



CITY CARES

2022 Corporate Social Responsibility Report

OUR
CORPORATE
SOCIAL
RESPONSIBILITY
STRATEGY

Over the years, we have seen the impact of embedding our Corporate Social Responsibility (CSR) strategy across the company through our main areas of focus: Safety, 2040 Green Promise, 5% Giving Pledge, Partnerships and People. This strategy represents our desire and ambition to live CITY’s purpose – “To enrich people’s lives and make the world a better place.” It is also a roadmap for how we can leverage our strengths and competitive advantages to provide value for the people, communities and planet that we serve. We are committed to working together on this journey to continuously improve and achieve our goals; all while being transparent. We’re confident that when we look back on our time at CITY (and on this earth), we will be proud that we fulfilled our purpose of making this world a better place. Not just for each other, but for the next generation of the CITY family, our customers, and our community.

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2022 Message from OUR CEO

Looking back at 2022, it's incredible to think about everything we were able to accomplish through such an unpredictable year. I'm so proud of how our CITY family navigated through all of the challenges they were presented with. I truly believe we have the best team in the world, and I'm honored to have them as part of my CITY family. It's because of their hard work that we remain in a great position for growth into the future.

More importantly, I love that we continue to improve CITY's Customer Experience, Associate Experience, and culture by living our seven values. Here's a few examples below:

1 • ENTREPRENEURIAL SPIRIT

We decided to go all in on expansion during the middle of a pandemic, and boy did it pay off. With our new 1.3 million square foot facility in Plant City now open, our expansion into the Tampa market is just beginning! We're on our way to bringing five of the most innovative new showrooms the market has ever seen. Once our new Largo showroom opens, it will be tied for the largest showroom in Florida, and we're very excited for it.

2 • FAMILY SPIRIT

We love our CITY family! We always do our best to recognize and reward them for all they do for each other, our community, our customers, and our future. This year, we held CITY's 50th Anniversary party over the summer, with more than 1,100 of our Associates and guests in attendance. It was the first time bringing our CITY family together for a large event in over two years. This might have been the largest anniversary party in Fort Lauderdale's history, and it was unbelievable. But, putting our people first didn't stop there. We also made large improvements to our PTO Programs & Health Insurance Benefits, and implemented a brand-new Parental Leave Benefit.

3 • MUTUAL TRUST & RESPECT

More than ever before, this year we relied on our Associates to help us problem-solve through the unprecedented financial challenges caused by record inflation. We've always believed that we are all smarter together, and we trust and respect that our Associates will find a creative solution to any challenge that comes their way. They did just that in 2022. Through investing more in our Kaizen culture, and turning our CITY Circles culture & Suggestions Systems back on at full speed, I'm happy to say our Associates have solved countless problems that helped CITY continue to thrive.

4 • TEAMWORK

Opening a new Showroom, Distribution Center and Corporate Office in Tampa was no small feat. It took an incredible amount of teamwork, across all departments of our business, and we couldn't be happier with the result of all their hard work. I'm also very proud of all the efforts our Hurricane Planning Team made to ensure our Associates were unharmed during Hurricane Ian. Through their incredible efforts, we were able to help so many Associates, and our community, get back on their feet. Some Associates even opened up their homes to our CITY family who were displaced after the storm, and it was so amazing to see.

5 • CUSTOMER FOCUS

After focusing all year to increase our Customer Satisfaction scores from 88% in 2021, I'm really proud that our score is back up around 92%. That's a huge shift in Customer Satisfaction in just 12 months, and I'm confident we'll be back to pre-pandemic levels of 95%+ by end of 2023. Our Supply Chain team is the best in the business and worked really hard to increase our inventory levels to meet demand. We now have the most furniture inventory in the state. We also continue to invest heavily into new technology that will improve our customer experience and set our brand apart. I'm happy to say that these tech changes to our inventory planning systems, Customer Care systems and self-service capabilities increased our Customer Satisfaction score substantially this year.

6 • CONTINUOUS IMPROVEMENT

Our culture at CITY is strong enough to weather through any adversity – hurricanes, a slowing economy, high inflation, an unfortunate war... Whatever it is, our CITY family will problem-solve and continuously improve through whatever is thrown at us. They've implemented over 2800 suggestions to improve their work environment, and solved several hundred cross-functional problems for our business. I'm so proud of how our Associates adapt to change, and the culture we've maintained through it.

7 • GIVING BACK

Thanks to everyone's amazing efforts this year, we've done more for the community and our 2040 Green Promise than ever before. We surpassed our 5% Giving Pledge target, and we're well on our way to achieve our 2040 Green Promise. Approximately 5% of our business is now powered through the sun, and more is coming. I encourage you to continue reading through this report to see all the amazing things our Associates, and our customers, helped CITY achieve for our communities and our planet.

We're proud of all we've done in 2022! I am more excited about the future than ever before, and we will continue to set the standard for how a company should operate. We take care of our Associates, our customers, our community, and our environment. CITY is more than just selling furniture. Our purpose is **"to enrich people's lives and make the world a better place."** And that's never been more true.

This Corporate Social Responsibility Report is our way of showing how we are doing in living our purpose. Specifically, this report displays our progress and how we are creating the company we all want to be part of. It will also hold leadership (including myself) accountable, and I look forward to your feedback. Please feel free to email me at andrewk@cityfurniture.com with any suggestions for improvement.

Sincerely,



Andrew Koenig, CEO

our purpose

To enrich people's lives and make the world a better place.

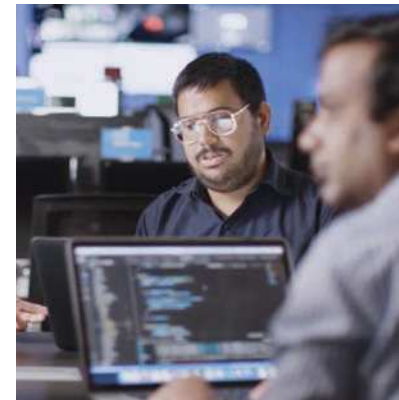
our vision

To be the ultimate furniture and mattress store.

our mission

To provide quality home furnishings, at excellent values, in an exciting and fun environment.

Kevin Koenig, Founder
1947 – 2001



Celebrating
51 YEARS
of making memories,
setting trends, giving back
and looking forward.





1971

Kevin Koenig founded Waterbed City

1976

Introduced bedroom furniture to our lineup



1982

Nancy Stafford became spokesperson



1992

Hurricane Andrew destroyed Cutler Ridge store

2001

Kevin Koenig passed away



Sawgrass Distribution Center opened

SAME DAY DELIVERY 7 DAYS A WEEK

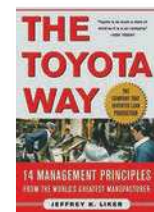
2003

Innovated Same Day Delivery 7 Days a Week



2005

Hurricane Wilma destroyed West Palm Beach showroom



2007

Began Lean Conversion

2012

Opened our first LEED certified showroom (Boca Raton)

Opened the **Health & Wellness CENTER**

2008

Expanded into West Coast of Florida
Great Recession Ended



2015

Doreen Koenig (CITY Mom and Keith's wife) passed away



2017

Opened first KC Café & Wine Bar



2019

Expanded into Orlando & opened 2nd Distribution Center (Ocoee)

Launched **5% Giving Pledge** and **2040 Green Promise**



2022

Tampa Expansion: 1.2M ft² Showroom, Warehouse & Corporate Offices

2021

Opened 3rd Distribution Center (Miami Gardens)

