

Safer Sofas: Appendix

Following is a detailed list of the methods NRDC used to survey 16 furniture retailers regarding flame retardant chemicals. We contacted all companies by mail and by email, fax, and phone when this information was available.

When we did not receive a response, or if responses were incomplete, we visited stores in California. During visits, we determined whether displayed furniture carried the old TB-117 label or the new TB117-2013 label. We asked staff whether the current stock contained flame retardant chemicals, and if the store planned to carry furniture without flame retardants in the future.

American Signature

February 19, 2014: A hard-copy of the survey was mailed and faxed to the CEO. No response was received.

June 4, 2014: An email was sent to "websupport@asfurniture.com." No response received.

June 9, 2014: An email was sent to the Director of Safety and Compliance. No response was received. A follow-up email was sent, but NRDC's domain name had been blocked.

August 18, 2014: An email was sent to the Director of Safety and Compliance to confirm non-response for survey publication. NRDC's domain name was still blocked so email did not go through.

Since American Signature does not have stores in California, no store visits were conducted.

Crate&Barrel

February 19, 2014: A hard copy of the survey was mailed and emailed to the Director, Global Partner Operations.

March 17, 2014: Completed survey received.

August 18, 2014: An email was sent to the Director, Global Partner Operations with an attached document detailing how we would report Crate&Barrel's survey responses. Received response confirming the information was accurate.

No store visit was conducted because complete survey was received.

Cost Plus

February 27, 2014: A hard-copy of the survey was mailed and faxed to the CEO. No response received.

March 11, 2014: An email was sent to the Senior Product Safety and Regulatory Compliance Manager. No response was received.

March 21, 2014: A follow-up email was sent to Senior Product Safety and Regulatory Compliance Manager. No response was received.

June 4, 2014: A follow-up email was sent to the Senior Product Safety and Regulatory Compliance Manager. No response was received.

June 4, 2014: An email was sent to media relations. No response was received.

June 9, 2014: An email was sent to website customer service inquiries. The email was forwarded by the customer service staff. No response was received.

July 2, 2014: A store visit was conducted at the San Francisco Cost Plus. With the exception of some outdoor cushions, all furniture displayed the TB117 label. Staff were unable to provide detailed information.

August 18, 2014: An email was sent to the Senior Product Safety and Regulatory Compliance Manager and to media relations to confirm non-response for survey publication. No response was received.

Ethan Allen

February 19, 2014: A hard copy of survey was mailed to the President/ CEO and an email was sent to the CEO's assistant. No response was received.

March 10, 2014: A follow-up email was sent to the CEO's assistant. No response was received.

June 4, 2014: An email was sent to the Manager, Media and Public Relations and to the Senior Director, Retail and Client Services. We received a response with the completed survey.

June 9, 2014: An email was sent to the Vice President of Merchandising, Upholstery and Accents Program. No response was received.

August 18, 2014: An email was sent to the Manager, Media and Public Relations and to the Senior Director, Retail and Client Services with an attachment detailing how we would report Ethan Allen's survey responses.

No store visit was conducted because complete survey was received.

IKEA

February 24, 2014: A hard copy of the survey was mailed and emailed to the Product Requirements and Compliance Specialist.

March 4, 2014: A response to the survey was received.

June 12, 2014: A follow-up email was sent to the Product Requirements and Compliance Specialist to ask about progress. We received a response stating: "IKEA is still working on testing and verifying materials. We have now found materials that help us comply with TB117-2013 without the use of FR chemicals. We are very happy with this development. Production will start in the fall but at this point I have no information exactly when we will have TB117-2013 compliant furniture in our stores (but of course before January 1st 2015)."

August 18, 2014: An email was sent to the Product Requirements and Compliance Specialist with an attachment detailing how we would report IKEA's survey responses. We received a response confirming that the information was accurate.

No store visit was conducted because complete survey was received.

Interline

March 6, 2014: The survey was emailed to the Quality Control Manager and Compliance Officer.

March 24, 2014: A follow-up email was sent to the Quality Control Manager and Compliance Officer. A reply was received, including completed survey.

August 18, 2014: An email was sent to the Quality Control Manager and Compliance Officer with an attached document detailing how we would report Interline's survey responses. We received a response with updated information.

August 22, 2014: An email was sent to Quality Control Manager and Compliance Officer. We received a response with confirmation of updated information.

No store visit was conducted because complete survey was received.

La-Z-Boy

February 14, 2014: A call was placed to corporate phone number. We were told to contact the General Counsel.

February 19, 2014: A hard copy of the survey was mailed and faxed to the General Counsel. No response was received.

June 4, 2014: An email sent to Corporate Communications and Products and Media. No response was received.

June 9, 2014: An email was sent to the General Counsel, who responded stating, "We are doing work in this area, but I do not expect us to have a response by June 20." The survey was not completed.

August 18, 2014: An email was sent to the General Counsel with an attachment detailing how we would report La-Z-Boy's survey responses. Received response with completed survey.

No store visit was conducted because complete survey was received.

Macy's

February 19, 2014: A hard copy of the survey was faxed to corporate communications and an inquiry was submitted via Macy's website.

February 24, 2014: The survey was emailed to corporate communications. No response was received.

March 10, 2014: An email was sent to corporate communications. No response was received.

