

IMPACT

REPORT

20



24



SIGNATURE
custom cabinetry

A MESSAGE FROM JONATHAN

Our creator gave us the ability to choose. Many times each day, we encounter this freedom of will. Quickly it can cause us to think "it's all about us" and choose selfishly. But a life lived only for ourselves turns out to be deceptively hollow. In contrast, serving others provides joy, contentment, and fulfillment.

2000 years ago, Jesus told us the two greatest things we can do are: love God and love others as ourself. This is the inspiration for our vision: to build a great company by honoring God and SERVING OTHERS. When we choose to serve others, lives are impacted.

This booklet reflects just some of the opportunities our team had to impact others in 2024. It would be impossible to reflect on just HOW the lives of others were impacted. But rest assured, they were.

Thank you to all Signature Associates for living out our mission of serving others!

Jonathan Duty
President/COO

UNPRETENTIOUS
DISTINCTION

AREAS OF IMPACT

Our Purpose

Impact by Serving Others
The Signature Experience

Impacting Our Stakeholders

Our Retail Partners
Our Supplier Partners

Impacting Us

Continuous Improvement Impact
Creating a Great Place to Work

Impacting Our Neighbors

Blessings of Hope
Blood Drives
Bridge of Hope
Ripples of Impact



OUR PURPOSE

We exist to impact others through serving. Our desire is to continue to grow, creating more opportunity to impact our associates, customers and suppliers. Successful growth also means greater opportunity to impact our "neighbors" in a meaningful way.

meaningful impact on people

growth creates opportunity for impact

full production creates resources for growth

goal of **10% YoY growth** in capacity

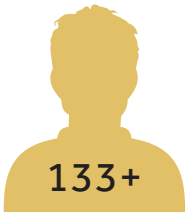


We have set a goal of growing 10% each year from 2025-2030. This goal will enable us to track our progress and ensure we remain focused on our mission to serve others.

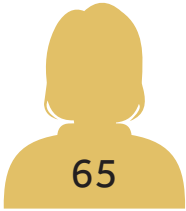
THE SIGNATURE EXPERIENCE

The Signature Experience is what guests feel when they come onto our campus. We all have an opportunity to make an impact on our guests. Whether it is creating a good first impression or responding to a specific need, our goal is for each visitor to have a unique and memorable experience.

The primary responsibility of our Guest and Administrative Services Team is to anticipate the needs of each visitor and plan an extraordinary experience. This starts with greeting each guest by name on the marquee. There are times when we go above and beyond, such as when a designer visiting us had a flat tire. Our GAS Team quickly sprang into action by contacting a local tire shop to arrange for the repair. They made sure the tire was ready by the time she was set to leave and also decided to cover the cost of the repair. That's *extraordinary*!

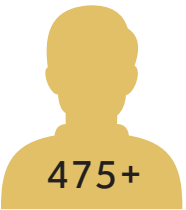


designers hosted
for trainings and
other events



homeowners visited our
campus with their designer
to see where their cabinetry
would be crafted and make
selections for their project

Multiple non-profit and
community groups used our
space to advance their cause at
no cost, resulting in



people impacted in a variety
of ways by The Signature
Experience

OUR CUSTOMERS

Serving our design community is the common goal of our entire team. Delivering what our designers ordered on time at an affordable price is not enough. There are many cabinet companies who can do that.

We are committed to creating unique and memorable experiences for our designers and their clients. With a servant's posture, we build trusting, long-lasting relationships, creating extraordinary value over long periods of time.

We don't just build extraordinary cabinetry. We are building bonds that last for multiple generations.

This is how we made an impact in the lives of designers and their clients all across America in 2024:

51,000+
units produced

1,200+
kitchens produced

99%
on-time delivery

20
new dealers



OUR SUPPLIER PARTNERS

Like with our designers, we think long-term about our supplier relationships. We're not just looking for the cheapest deal of the week. We don't pit suppliers against each other to create leverage. We do not make unreasonable demands.

We are seeking to build a stable and reliable supply network that will generate consistent performance over the long haul. Many of our suppliers have grown with us since our beginning in 1989, weathering both the good and challenging times together.

Our supplier partners are a critical part of our infrastructure that delivers consistent performance. Together we demonstrate the significant impact we can have when two companies cooperate with each other's best interest at heart.



CONTINUOUS IMPROVEMENT

Creating a Great Place to Work

Creating a great place to work is one of Signature's top priorities. To achieve our mission of serving others, it is essential to have a strong, healthy, and vibrant team equipped with the tools they need to succeed.

Our continuous improvement efforts focus on eliminating waste from our processes, allowing team members to concentrate solely on value-added tasks. By reducing waste, we minimize problems and frustration, which leads to increased productivity and a better work environment.

For example:

Final Assembly inventory was reorganized and moved closer to final assembly team members. By having inventory more organized and immediately accessible, job functions are made easier and less frustrating.

Final Assembly kitting list was redesigned to include only necessary information and larger font making it easier to read. The final assembly kitter no longer needs to wade through useless details to find what they need.

Parts cutting labels were redesigned and simplified to ensure the dowel machine operator could easily identify parts needing dowels. Not only does this improve the dowel machine operator's experience, it also reduced unnecessary rework.

Presentation of shelves to Final Assembly has been improved significantly. The new process requires less time searching by Final Assembly team members, and improves the safety of transporting shelves to the final assembly area.