1981

First time we passed **\$1MM** in sales in a month

1991

Lauderhill store burned down

Introduced innerspring mattresses to our lineup

2002

Kevin Charles Fine Upholstery opened in Mississippi



2004

Opened our first Ashley Furniture HomeStore



Initiated Academy of Design



2006

Great Recession began

2013

Launched eCommerce



2011

Academy of Design became Design Studio
design studio

2014

Became a certified People First® company



Initiated CNG trucks & station



2018

Sales ASAP begins with Apple iPads



2020

COVID-19 pandemic hits. However, CITY achieved highest growth ever



Launched Free Design 24/7

Launched CITY Moves




1994

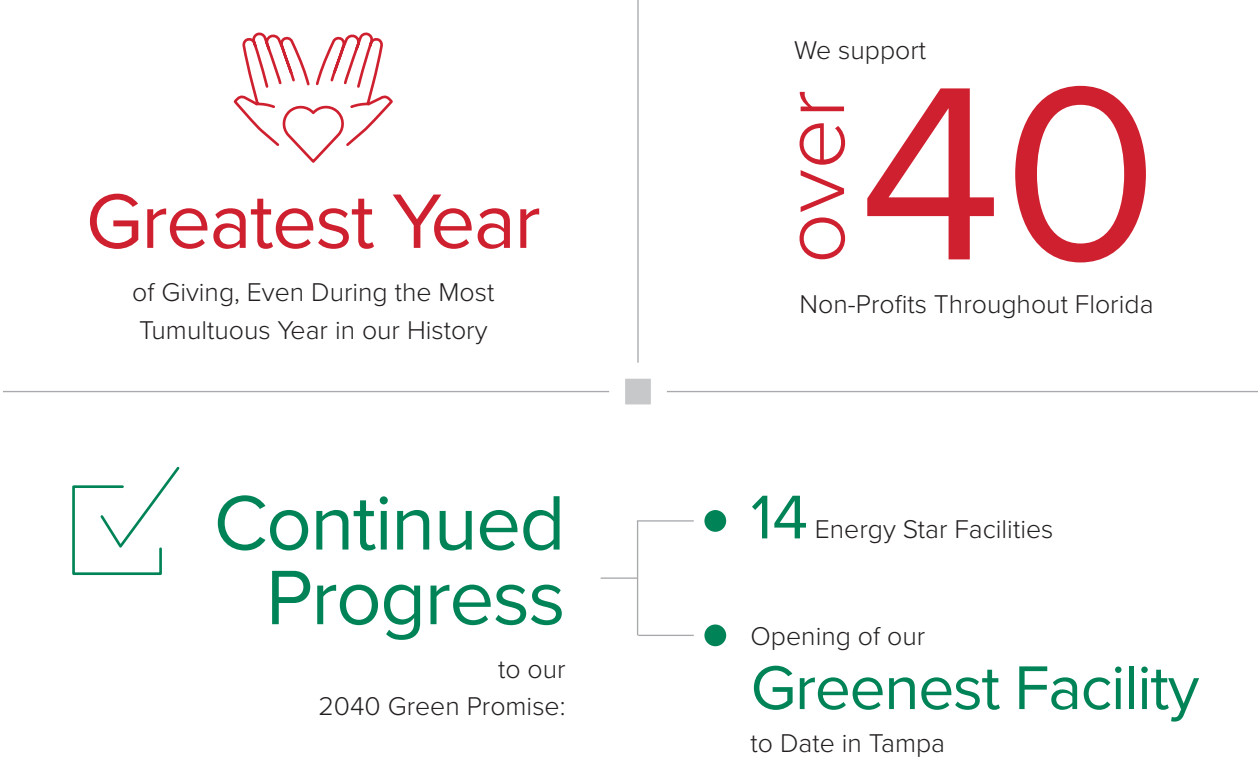
Converted Waterbed City into CITY Furniture



Notable

HIGHLIGHTS OF 2022

Click here to learn more about who we are. 



Delayed a year due to COVID, our Associates got together for an epic 80's Miami Vice themed party celebrating our 50 year anniversary. Over 1,100 family and friends were in attendance.

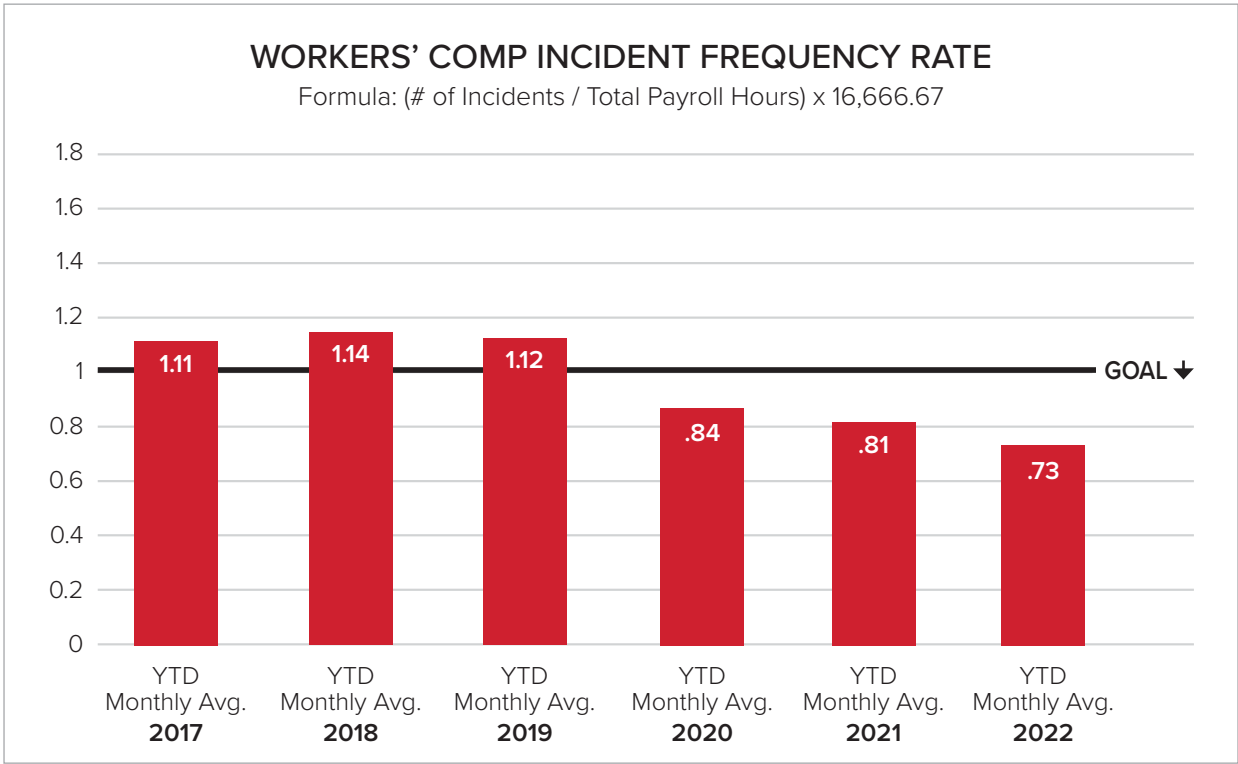
SAFETY



Our Commitment TO SAFETY

In 2022, CITY continued to invest in safety technology to enhance our response to emerging challenges from adverse weather events, and to reduce exposure to occupational and vehicular risks. With the opening of our new distribution center in Plant City, Florida, our Safety team is leading the charge in expanding CITY’s culture of safety to new communities.

The commitment from everyone at CITY to provide a comfortable and safe work environment is truly impressive, and it shows in the decrease of safety incidents over the last four years.



The information presented is based on raw data and should not be used to draw legal or other conclusions regarding CITY’s employment practices. Through 11/30/2022

Best in Class for Standards in FURNITURE SAFETY



TIP REGULATIONS



CITY is in its third year of partnership with Underwriter’s Laboratory (UL) on their Product Stability Verified program. UL’s Product Stability Verified Mark, endorsed by the American Home Furnishing Alliance, helps consumers identify products that meet the industry’s stability requirements. Backed by science, the Product Stability Verified Mark provides objective, scientific assessments that confirm product stability. It is a unique identifier that allows consumers to easily find details about product claims, and trust that a product’s claims will live up to their promise.

CITY recommends:

- Anchoring all purchased furniture to the wall to prevent tip-overs
- Removing remote controls, toys, and other items off of the tops of TVs and furniture where children can see but not reach them

COMPLIANCE FOR FORMALDEHYDE STANDARDS

CITY meets federal emission standards for formaldehyde content in all products sold. We continue to pursue standards that exceed federal requirements to ensure our products are safe for our customers.

FLAMMABILITY

CITY is compliant with the Safer Occupancy Furniture Flammability Act (SOFFA) of 2020, which ensures our product is tested to be smolder resistant while avoiding harmful chemicals.

Cybersecurity: KEEPING YOUR DATA SAFE

Information security continues to be a top priority for CITY in 2022. We now have a combined 96 years of security experience within the Cybersecurity team, with 34 years specific to securing retail environments. This year, a lot of effort was focused on bolstering our security toolsets. This allows us to better prevent, detect and respond to security incidents, in order to keep the data of our customers and Associates safe. We also continue to provide mandatory security awareness training to all system users, as our Associates are our first line of defense.

MULTI-YEAR SECURITY ROADMAP

We continue to follow our multi-year strategic roadmap for security. This is a top initiative for CITY that we continuously work on to establish a solid program built according to industry best practices. We do this to ensure the confidentiality, integrity and availability of our data and supporting system.

VISIBILITY

CITY continues to invest in its people, technology, and processes to help identify, detect, and protect against cyber events. We are continuously evolving and adapting to the threat landscape, to detect anomalies as quickly as possible. We also added strategic partners to help provide 24/7, 365 days a year, real-time monitoring of our systems.

COMPLIANCE

Like all retail companies that accept credit cards, CITY is required to adhere to the Payment Card Industry Data Security Standard (PCI DSS). PCI DSS was born out of a need for

an internationally uniform standard to make card transactions more secure for both the business and the customer. This standard has constantly evolved since its introduction in 2004. The latest major update to the standard has been published, and the new requirements must be satisfied by 2024. CITY has already begun its efforts to ensure we remain compliant with the new, more stringent requirements.

EMAIL SECURITY AND AWARENESS

In continuation of last year's efforts, CITY implemented additional email security controls to reduce the number of bad and malicious emails getting into the environment. According to Verizon's 2022 Data Breach Investigations Report, 82% of breaches involved a human element. Phishing was by far the top attack recognized in the report, and our new systems have detected and blocked over 3,900 phishing attacks targeting our Associates this year. In addition to our annual security awareness training requirements for all email users, Associates also receive simulated phishing tests and training as needed.

As we transition into 2023, cybersecurity remains a top companywide initiative. Our roadmap has many strategic projects that will continue to improve our security posture, which allows us to better protect our information systems, and the data of our customers and Associates.

PEOPLE



Associate
EXPERIENCE

FROM PRE-HIRE TO RETIRE

In 2022, our Human Resources & Development (HR&D) team began building a companywide Associate Experience strategy to identify and continuously improve the critical moments in the journeys of our unique and talented Associates – from the moment they meet us, throughout their successful, meaningful and fulfilling careers. These efforts led to improvements in our Associates’ benefits, such as adding paid parental leave and increased paid vacation time off. A Talent Management Strategy and Leadership Success Model was developed to provide the foundation for performance management, improved rewards and recognition, Associate and leadership development, and more. Job Architecture was rolled out to several key departments to ensure we have fair and transparent job leveling, in order to develop market-competitive compensation and set the foundation for career pathing and more. For the first time, our Marketing and HR&D departments partnered to ensure we enter new markets with strong branding that attracts top talent. Associates’ safety remained top of mind, with several initiatives to improve efficiency safely and reduce injuries.