June 4, 2014: An email was sent to corporate communications. No response was received.

June 6, 2014: An email was sent to the President of Furniture. No response was received.

June 9, 2014: An email was sent to Senior Compliance Analyst. She replied stating "I am not the contact for this email" but forwarded the email to the Compliance Manager at Macys Systems and Technology on June 10, 2014.

June 23, 2014: A follow-up email was sent to the Compliance Manager at Macy's Systems and Technology. She responded that, "I am not the contact for this email." She left no further contacts.

July 3, 2014: NRDC staff visited the Macy's location in Union Square, San Francisco. All available furniture carried the TB117 label. Staff said that furniture still contained flame retardants and that even though Macy's was working to remove the chemicals, there was no clear date as to when that might be accomplished.

August 18, 2014: An email was sent to the President of Furniture to confirm non-response for survey publication. No response was received.

Pier 1

February 19, 2014: A hard copy of the survey was mailed and emailed to the Director of Global Services Procurement.

March 10, 2014: A follow-up email was sent and a response was received stating, "Pier 1 is currently evaluating the requirements of California TB117-2013 to ensure we will be in compliance by the deadline."

August 18, 2014: An email was sent to the Director of Global Services Procurement with an attachment detailing how we would report Pier 1's survey responses.

No store visit was conducted.

Restoration Hardware

February 24, 2014: The survey was mailed and emailed to the Director of Regulatory Compliance.

February and March 2014: Despite several email correspondences with the Director of Regulatory Compliance, they declined to complete the survey.

June 2014: Follow-up emails were sent again to Director of Regulatory Compliance, who responded that, "We are still in the testing stage at this time."

July 5, 2014: NRDC staff visited a store, but Restoration Hardware staff were unable to provide a clear answer as to whether and when flame retardant-free furniture will be available.

August 18, 2014: An email was sent to the Director of Regulatory Compliance to confirm non-response for survey publication. No response was received.

Rooms-To-Go

February 19, 2014: A hard copy of the survey was mailed and emailed to the CEO. No reply was received.

March 10, 2014: Follow-up email was sent to CEO. No reply was received.

June 4, 2014: An email sent to internetsalessupport@roomstogo.com. No reply was received.

June 9, 2014: A follow-up email was sent to corporate communications. No reply was received.

August 18, 2014: An email was sent to corporate communications to confirm non-response for survey publication. No response was received.

No store visit was conducted because Rooms-To-Go has no stores in the state of California.

Sears

February 24, 2014: Several calls were placed to the corporate phone number. NRDC staff were either "hung up on" or received "a rude 'no.'" A hard copy of the survey was mailed and faxed to the CEO. No reply was received.

June 4, 2014: An email was sent to the Director, Corporate Communications. He replied asking for more clarification, which was given. He did not reply further.

June 6, 2014: An email was sent to the Head of Environmental Sustainability and legal. No reply was received.

June 17, 2014: An email was sent to the Senior Compliance Officer. No reply was received.

July 19, 2014: NRDC staff visited a Sears location in Cupertino, California. All furniture had the old TB117 label on it, or a label stating "Flame Retardants." Staff were not helpful.

August 18, 2014: An email was sent to Director, Corporate Communications to confirm non-response for survey publication. We received a request for the original survey, which was sent. No further response was received.

Target

February 19, 2014: A hard copy of the survey was mailed and emailed to the Head of Sustainability. No response was received.

March 17, 2014: A follow-up email was sent to the Head of Sustainability. No response was received.

March 24, 2014: A follow-up email was sent to the Head of Sustainability. No response was received.

June 17, 2014: Another follow-up email was sent to the Head of Sustainability. No response was received.

June 18, 2014: An email was sent to the Manager, Sustainability. A response was received, but no survey response or statement regarding Target's plans to comply with TB117-2013 was included.

July 3, 2014: NRDC staff conducted a store visit. Small furniture selection all contained the TB117 label.

August 18, 2014: An email was sent to Manager, Sustainability to confirm non-response for survey publication. Received response with completed survey and statement.

August 19, 2014: Updated responses emailed to Manager, Sustainability.

The Futon Shop

March 10, 2014: A hard copy of the survey was mailed and emailed to the CEO.

March 24, 2014: A follow-up email was sent to the CEO. A reply was received, which included the completed survey.

August 18, 2014: An email was sent to the CEO with an attachment detailing how we would report The Futon Shop's survey responses.

No store visit was conducted because complete survey was received.

Wal-Mart

February 24, 2014: The survey was mailed and emailed to the Head of Product Safety Compliance.

March 10, 2014: A follow-up email was sent and a response was received, with a completed survey.

August 18, 2014: An email was sent to the Head of Product Safety Compliance with an attached document detailing how we would report Wal-Mart's survey responses.

No store visit was conducted because complete survey was received.

Williams-Sonoma

February 19, 2014: The survey is mailed and emailed to the Senior Vice President for Manufacturing and Sourcing.

March 10, 2014: A follow-up email was sent.

March 18, 2014: NRDC had a call with the Director of Sustainable Development.

March 24, 2014: A follow-up email was sent and the completed survey was received the same day.

August 18, 2014: An email was sent to the Senior Vice President for Manufacturing and Sourcing with an attachment detailing how we would report William-Sonoma's survey responses.

No store visit was conducted because complete survey was received.