

Calstone Inc.

Waste Management

ABOUT CALSTONE

For over 20 years, Calstone has been producing high quality steel-based furniture, servicing businesses, universities, and government branches alike. Excelling in custom work, the company has established expertise in solving all types of furniture design challenges, with creativity and ingenuity. Their extensive list of clients includes Victoria University and Simon Fraser University in British Columbia, the Toronto Transit Commission and the Federal Government of Canada. Calstone now employs 35 workers, who help the company generate sales of more than 7 million annually. The company's products are all made in Canada, where Calstone is responsible for packaging and shipping their products directly to customers.



Calstone's head office, located at 415 Finchdene Square in Toronto

LOCATION

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WASTE MANAGEMENT - RECYCLING

Calstone's Environmental Commitment

Calstone strives to produce the highest quality products, while balancing economic and social costs to meet customer demands. Calstone is accomplishing this goal by establishing a company-wide management system to ensure the products they produce and their methods of manufacturing are the most environmentally responsible currently possible.

Calstone already recycles a majority of the cardboard packaging it uses for shipping and diverts rainwater with a 2,000-gallon tank to cool machinery, and are always striving to further minimize their impact on the environment. This includes implementing projects such as installing a green



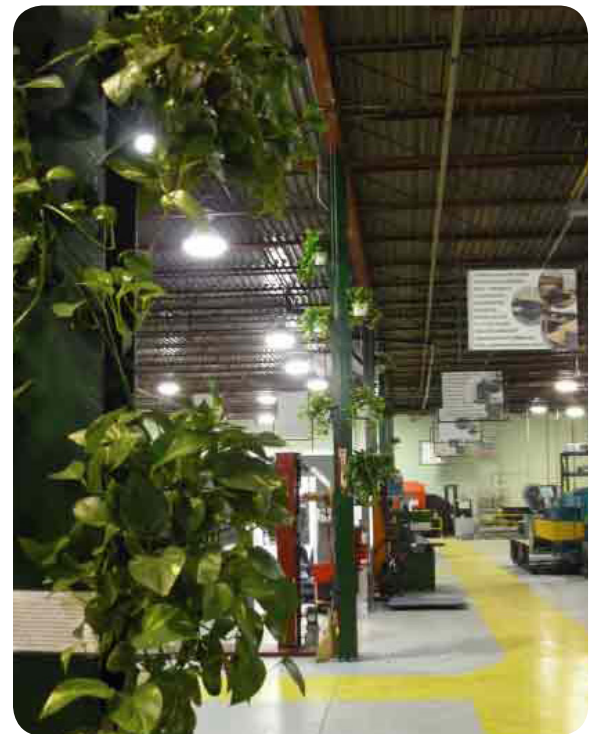
President Jim Ecclestone, holding a Scarborough Green Award

roof and a solar wall that will reduce the company's energy use by a minimum of 30% annually. Their initiatives to improve the environment have been widely recognized, granting them a position at the 2010 Canadian Pollution Prevention Roundtable as both a presenter and member of the Steering Committee. The company was also a recipient of a (CCME) Pollution Prevention Award in the Small Business Category in 2009, among other awards.

Reducing Resource Use with Remanufacturing

Calstone carries three unique product lines, all of which are steel based. They specialize in business, mailroom, and modular furniture, built with a life-time warranty. Calstone's products are also GreenGuard certified, meaning they meet manufacturing standards for indoor air quality and low chemical emittance.

Calstone's Remanufacturing Program was launched in 2006 and guarantees that all Calstone products will never see a landfill site, but instead be recycled for various uses at the end of their lifetime. This program aims to recycle and reuse all of Calstone's products to help preserve and restore the environment. To ensure this program will endure into the future, Calstone's family-operated business has made a long-term commitment to keep their operations running for at least another generation and provide the services needed to help their customers divert waste. "It's a new direction and it's the correct one," says Jim Ecclestone, President and owner of Calstone. "As for the remanufacturing program, your customers have to know that you're still going to be in business 20 or 30 years from now, and my family has made that commitment."



Pothos plants on facility pillars

"Unfortunately the manufacturing sector in Ontario is dying and perhaps companies haven't been thinking about how they can do things differently to work in the new century," says Ecclestone.

“Before the government starts to mandate you to do certain things, why not do it first?”

The company’s products are made with the same materials and on the same basis as they were 20 years ago, which inspired Calstone to create a program that engages their long-term clients with the company’s environmental initiatives. The Remanufacturing program allows their broad base of existing clients to return products at no cost when re-purchasing from the company.

“We listen very hard to what the customer’s needs are and we make them what they need,” says Mr. Ecclestone. “They don’t have to shop anywhere else.”



Business furniture with privacy panels utilizing Eco Intelligent Polyester Fabrics

The Breakdown

When Calstone’s products are returned to the company, trained personnel examine the product, identifying which parts are reusable. These parts then undergo a cleansing procedure, which prepares them for remanufacturing. The remaining components undergo a recycling procedure, where parts are sorted and picked up by suppliers. These components are then directed to warehouses to be reused or recycled for other purposes. Most of Calstone’s products are steel based, and as a material that is 100% recyclable, the company can recycle a majority of its products in-house several times without losing material durability. In instances when steel items are damaged beyond repair, the company sells them to K&K Recycling, who specialize in recycling metal scraps. The metal is then weighed and sold by tonnage.

There are some items which Calstone cannot recycle themselves, so they are sent to suppliers as well. The company’s laminated tops, for example, cannot be relaminated so they are returned and repurposed by their supplier, Superior Laminated Products Co. Ltd. What is not used in this case is ground up and sold to the farming industry as animal bedding.



Mailroom furniture

Calstone also manufactures privacy screen products and uses Eco Intelligent Polyester Fabrics supplied by Victor Innovatex. These fibers are GreenSpec listed, which means they are a sustainable product that can be recycled many times. This product is the first technical nutrient textile in the industry and is designed with safe dyestuffs and chemicals. When Calstone screens are returned, the fabric is returned to Victor Innovatex which is then cleaned and sent through a special drying process

CASE STUDY

to strengthen the fabric. Fabrics are sold back to the industry as new material goods, keeping a closed-loop system that prolongs the product's lifecycle.

When the Ecclestone family bought the Calstone enterprise in 2006, they realized that the way of doing business was changing and the company needed a new vision for the future. The greening of Calstone became an important part of their identity and the Remanufacturing program was the first major program they launched. This program gave Calstone an edge over competitors in the business furniture industry. However, key suppliers had to be onboard with what Calstone were doing and not only support the company, but to participate in the program as well. Customers have also been working with the company to come up with the most efficient ways to get products back to Calstone's Toronto plant. Calstone acknowledges that its Zero Waste vision is not possible without the help of their customers and suppliers, and are excited to offer this unique opportunity to engage their partners for years to come.