Local growth, plus our expansion into the Tampa area market, created close to 1,000 opportunities for existing and new Associates in 2022. We dedicated time to improving our Internal Mobility Program standards, and as a result, 130 positions were filled exclusively by existing Associates. The strong emphasis on developing and promoting-from-within allowed for 93% of our leadership opportunities to be filled by current Associates.



Our new, state-of-the-art Plant City Distribution Center, Showroom, and Corporate Offices became another testament to the amazing accomplishments we can achieve when working as a team; and provided an exciting glimpse into all of the growth we have planned over the next 5-10 years.

Associates bring passion, talent, skills, and innovative ideas to CITY every day. Whether they are new to the CITY family, or have called it “home” for many years, we are committed to build and ensure for them, in return, an exceptional Experience that is best-in-class and supports them along every step of the way.

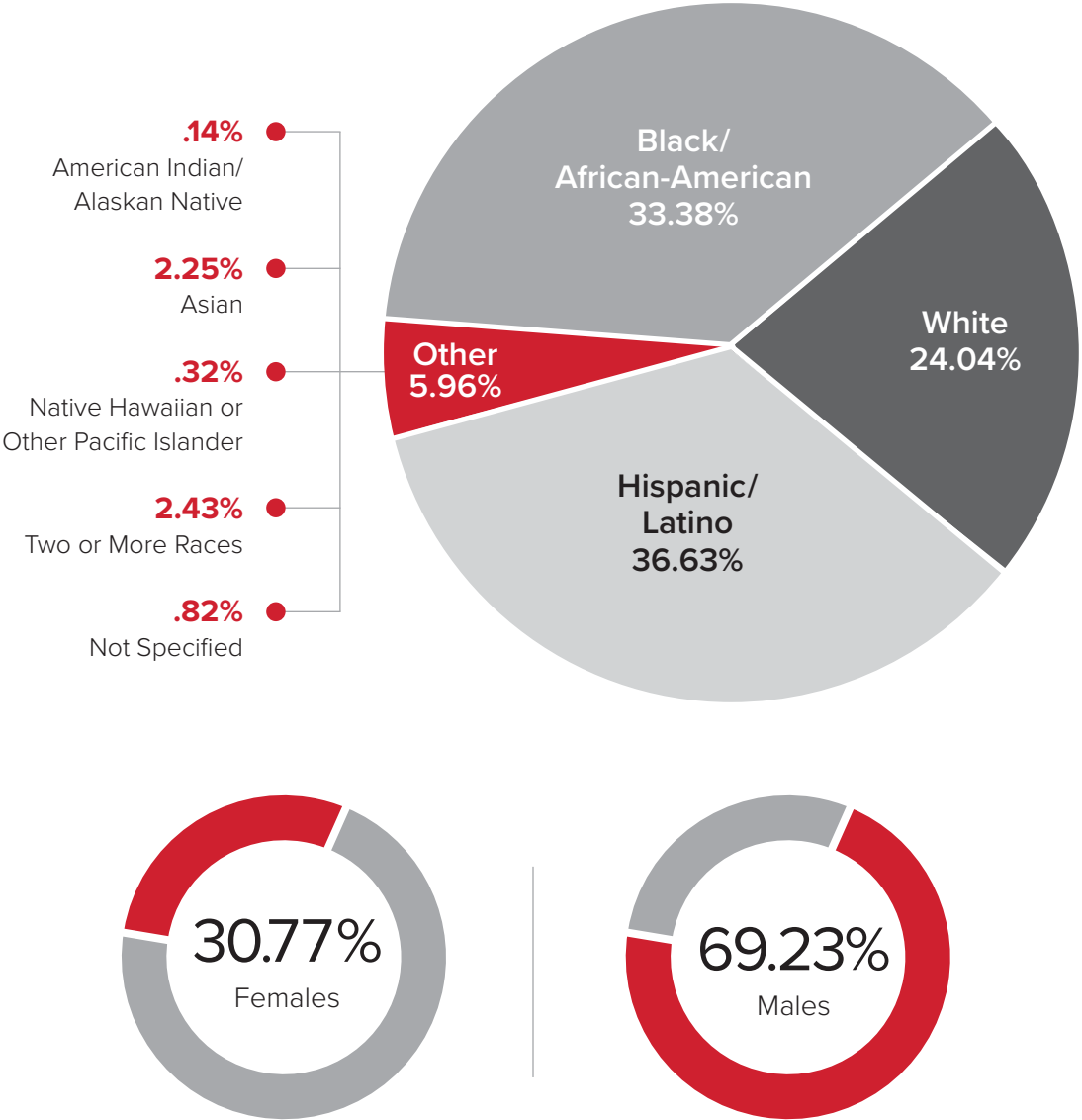


DIVERSITY,
EQUITY &
INCLUSION

IncluCITY

At CITY, we embrace a philosophy of diversity, equity, and inclusion; it is not just a checklist of “things to do”. We believe that is what allows us to innovate, collaborate, and grow as a community-focused company. In 2022, we added a dedicated DE&I budget, increased important messaging within CITY’s internal communications platforms, enhanced social media with inclusive content, and established/ maintained partnerships with DE&I related companies and organizations. The implementation of a DE&I philosophy has to start from the very top. We are very proud to report that our CEO, Andrew Koenig, was honored by South Florida Business & Wealth (SFBW) with the 2022 Diversity and Inclusion Award. This distinction is reserved for top executives, throughout South Florida, who display an ongoing dedication to a more equitable society.

CITY is a firm believer that all Associates should feel welcomed, respected, appreciated, valued, safe and are given opportunities to grow. Because of this, we are intentional in our efforts to build and foster an inclusive workforce, offering Employee Resource Groups (ERG) comprised of Associates, and their allies, of various ethnicities, genders, sexual orientations and more. We will continue our efforts to expand perspectives and have an open dialogue around people’s differences, to help Associates gain a greater understanding and appreciation for one another.



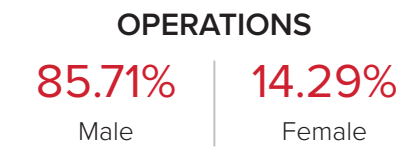
We reinforce our commitment to diversity, equity and inclusion, and expand our impact by partnering with other organizations focused on advancing and driving these values in the workplace, including:



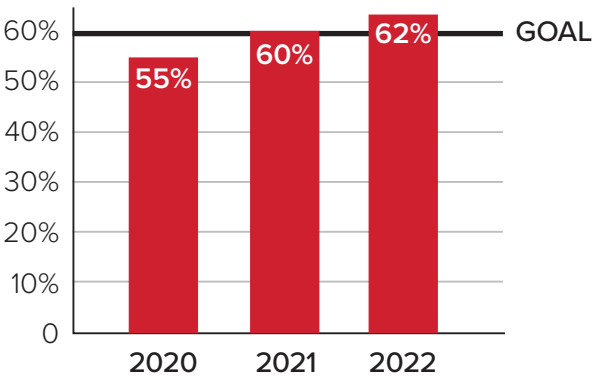
DIVERSITY

Our Talent Acquisition team strives to hire from diverse backgrounds, to bring different perspectives, ideas, skills, experiences, and work styles which cultivate innovation and problem-solving, and contribute to everyone’s success. To accomplish diversity in the recruitment of talent, our team collaborates with several community partners and organizations such as CareerSource Broward, the Urban League of Broward County, BrowardUP Program, and Junior Achievement. Our continued success in various Florida markets comes from a deep understanding of their needs, and our long-standing success in building a workforce that represents the diverse communities we serve. We will continue to measure and share metrics related to diversity as a means to hold our leadership team accountable in delivering on this commitment.

LEADERSHIP COMPOSITION



DIVERSE REPRESENTATION*
IN LEADERSHIP POSITIONS



*Diverse Representation includes: Black, Hispanic, Native American, or Native Hawaiian & other Pacific Islander, and Asian. The information presented is based on raw data and should not be used to draw legal or other conclusions regarding CITY’s employment practices.

EQUITY

CITY is stronger when all voices within the organization are heard and respected. We firmly believe that all our Associates should feel welcomed, respected, appreciated, valued, safe and are given opportunities to grow. These principles are more important today than ever before. CITY maintains its strong commitment to drive progress in racial equality and economic opportunity, in its workplace and in our communities, by using our voice and our partnerships to make meaningful, bold change this year and beyond.

INCLUSION

Our five ERGs, which began in 2020, are incredible Associate-led groups that promote open dialogue and self-education of people’s differences. Not only have these groups helped our Associates gain a greater understanding and appreciation for one another, but they also promote mentorship and growth opportunities for their members. In 2022, our HR&D team began building a stronger foundation, a structured management system, and better tools/resources for our Employee Resource Groups to thrive and improve our CITY culture. We have a lot more work to do, but we are ahead of so many other organizations on our journey to develop an environment where all Associates feel a sense of belonging.



PRIORITIES
FOR
PROGRESS

These priorities guide our company’s efforts to enhance diversity, equity and inclusion:

- 1 Improve the diversity of our leadership and promotion pipelines to better represent our Associates
- 2 Strengthen the culture of inclusion through development and engagement
- 3 Reinforce our commitment to our community and suppliers through strategic partnerships



This year, CITY started an annual recipe contest that celebrates the diversity of its Associates. They got the chance to submit and share recipes that reflect their own identity, have them included in a DIVERCIPES cookbook and the CITY Café menu, and win prizes. Needless to say, we all won!

