													0.0
													0.0
Total reduce	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

<b>Other diversion (specify diversion method and who it goes to in notes column)</b>													
Month:	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	Jul	Jun	May	Apr	
Used Oil	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Used Lamps	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
													0.0
													0.0
Total other diversion	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

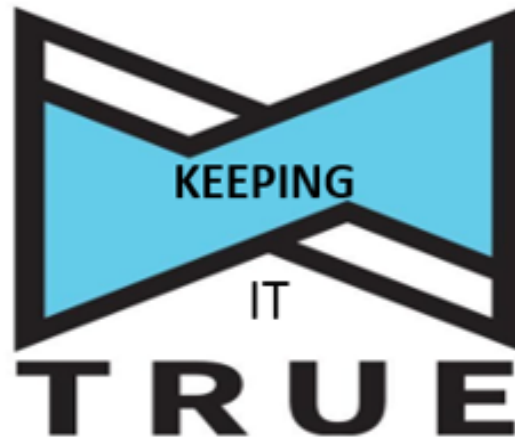
<b>Non-diversion (landfill, waste to energy, waste to fuel, incineration, rejected recyclables or contamination)</b>													
Month:	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	Jul	Jun	May	Apr	
Landfill	4300.0	21520.0	3280.0	18340.0	13700.0	7080.0	40200.0	11240.0	23280.0	1520.0	17740.0	12800.0	175000.0
													0.0
													0.0
													0.0
Total non-diversion	4300.0	21520.0	3280.0	18340.0	13700.0	7080.0	40200.0	11240.0	23280.0	1520.0	17740.0	12800.0	175000.0

<b>Total diversion:</b>	<b>2218429.0</b>
<b>Total non-diversion:</b>	<b>175000.0</b>
<b>Grand total weight:</b>	<b>2393429.0</b>
<b>Diversion rate:</b>	<b>92.7%</b>

# Maintaining the TRUE Zero Waste Program:

- **To maintain the TRUE Zero Waste Program, we must keep our zero waste initiatives, policies, and processes in place.**
- **Training is conducted for our Zero Waste Initiatives:**
  - The TRUE program was introduced to all team members at the beginning of the certification process. For any new members, we cover the TRUE program in New Hire Orientation.
  - Training is continued afterwards to all members to consistently remind them of our zero waste initiatives.
- **Incentive Programs were Installed:**
  - A program called “KEEPING IT TRUE” was installed across all Kimball facilities to help keep environmental improvements and zero waste initiatives in place and consistently improving.
- **How “KEEPING IT TRUE’ works:**
  - A member will turn in an environmental recommendation or opportunity for improvement and in return get a chance to win a \$10 gift card.

# Employee Engagement



Full Name (Print) \_\_\_\_\_

Date: \_\_\_\_\_

Department / Location of Recommendation:

\_\_\_\_\_

## Environmental Recommendations or Issues

Check one of the following:

Recycling       Labeling       Hazardous Waste       Process

Cleanliness of Facility       Other

Brief Explanation: \_\_\_\_\_

\_\_\_\_\_

## Kimball International Goals

- 2 sites certified to TRUE at the Silver Level
  - ✓ Santa Claus
  - ✓ Salem
  
- 1 site at 95% or greater diversion rate.
  - ✓ Warehouse
  
- 3 sites with 90% or greater diversion rate.
  - ✓ Jasper – 11th Avenue
  - ✓ Jasper – 16th Street
  - ✓ Danville