Employee Resource Groups (ERGs): UNIQUENESS AND COMMONALITY



“ **CITY Pride** provides an inclusive and safe space for a group of diverse individuals to express their identity while committing to celebrate and value everyone’s differences, strengthen partnerships, encourage connections, and bring awareness and education to LGBTQIA+ allies in and beyond our workplace. This year, our activities have brought forward the importance of our history and of the use of pronouns. We are also working on ensuring gender inclusivity in the dress code for Associates and on supporting our community during difficult times. ”

– Zenaida Cepero, Co-Chair, CITY Pride



“ **BEN** allows us to be inclusive and to bring pride to our work in developing great leaders who are now in positions of growth and expansion, and can stand at the forefront of the company. For 2023, we are looking to increase our outreach and membership, as well as our involvement in community projects and our collaboration with other ERGs. ”

– Davin Rahming, Co-Chair, Black EthniCITY Network



“ When founding **Women in the CITY**, our mission was to unite individuals who champion for the inclusiveness, equality, and growth of women at CITY and in our community. We’ve provided mentor sessions on mental health, on building a personal brand, and on ways to “break the bias”, to name a few. Our members have also appreciated connecting over books written by incredible leaders. This post COVID era and remote world demand opportunities to teach, learn and develop; to foster friendship, unity, vulnerability and understanding; and to lift one another up. ”

– Seymone Parker, Co-Chair, Women in the CITY



“ It’s been truly invigorating to see what our ERGs accomplished this year for our Associates who identify with or are allies to the groups. Not only have they provided new educational opportunities and played a pivotal role in major initiatives, but are setting powerful standards for all of us to follow. Aware of the important role that our young Associates play during trying times, **Young Professionals** is committed to step up and make a difference in 2023. ”

– Greg Thomas, Co-Chair, Young Professionals



“ As a founding member of **La Casita**, my purpose has been to unite our Hispanic community, across all the departments at CITY, in a beautiful relationship with open dialogue and opportunities to learn and grow. 2022 has been an amazing year with a lot more in person activities, partnered events, and communication. The impact is inspiring. At every event, I see new faces and every participant feeling grateful, eager, and giving. ”

– Roxanna Galdamez, Co-Chair, La Casita



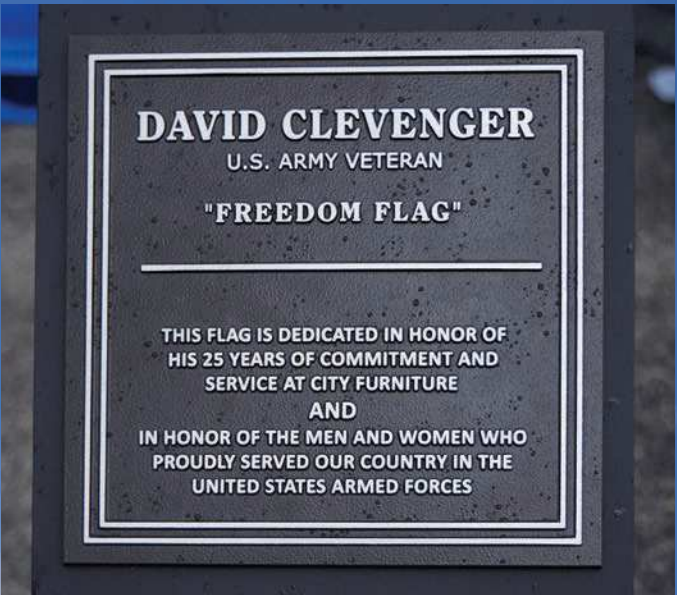
Our

VETERANS

CITY is grateful for the military personnel and Veterans who have given their time and made personal sacrifices to ensure our Nation’s safety and freedoms. We are committed to our Veteran recruitment and retention initiative, which strives to achieve a goal of 5% of our workforce to be comprised of Veterans by 2025. Veterans bring integrity and diverse skills into the workplace, including a deep understanding of teamwork and the value of a strong work ethic. Often, they are natural leaders with expertise that benefits fast paced, innovative companies like CITY. Their impact can be felt throughout the entire company. They’re some of our best leaders, strongest performers and most passionate team members.

1.60%

of our Associates are self-identified
Military Service Veterans



The David Clevenger Freedom Flag was proudly dedicated at our Tamarac corporate office in honor and recognition of each and every Soldier, Airman, Marine, Coast Guardsman and Seaman for their brave sacrifices. The flagpole was named in honor of David Clevenger, U.S. Army Veteran and Senior Vice President of Fleet and Distribution Center Maintenance, who has been an advocate for CITY veterans in all his 25 years with the company. Since beginning with CITY, Dave has become an incredible leader and pioneer for the maintenance department, crediting much of his skillset to the time he spent in the Army. He continues to live the Seven Core Army L.D.R.S.H.I.P values every day here at CITY. So, to David and all of our CITY veterans, thank you for your commitment.



Back to School FAIR

CITY's Back to School Fair returned this year, making a difference for a lot of happy families who enjoyed and benefited from the event!

Our Associates' kids received a record number of 552 backpacks, filled with school supplies which were donated, in part, by fellow Associates happy and eager to give back to our CITY family.

The event was filled with fun and music for all in attendance. Families were able to enjoy free shaved ice from Kona Ice, meet critters from The Museum of Discovery & Science, have their face painted, play games, and even take home a balloon animal!



“This is a good thing for our Associates who can't afford the expenses that come with their children's return to class. It eases the pressure on us who are parents.”

— Edson Grey, CITY Operations Service Team Leader



“Having no children of my own, and no small children in my immediate family the past several years, The Salvation Army Angel Tree program has given me an outlet to help the less fortunate during one of my favorite holidays, and gift some young person with what I hope are happy memories for their future. I am so glad that we have doubled the number of Angels for the program in 2022, and are able to make their holidays a little brighter!”

— Michelle Smith,
CITY Supply Chain Planner

The Salvation Army ANGEL TREE



Associates across CITY provided a little holiday season magic for South Florida families in need. Through CITY's partnership with The Salvation Army's Angel Tree Adoption Program, Associates provide gifts for the holidays to bring joy into the homes that need it most.

100

Angels Were Adopted

227

Gifts for Angels

Competitive COMPENSATION & BENEFITS

We compensate our Associates fairly based on market rates relative to their job level, work experience and performance. We regularly benchmark against other companies, both within and outside our industry, to make sure our pay is competitive. We are committed to continuously improving our compensation and benefits programs to meet our Associates' needs, and to ensure that we are attracting and retaining the best talent.

Here are some highlights of our compensation program:

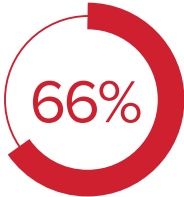
- We have documented and published Compensation Programs for all departments
- We are introducing a Job Architecture and calibrating our pay scales to remain competitive
- We established a Total Rewards department focused on optimizing our compensation programs and promoting a “Pay-For-Performance” model
- We provide the opportunity for our Associates to maximize their earning potential by offering:
 - Bonus programs throughout various departments
 - Temporary Responsibility Allowance program to reward Associates assuming additional responsibilities due to vacancies in key roles

POSITION	NATIONAL AVERAGE*	CITY AVERAGE (with Year over Year Increase)	CITY TOP 10%	CITY TOP 1%
Service Technician (Delivery Driver)	\$47,856	\$67,232 (↑ 2.43%)	\$105,765	\$122,344
Warehouse Associate	\$37,050	\$42,100 (↑ 2.81%)	\$66,898	\$72,850
Customer Service Representative	\$36,497	\$43,142 (↑ 1.95%)	\$47,962	\$52,252
Sales Associate	\$49,250	\$74,000** (↓ -4.07%)	\$102,826	\$152,082

*Source: Mercer Salary Survey – 2022
**Based on a tenured Associate working a full year

We also have a Profit-Sharing Bonus Plan which is designed to reward Associates and leaders who drive performance that directly and significantly impact our corporate goals. Profit-sharing bonuses are based on company profitability. Additionally, we offer a 401(k) Plan with a discretionary match based on company profitability.

We believe “taking care” of our Associates means investing in the whole self, both at and outside of work. The health and safety of our Associates is our top priority, and we’re committed to providing them with the resources they need to take care of themselves and their families. We know we play a critical role in enhancing our Associates’ well-being through the health and wellness benefits we provide.



CITY’s contribution towards the Associate coverage for a PPO option, HRA, and HSA Health Insurance Plans



CITY’s contribution for additional family coverage for the HRA and HSA Health Insurance Plans



CITY’s contribution of Dental, Life, STD, LTD, and EAP Plans

Our health and wellness benefits promote the overall well-being of Associates, from their financial security to their mental and physical health and support for their families. A range of programs inspire and help Associates manage and enhance their health and well-being. This includes access to our onsite Health & Wellness Center (located at our Tamarac location), free Virtual ER with access to medical providers available 24/7, a mindfulness app, a wellness portal, weight management initiatives, fitness and wellness discounts (such as gym memberships) and a tobacco-cessation program — just to name a few. Additionally, our bank at work programs, education assistance/tuition reimbursement and 401(k) Plan with a discretionary company match, help our Associates build long-term financial stability.

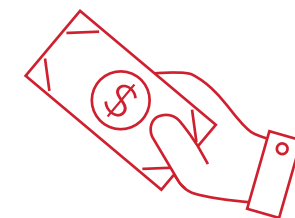
Recognition & REWARDS

RECOGNITION AWARDS:

- Kevin Koenig
Leadership Award
- Doreen Koenig
Philanthropic Award
- CFOS (CITY Furniture
Operating System) Award
- People First®
“Purple Tile on the
Gray Wall” Award
- Departmental
Top Performers:
Monthly, Quarterly
and Yearly
- Safety Awards
- Suggestion System
Awards:
Gift Cards for
Implementing Ideas
(up to \$25), Annual Trip
Raffle Prize
- CITY Circle Awards:
\$10-\$75 Quarterly,
\$1,000 Annual Grand Prize
- Annual Raffle Grand Prize:
A Brand New Car
(3-Year Lease)
- And much more!

Whether it's simply a pat on the back or a high five, a monetary bonus, a weekend getaway or even a new car, we pride ourselves on having a comprehensive recognition strategy that allows us to cultivate a culture of appreciation, so our Associates know how much we value and appreciate them. We recognize that successful people have a tremendous desire to win. That's why we foster a workplace where everyone is capable of achieving personal success, feeling empowered and engaged, and knowing they are equal contributors to the overall success of our business.

Some of the contributions and performances from our Associates are outstanding in nature and reflect, wholeheartedly, CITY's culture. We salute the recipients of all our 2022 company awards.



Spent Over

\$2 Million

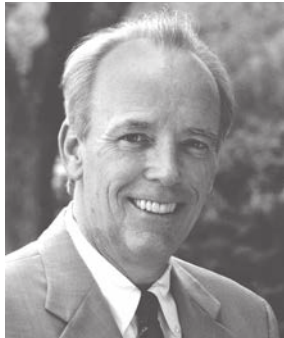
on Associate Recognition Programs

“Winning a new car was the icing on the cake for my first year at CITY. I'm extremely grateful to work for a company that celebrates and values its employees by providing these opportunities for appreciation and recognition. My daughters watched the awards ceremony with me, and when my name was called, the house broke out into a full out dance party!”

– Shaad Rehman,
CITY Senior Data Analyst

KEVIN KOENIG LEADERSHIP AWARD

This award is presented to CITY Associates in memory of Kevin Koenig's dedication and direction to the company. The recipients are chosen based on their contribution to CITY's business success. They have a commitment to the leadership skills demonstrated by him and a high level of integrity. They lead by example in the areas of teamwork, communication, intensity and customer satisfaction. Ultimately, the recipient is committed to the vision Kevin created for CITY.



“ I am humbled to be recognized among my peers for my contribution to CITY's business success. It is a privilege to work with such a talented and dedicated team of individuals who share a commitment to lead with a People First mentality, and a foundation of mutual trust and respect. I thank Andrew and Keith for creating the vision for CITY that we all strive to fulfill every day. Together, we continue to build on the foundation that Kevin laid, and to uphold the values and standards that he set for us. ”

— Anelena Longhi,
Recipient of 2021 Kevin Koenig
Leadership Award



“ Maya Angelou believed people forget what you say or do, but never how you make them feel. You could not forget how Doreen made you feel when you were around her. To have her family and senior leaders recognize me for the same feeling is not only humbling, but an honor. I am grateful to be able to touch people's lives through my help, the work I do for my kids' schools and sports programs, and the relationships I build inside and outside of work. Being kind costs nothing and makes an impact on the future. ”

— Stephanie Morgan,
Recipient of 2021 Doreen Koenig
Philanthropic Award

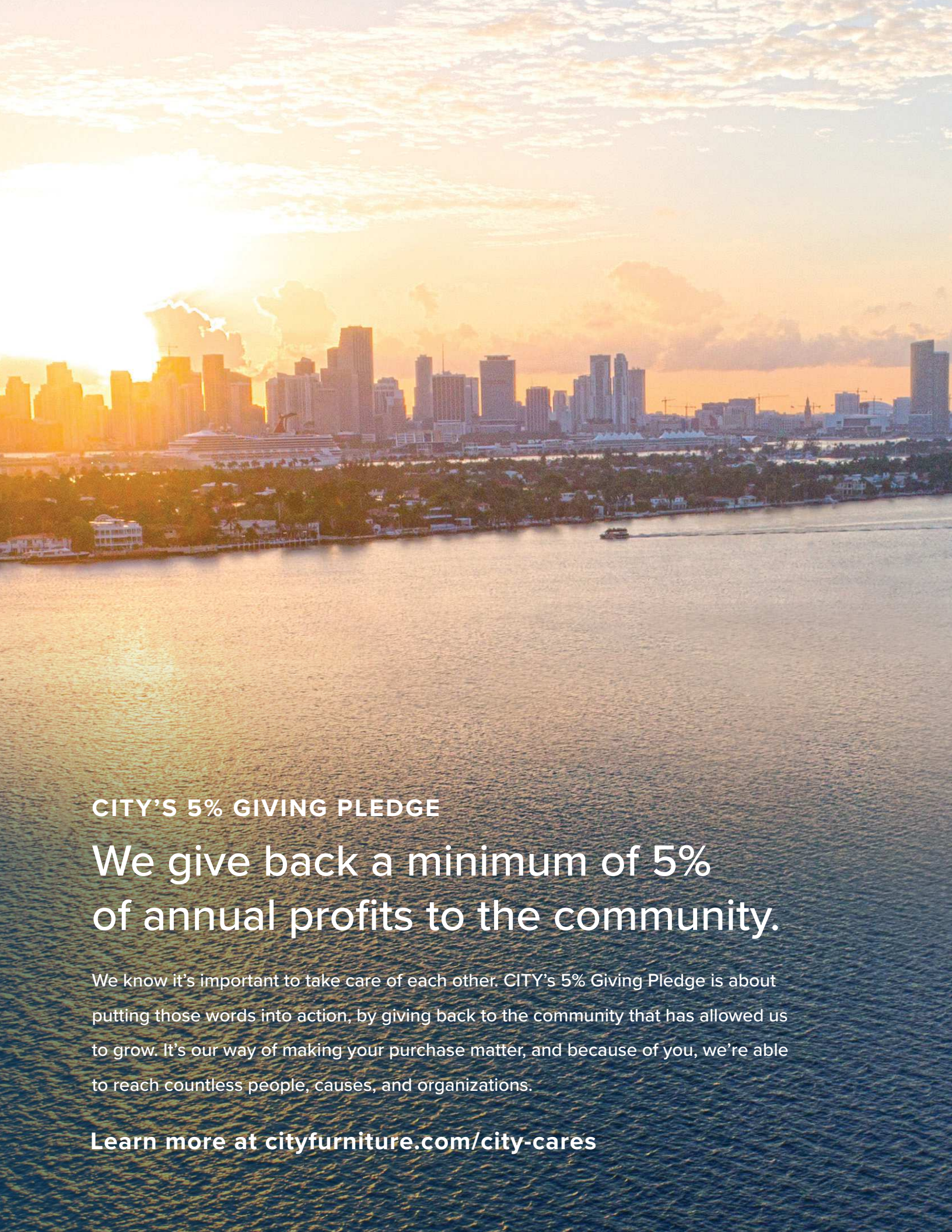
DOREEN KOENIG PHILANTHROPIC AWARD

The Doreen Koenig Philanthropic Award is presented, every year, in memory of Doreen's love, respect, and generosity for the CITY Furniture family and the community around her. The recipients are chosen based on their contributions to the community and their ability to go above and beyond in giving back and helping another person and/or charitable organization. They are generous with their time and support, and perform good deeds for those who need the help. Ultimately, these Associates live their lives as Doreen did, impacting others and making the world a better place. Doreen is our CEO's mother and Chairman's late wife. She passed away from breast cancer in 2015.



5% GIVING PLEDGE





CITY'S 5% GIVING PLEDGE

We give back a minimum of 5% of annual profits to the community.

We know it's important to take care of each other. CITY's 5% Giving Pledge is about putting those words into action, by giving back to the community that has allowed us to grow. It's our way of making your purchase matter, and because of you, we're able to reach countless people, causes, and organizations.

Learn more at cityfurniture.com/city-cares

CITY'S 5% GIVING PLEDGE

We champion a wide range of causes by focusing on five main areas of support.



HOME

Uplifting the people that live in our community.



HEALTH

Raising funds to foster physical and mental health.



SERVICE

Honoring veterans, first responders and all who sacrifice.



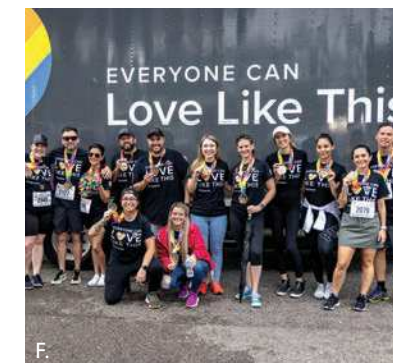
EDUCATION

Developing a brighter future through knowledge and safety.



DIVERSITY

Empowering equality through activism and outreach.



A. Partnering with Habitat for Humanity to spare landfills on Earth Day | B. Surprising children with a mattress and bed at a Delivering Hope pajama party | C. Our annual campaign supporting the American Heart Association | D. Campus makeover at South Hialeah Elementary School for MLK Day of Service | E. Honoring a veteran through our Salute of the Game partnership with the Miami Dolphins | F. Supporting Pride Month at the onePULSE COMMUNITY Rainbow Run



Test Rest CAMPAIGN

Give Hope, **GET REWARDED**

There is so much we can accomplish when we come together. That's why we invite our customers to Test Rest a mattress in our mattress gallery to better our community. When you Test Rest a mattress, CITY will donate \$25 to a charitable beneficiary PLUS provide you with a \$25 gift card reward. Through Test Rest and the support of our customers and Associates, we were able to exceed our goal to give back 5% of our annual profits through CITY's 5% Giving Pledge in 2022.

57,000

Test Rests Completed by
Customers to Give Back

\$1,425,000

Raised Through Customer Participation
and Associate Efforts



“ I worked with a customer who recently lost her mother and was downsizing. I expressed to her that her Test Rest was for charity and that the donations go to the American Cancer Society. Her face lit up as she revealed to me her mother had lost a battle with cancer and that she had to replace most of her things, including a bed and mattress. I could tell she was genuinely happy with her purchase, and she said she appreciated the Test Rest and giving to a great cause. ”

– Hedes Charles, CITY Sales Associate



HOME

Uplifting the
people that
live in our
community.

UKRAINE

While our home may be here in Florida, we belong to a global community of people and businesses united by a responsibility to make the world a better place. CITY teamed up with Memorial Healthcare System to donate medical and surgical supplies to Global Surgical and Medical Support Group, a physician-led nonprofit group that is currently on the ground in Ukraine.



\$100,000

Worth of Donations Distributed to Hospitals
and Clinics in Ukraine

16

Pallets of Medical Supplies, Which Includes
Orthopedic Devices, PPE and Catheters



Leaders of Big Brothers Big Sisters, a Miami Dolphins Representative, the Mayor of Key West, and two CITY delivery drivers.

“CITY’s commitment to the community is contagious. Starting with Surfside to Hurricane Ian, the CITY team immediately jumped in to find out the best way they could make an impact. By offering much-needed trucking assistance, they filled the critical need to get emergency supplies, which they also collected from Associates and vendors to the most impacted areas in southwest Florida. It’s an honor to work with a corporation that put its own needs aside in service of others.”

– Alexa Diaz Formidoni,
Vice President of Development at
Neighbors 4 Neighbors

HURRICANE IAN

Southwest Florida is home to our neighbors, friends, family, customers and Associates. We delivered water and supplies, along with a generous donation of 100 pillows and blankets from our partner Nectar, to The Global Empowerment Mission – and teamed up with the Miami Dolphins and Sherwood bedding to donate 80 beds to Big Brothers Big Sisters, going to families that lost their beds in the storm.



Neighbors 4 Neighbors





CITY teamed up with the Miami Dolphins and Orlando City Soccer Club to host two unforgettable kids parties this year, during which we gifted children in both underserved communities a bed of their own.



240	8
Beds Donated	Miami Dolphins, Orlando City, and Orlando Pride Players and Alumni
38	20
CITY Volunteers	Partnering Organizations

“ My four children shared two beds because I couldn’t provide for more. The donation of these two other beds changed the dynamics at my home to the point that they wake up now feeling happy; eager to make their own beds every morning. I’m very grateful for Dolphins Football Unites and CITY. ”

– Ana Rojas – Delivering Hope Bed Recipient,
Big Brothers Big Sisters of Broward



“ My experience with Delivering Hope gave me a chance to really give back to the kids in my community, and see what it is to give and receive hope. I left with more hope than before knowing that there is hope for others. Thank you, CITY, for this opportunity to give back. It makes what I do even more purposeful every day. ”

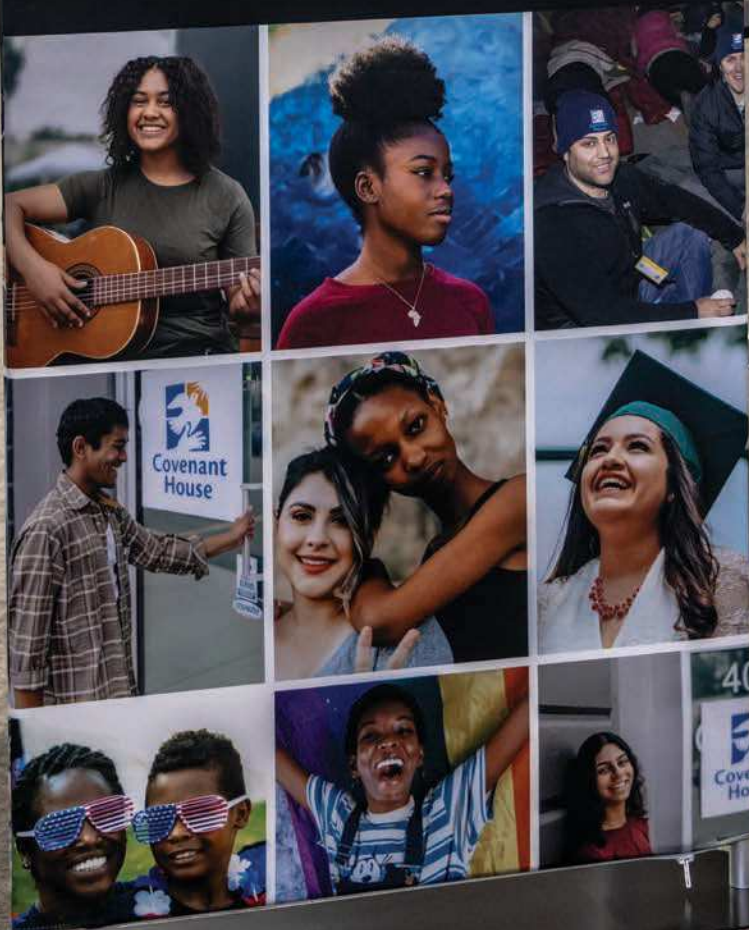
– Fatima Reyes,
CITY Sales Management Trainee

CITY Furniture + Covenant House Florida

Five decades ago, our founder Kevin Koenig made Covenant House Florida our first-ever charitable partner. Today, we continue to honor his legacy and join their important mission. Thanks to support like yours, they're able to provide housing and supportive services to young people in need, helping to transform lives and put them on the path to independence.



Scan to
Learn More



Covenant House Florida provides invaluable services to homeless, runaway and other at-risk youth under the age of 21. CITY's Kevin Koenig Covenant House Cup Golf & Fishing Tournament and Annual Vendor Conference brings together our dedicated vendors, suppliers, and friends to support Covenant House's mission to provide safety and hope.

\$500,000

Raised Through our Vendors

108

Vendors

“By simply reading the Covenant House Florida's impact report, it's easy to understand and appreciate the effect that CITY's support has had and continues to have for our youth and community. At Wells Fargo, we are proud to have a relationship with CITY and all of its Associates. I am sure Kevin Koenig is smiling, knowing CITY has continued with what he and Keith started decades ago.”

— Karen Leikert, Wells Fargo, Vendor of the Year





HEALTH

Raising funds
to foster
physical and
mental health.



This past year, we grew our partnership with the American Heart Association to support their mission to be a relentless force for a world of longer, healthier lives.

CITY's funds enabled education resources for Memorial Hospital System's clinical team and the blood pressure self-monitoring initiative for black maternal health through the #CheckItSFL campaign. #CheckItSFL raises awareness about blood pressure and how it affects cardiovascular health.



\$605,000

Raised in Total

16,234

Test Rests Completed by
Customers to Give Back

623

Participants

250,000

South Floridians Reached
Through #CheckItSFL

10,000

South Floridians Receiving
Educational Resources

#4

Ranking in the U.S.A. for
Corporate Fundraising Companies



“CITY's support for the American Heart Association is something I have always been proud of and happy to support by fundraising. However, once my wife was diagnosed with a heart condition after having COVID, I saw first-hand how the research done by the AHA helps and why it's so important to support partnerships like this one!”

— Ian Peshel,
CITY Vice President of Facilities



We have long supported the American Cancer Society's Making Strides Against Breast Cancer campaign in honor of our CITY Mom, Doreen Koenig (our CEO Andrew Koenig's mother and Chairman Keith Koenig's late wife).

CITY's outstanding Associates, Customers, Vendors, and Suppliers joined together to light up their buildings pink, wear pink, raise funds, and spread awareness.

\$536,317

Total Raised

\$370,700

Through 14,828 Test Rests
Completed by Customers

65

Pink Pumpkins Partners

800

Associates Participated



“Breast cancer alone accounts for 30% of newly diagnosed invasive cancers in women. It is through the dedication, hard work and generosity of partners like CITY that we can ensure a breast cancer diagnosis does not come without hope, and a breast cancer journey is not one that is traveled alone.”

— Kimberly Jackson, American Cancer Society (ACS)
Southeast Region Executive Vice President



This year, Andrew Koenig was honored to receive City of Hope's highest humanitarian accolade, **The Spirit of Life Award.**

This recognition is awarded each year to leaders across the country whose professional work has fundamentally impacted their industry, and improved lives throughout their communities. Funds raised from The Spirit of Life Award Dinner supports lifesaving research for cancer and diabetes.



\$1,850,000

Raised Through Andrew's Leadership
and the Support of Amazing Vendors
Across the Furniture Industry



Joe DiMaggio Children's Hospital

We are proud to announce our new partnership with Joe DiMaggio Children's Hospital, one of the leading pediatric hospitals in the region. CITY has named and decorated the hospital's new family lounge, located on the 8th floor. In alignment with the hospital's vision and services, our hope is that the CITY Family Lounge will provide a relaxing place for parents to unwind during their hospital stay.

9,000

Anticipated Number of Families
Supported Annually at
Joe DiMaggio Children's Health
Specialty Center



SERVICE

Honoring Veterans,
first responders,
and all who
sacrifice.



HONORING OUR HEROES

Through CITY's 5% Giving Pledge, we are dedicated to
honoring the heroes of our community, including our veterans,
and all who sacrifice.

85

Heroes Honored in 2022



“ There can never be enough words or actions to thank our veterans for all of their bravery and sacrifices. I will never forget the day that I expressed gratitude by presenting the Salute of the Game on behalf of our team — it was a humbling and meaningful experience. Thank you! ”

— Cesar Gutierrez, CITY Creative Director
and Vice President of Design



We expanded our partnership this year to honor the heroes of Miami-Dade. On Veterans Day, The Miami Marlins and CITY Associates teamed up to serve meals at Fisher House in Miami.

10

Heroes Honored

20

Meals Served

10

Volunteers



CITY continues to support our heroes.

11

Heroes Honored



“For 10 seasons, the ‘Heroes Among Us’ program presented by CITY has provided our fans and community members a wonderful opportunity to not only celebrate hundreds of honored military heroes, but to learn from their personal stories of service and words of wisdom. We are thrilled to continue working with such a community-oriented company like CITY in celebrating our past, present and future military heroes and supporting South Florida’s worthy veteran organizations through the continuation of this impactful program.”

— John Colombo, Vice President of Florida Panthers Foundation & Community Relations



In our fifth year of partnership, CITY and Orlando City teamed up to honor first responders, veterans, and local heroes.

17

Heroes Honored



In partnership with the Florida Panthers, we honored more Veterans than ever before in 2022.

47

Heroes Honored



DIVERSITY

Empowering
equality through
activism and
outreach.

Between Prospera, Urban League of Broward County,
and OnePULSE Foundation:

\$299,574

Donated

11,982

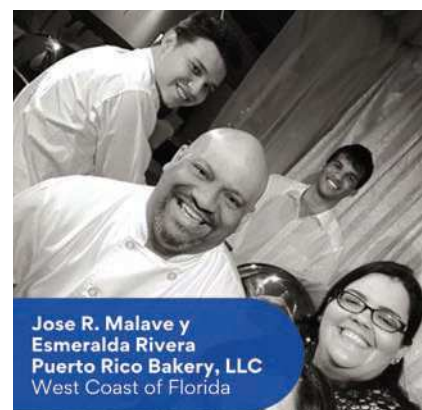
Test Rests Completed by
Customers to Give Back



Prospera offers bilingual, culturally sensitive services to established and aspiring Hispanic entrepreneurs. The funding from CITY enables Prospera to provide training, individual handholding, and personalized resources to local Hispanics who want assistance in starting, sustaining, or growing their business.



Honorees at Prospera's 2022 Success Stories Event



Jose R. Malave y
Esmeralda Rivera
Puerto Rico Bakery, LLC
West Coast of Florida

We look forward to more success stories from our partners at Prospera, like that of Jose R. Malave and Esmeralda Rivera, who are the owners of Puerto Rico Bakery, LLC, a catering and homemade pastries business serving Brandon, Florida since 2012.



Urban League of
Broward County

Our customers and Associates helped to fund the Urban League of Broward County's Entrepreneurship Center to assist emerging small business owners.

In November, the Urban League of Broward County and Young Professionals Network hosted the 7th Annual Minority Business Expo & Pitch Competition, powered by CITY. Because of our contribution, the Urban League of Broward County was able to successfully build out a comprehensive program that included branding and financial workshops, a dynamic panel discussion, a vendor marketplace for local businesses, and the signature pitch competition. This event helped the entrepreneurial community become even more empowered to start, grow, or sustain their business.

Following the event, the Urban League's Entrepreneurship Center conducted extensive follow-ups with the small businesses participants, aiming to better understand each entrepreneur's needs and align them with the appropriate development training through the Entrepreneurship Center.



When 49 lives were taken, 49 legacies began. The onePULSE Foundation is an organization very near and dear to our hearts. Six years after the Pulse nightclub tragedy, we continue on this journey with the onePULSE Foundation to create a sanctuary of hope that honors the 49 angels that were taken. They are dedicated to uniting, empowering and providing resources to survivors, their families and all impacted by the Pulse Nightclub tragedy.



2022 marks the beginning of our 10-year sponsorship of the Business and Management Scholarship, in honor of Tevin Eugene Crosby, provided by CITY. The onePULSE Legacy Scholarship Program honors the aspirations of all 49 angels by providing academic opportunities to recipients who embody love, hope, unity, acceptance, courage, and strength.

Through this sponsorship, we are proud to share Tevin's legacy of entrepreneurship, laughter and joy, and hope his aspirations will be passed down for generations.





EDUCATION

Developing a
brighter future
through knowledge
and safety.



CITY supports the students of NSU's H. Wayne Huizenga College of Business and Entrepreneurship through annual scholarship opportunities. This year's recipients were Estefanos Robertson and Alexander Migotto, students in great financial need. CITY's support is enabling NSU students to stay in school, complete their degrees, and embark on successful, independent professional lives.



“Thank you for the big role you are playing in Estefanos's and Alexander's ability to pursue their dreams of a college education. You are the wind beneath their wings.”

— Susanne Marshall, Ph.D.
NSU Executive Director of Development



A brighter future lies in empowering our children and young adults to own their economic success. We are proud to inspire and prepare our youth to succeed in a global economy.

50,000

Students Supported

\$348,750

Donated

13,950

Test Rests Completed by
Customers to Give Back



Students inside the CITY storefront at Junior Achievement



“This experience was PRICELESS! I really got to see, firsthand, exactly the career I wanted to work towards.”

— Geomani Brooks, a JA Alumni and CITY Associate who has recently graduated with a B.A. in Logistics and Supply Chain Management, and a minor in Data Analytics

WE SUPPORT
over **40**
NON-PROFITS
THROUGHOUT FLORIDA



SUSTAINABILITY AT CITY





2040

Green Promise

We are working to go carbon neutral by the year 2040 using a three-part plan.

#citycares



GREEN FLEET

100% Clean Driving

All of our delivery and semi-trucks run on natural gas, and we're in the process of transitioning to renewable natural gas. This will serve to redirect methane emissions away from the environment, repurposing it into clean, green energy. We're also moving towards electric, including the pre-order of Tesla semi-trucks.



SMART FACILITIES

Building a Better Way

Good design isn't just for our furniture. We have eleven LEED-certified showrooms and counting, which stands for Leadership in Energy & Environmental Design. We also joined FPL's Solar Together program, subscribing to enough solar energy to power three showrooms.



RECYCLING EFFORTS

Sparing Our Landfills

We built state-of-the-art recycling centers in our warehouses to recycle almost everything that comes through our doors. That spares our landfills from unnecessary packaging waste like cardboard, Styrofoam, and plastic. We also recycle in all of our showrooms and corporate offices.

#1

IN OUR INDUSTRY

Ranked by the NAFA® Fleet Management Association

500,000+

SQUARE FEET

Certified for Leadership in Energy & Environmental Design

8,000,000

POUNDS

Of cardboard will be recycled this year

[Click here to learn more about our 2040 Green Promise.](#)





Our FLEET

By 2040, our delivery fleet will be carbon neutral, running on natural gas and electric trucks powered by renewable energy. We'll also use Tesla semi-trucks to transport our shipments to each warehouse.



COMPRESSED NATURAL GAS (CNG)



FLEET MAINTENANCE & RECOGNITION

- **8TH STRAIGHT YEAR** in the Top 50 Green Fleets in America
- **13TH PLACE** in NAFA Top 50 Green Fleet Awards in 2022 – Only 3 privately owned companies are in the rankings, and CITY is the top privately owned company
- **2022 NGVAMERICA ACHIEVEMENT AWARD** Winner for CITY's Natural Gas Fleet Program
- **97% BEST IN CLASS READINESS RATE**, improving CITY's fleet maintenance year over year
- CITY's Senior Vice President of Fleet and Distribution Center Maintenance sits on the Board of the **SOUTHEAST FLORIDA CLEAN CITY COALITION**

3 CNG Stations

Completed a New CNG Station at our Plant City Distribution Center to Provide CNG to 100 Trucks at a Time

Upon Completion of our Miami Gardens CNG Station in 2023, all our Distribution Centers will be Equipped with a CNG Station

1st in our Industry

to Convert 100% of its Delivery Trucks to CNG

Approximately 60%

of the CNG We Use is Renewable Natural Gas (RNG)

Over 50%

of our Delivery Trucks Utilize RNG as the Primary Fuel Source

Grew CNG Fleet

10

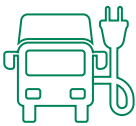
Peterbilt M536 Dedicated CNG Delivery Trucks, Plus 40 More on Order

4

Peterbilt M537 Dedicated CNG Semi-Trucks

2

TICO Pro Series CNG Yard Tractors



ELECTRIC VEHICLES

1

TESLA Model 3 in the Fleet

4

TESLA Cyber Trucks on Order

5

TESLA Semi-Trucks on Order

4

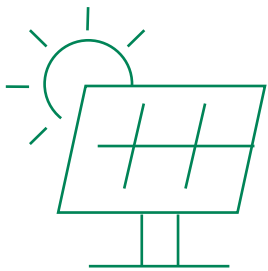
Ottawa ES2 Electric Yard Spotters

2

Tico Dedicated CNG Spotters on Order

Our FACILITIES

By 2040, our plan is to run nearly all showrooms on renewable energy. This will offset our electric use and help achieve our goal of carbon neutrality.

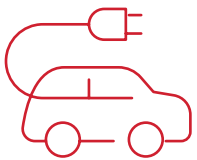


Through the
FPL Solar Together Program,
We Continue Adding Solar
Panels which Produce Enough
Renewable Energy to Power

3

Showrooms

We Have Signed Up for
an Additional 4,275kW
(to our Current 500kW)
Which Shall be
Approved and Activated
by the End of 2023



60%

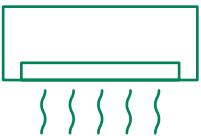
Increase in Electric
Charging Stations

19 Electric Vehicle
Charging Stations at
3 Showrooms
Including the 12 Installed at
our Corporate Headquarters
in Tamarac, Florida,
in Partnership with FPL



Up to 30%
Less Water

With the Help of Retention
Ponds, Low Flow Fixtures,
and Wells at Select Sites

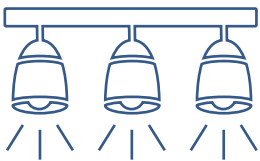


Over 50

High Efficiency HVAC Units
Qualify for FPL/Utility Rebates

\$250,000+

Received in Utility Rebates



99%

of Showrooms Have
LED Interior Track Lights

100% LED Lighting in our
New Plant City Facility

85%

of Parking Lots and
Exterior Lights are LED



Energy Efficiency and Sustainability

CERTIFICATIONS

14

Showrooms in 2022

#1

Single Largest Holder of
ENERGY STAR Buildings
in South Florida

South Florida Ranked
Top 20
of US Areas with the Most
ENERGY STAR Buildings



Certification for performance standards
set by the U.S. Environmental
Protection Agency (EPA).
In terms of energy efficiency, these
ENERGY STAR certified showrooms
perform better than at least 75% of
similar buildings nationwide.



LEED (Leadership in Energy
& Environmental Design) provides a
framework to create healthy, highly
efficient and cost-saving green buildings.
LEED certification is a globally recognized
symbol of sustainability achievement.



We have the **MOST** LEED certified square footage
of any furniture retailer in the USA!

8

LEED Certified Showrooms

500,000+ft²

of LEED Showrooms



We
RECYCLE

With the addition of Plant City this year, we now operate four state-of-the-art recycling centers. We're able to recycle almost everything that comes through our doors, keeping **over 8,500,000 pounds of waste out of landfills** each year.



100%

of Showroom Locations Have
Mixed-Use Recycling Dumpsters



Removed All Styrofoam Cups from our
Tamarac Facilities, Preventing

**over
280,000**

Styrofoam Cups from Ending Up in
Landfills Every Year



700,000+

Pounds of Plastic are Recycled and
Repurposed into Goods



7,900,000+

Pounds of Cardboard
Sent to Local Paper Recycling Mill
Per Year



CITY donates gently used furniture to Habitat for Humanity of Broward year-round. The ReStore provides our community with an environmentally and socially responsible way to keep good, reusable materials out of our landfills. For the first time ever, customers in Broward and Palm Beach counties had the opportunity to donate their gently used furniture while shopping at CITY during Earth Day weekend.

50,000

Pounds of Furniture
Spared from Landfills by our
Customers on Earth Day

1,700

Pieces Donated by CITY
Year-Round



“CITY’s support of Habitat for Humanity of Broward and our ReStore keeps thousands of pounds of material out of landfills for a healthier planet. It also supports working families in achieving their dream of homeownership for a healthier, more equitable community.”

– Thor Barraclough, Chief Programs Officer,
Habitat for Humanity of Broward



FOREST STEWARDSHIP COUNCIL (FSC) COLLECTIONS

Our Seattle, Chicago, and Bowery collections feature **FSC Certified wood products**. Customers can feel confident that these collections were created with wood that was sourced responsibly, and certified by FSC, the gold standard in responsible lumber sourcing.



10,000

Trees Planted in
Myakka State Forest Through
Customer Purchases

We partner with the Arbor Day Foundation to plant a tree for every piece of our Seattle, Chicago, and Bowery collections purchased.

350

Trees Planted by
CITY Associates

We celebrated the 50th Anniversary of Arbor Day in Florida with Million Trees Miami. CITY Associates helped to plant trees in Soar Park to mitigate flooding and to provide screening for kids on the playground from the view of adjacent neighborhoods.



Our PRODUCTS



Our bedding lineup includes a GOTS Organic Cotton line.



Our exclusive private label sheets, pillowcases and duvet covers are OekoTex® certified. The process to make the textiles met strict guidelines for water consumption, and harmful chemicals were not used in the production of the product.



Our proprietary “top of bed” linen lineup includes 100% Tencel™ pillow cases, sheets, and duvet covers. Tencel™ is a true earth-friendly product: sustainable, natural, bio-degradable, and compostable.



We source more product from the United States than any other nation.



We use Revolution Fabrics in select patio furniture for safety and sustainability. You can also find them in our Kevin Charles Collection. We are proud to say these fabrics are Greenguard Certified.

Sourcing & SUPPLY

CITY is committed to being an industry leader in social and environmental responsibility.

SUPPLIER CODE OF CONDUCT

All suppliers are required to abide by CITY’s Social Code of Conduct, inclusive of:

- Workers must be treated with dignity and respect, and CITY’s suppliers shall uphold human rights standards.
- Suppliers shall maintain a safe work environment, integrate sound health and safety practices, and abide by wage, benefits, and working hour laws.
- Suppliers must identify and manage the safe handling, movement, storage, and disposal of substances that pose a threat to the environment, minimize environmental impact, and monitor the environmental impacts of its activities.



FAIR TRADE

CITY’s favorite top-of-bed factory is Fair Trade Certified. We pay a premium to ensure that workers have the resources they need to develop their community.

Our top-of-bed supplier utilizes CITY’s premiums to fund a medical clinic for workers and their families, along with a pathological testing service site for workers and their communities.



“Not only will CITY be able to prevent the use of unsustainable wood materials in our products, but we can continue to goal set and continuously improve the sustainability of our products.”

— Jameson Dion,
CITY Vice President of Global Sourcing

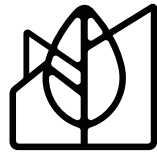


WORLD WILDLIFE FUND

CITY joined World Wildlife Fund’s (WWF) Forests Forward program to address and improve our wood sourcing and to help ensure forests continue to thrive for people, nature, and the climate. Through this program, CITY will be able to report out on decided categories of good, better, and best wood sources. In 2023, CITY will be able to set goals based upon measurable, defined wood sourcing categories to further the percentage of wood products that are made from responsible wood sources.

CITY remains committed to avoiding wood-based products from irresponsible sources, including:

- Unknown sources
- Sources engaged in illegal harvesting or trading
- Sources violating human rights and/or engaged in the conflict-timber trade
- Forests where high conservation values are threatened
- Forests being converted to plantations or non-forest use



GREEN CITY SUMMIT

CITY brought together leaders and experts in our community to drive sustainability at this year's inaugural Green CITY Summit. The goals were to inspire sustainable business practices, celebrate leaders in resiliency, and be a networking opportunity for our partners – and our goals were achieved! Attendees were able to hear from expert keynote speakers, get a first-hand look at CITY's fleet, and share best practices amongst CITY's leaders in recycling, facilities, product, and more. Together, we are making South Florida a greener, more resilient place to live, work, and thrive.



AWARDS & RECOGNITION:

CITY ASSOCIATES:

**Outstanding Achievement
in Fleet Support:**

Sandor Szabo, Fleet Supervisor

CNG Green Excellence Award:

Richard Lowe, Senior Fleet Manager

Outstanding Green Facilities Leader:

Alejandra Morales, Facilities Coordinator

Green Leader of the Year:

David Clevenger, Senior Vice
President of Fleet & Distribution
Center Maintenance

CITY PARTNERS & COMMUNITY LEADERS:

Sustainable Vendor of the Year Award:

Eagle Trucking

Sustainable Supplier of the Year:

Trendworld

Sustainable Civic Leader of the Year:

Dr. Jennifer Jurado, Chief Resiliency
Officer Broward County

**CITY's Sustainable Excellence Award for
Community Leadership:**

Silvia Garrigo, Chief ESG Officer
Royal Caribbean



Two Decades of

SUSTAINABLE SOURCING

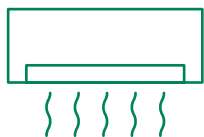
Kevin Charles Fine Upholstery is CITY's own exclusive line of furniture. It was introduced in 2002 and named in honor of Kevin Koenig, founder of CITY. Kevin Charles Fine Upholstery provides over 130 jobs to Americans and hand assembles all furniture right here in the USA. The Kevin Charles brand is firmly established as one of South Florida's leading names in fine furniture, and will continue to honor Kevin's legacy with passion and dedication to all its customers. We are proud of the efforts made by our Kevin Charles Associates to support our environmental initiatives.

 **20** Years of Making Quality Furniture

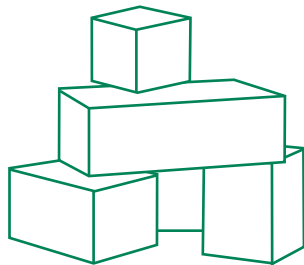


Installed Energy Right LED Lighting in New Facility, Reducing Energy Consumption by

30%



Replaced All HVAC Units with New Energy Efficient Units



● Over **3,100** Cardboard Boxes are Reused Annually

● Raw Material Packaging is Reused to Ship Accent Pillows to CITY

● Office and Manufacturing Supply Boxes are Reused to Ship Customer Service Parts



Our Kevin Charles team at our factory in New Albany, Mississippi.

REVOLUTION FABRIC

Revolution Fabrics are entirely manufactured in the United States. They are made of Olefin (Polypropylene), the only upcycled fiber available for making upholstery fabric. The Nobel Prize for Chemistry was awarded to the scientists who discovered a use for this unique polymer. Because it is a byproduct of refining petroleum, it has – by far – the smallest carbon footprint of any upholstery fiber. Revolution fabrics are inherently stain resistant.



Company

RECOGNITIONS



2022 Retailer of the Year



Manufacturer of the Year (Kevin Charles)



Achievement Award for Natural Gas Fleet Program



#13 Green Fleet in America



RANKED #10



Ranked #4



Ranked #5



HONOREE:
Corporate & Foundation Impact for
Philanthropic & Engagement



FINALIST:
Best Consumer-Activated
Corporate Donation Initiative



Rated
A+

Rated
★★★★★ (4.56)



Rated
★★★★★ (4.39)



Rated
★★★★★ (3.9)