Improved process for door carts in hardware. At times it took Final Assembly team members more time to find the door they needed than it did to install it on the cabinet. The improvement greatly reduced the frustrating waste of resources. Less frustration & greater efficiency is a win-win!

Sometimes it's the big things. More often than not, it's the many little things that all add up to make a big impact! We feel more valued when we engage in purposeful, value adding activities.

Demonstrated in these few examples is the foundational belief underlying a continuous improvement culture: (1) the importance of increasing efficiency and (2) respecting the people performing the work. Let's all help to improve our experience by identifying and eliminating waste.

WELLNESS CENTER

Creating a Great Place to Work

Since the establishment of our on-site Penn Medicine Healthworks clinic, we have observed a significant increase in our associates' engagement with their healthcare. This dedicated clinic provides convenient access to a range of health services, making it easier for employees to prioritize their well-being. As a result, more associates are taking proactive steps to manage their health, participating in wellness programs, and utilizing preventive care resources offered at the clinic. This positive shift not only fosters a healthier workforce but also enhances overall job satisfaction and productivity within our organization.



86%
of Signature
associates enrolled

103
Signature associates
& spouses impacted

600+
people in our community impacted after 9
other local companies & organizations joined

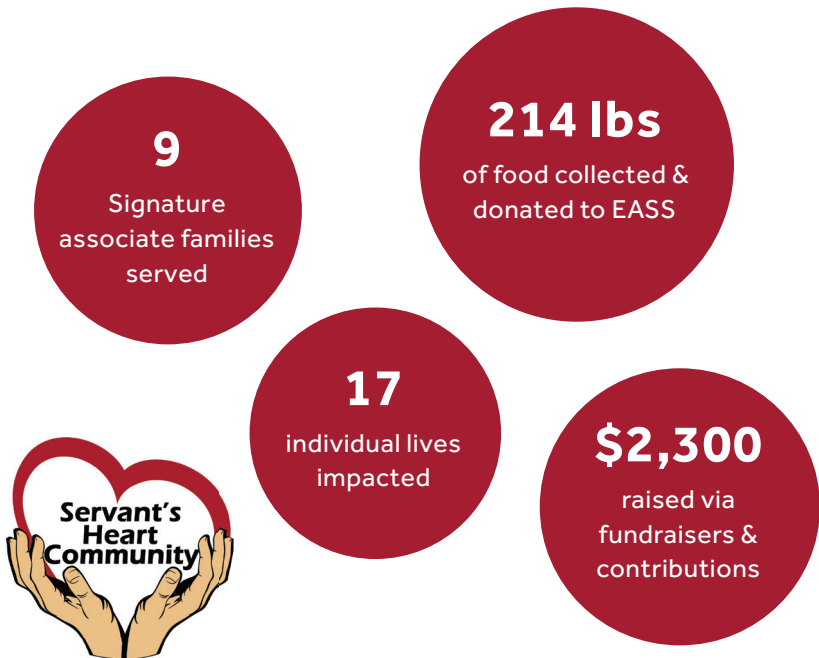
SERVANT'S HEART COMMUNITY

Signature Associates Creating a Great Place to Work

Brad Weaver had a vision to assist fellow team members who were experiencing a challenge and had a need. His vision led to the creation of The Servant's Heart Community. The Servant's Heart Community has the blessing of Signature leadership but is "owned" by a committee of Signature Associates who respond when a need arises. They are responsible to determine if they can help and then develop an appropriate response.

The Servant's Heart Community also impacted our local community by collecting and donating food to Ephrata Area Social Services for the 2024 holiday season.

SERVANT'S HEART COMMUNITY IMPACT TO DATE



ASSOCIATES TAKING THE LEAD IN SERVING OTHERS

Charity Quoit Tournament

Born out of his own life challenge, Shawn Hersh developed a heart for others in need and his Quoit Tourney Fundraiser was born. Each year, Shawn identifies an individual in need and hosts a Quoit tournament to raise funds for their benefit.

This is not a Signature-sponsored event, but it is Signature supported! The Hersh family organizes and leads this effort. Many Signature associates have supported the Hersh family, contributing to their vision and helping make it a success.



HERSH FAMILY IMPACT TO DATE

12

INDIVIDUALS
IMPACTED

>90%

OF SIGNATURE
ASSOCIATES GOT
INVOLVED

\$39,000

RAISED FOR
TOURNAMENT
BENEFICIARIES

Shawn and Lori are taking a step back and reflecting on how they can best use their time and skills to continue making a positive impact in the community. Let their example of serving others encourage you to impact your community.

WHO IS MY NEIGHBOR?

This snarky question, intended to challenge Jesus, led Him to tell the parable of The Good Samaritan.



THE PARABLE OF THE COMPASSIONATE SAMARITAN.

But a certain Samaritan, as he journeyed, came where he was: and when he saw him, he had compassion on him. And went to him, and bound up his wounds, pouring in oil and wine, and set him on his own beast, and brought him to an inn, and took care of him. 8. Luke X. 31, 34.

When the story was over and the impact of The Good Samaritan was clear, Jesus simply said:

"go and do likewise."

This is the inspiration for serving ***our neighbors***.

IMPACTING OUR NEIGHBORS

Blessings of Hope

In the fall of this year, our production demand allowed us to fully embrace our mission of serving others. Over the course of six weeks, 14 individuals were deployed to Blessings of Hope to help address food insecurity for those in need. During this time, Signature team members assisted in preparing over 8,500 boxes of food for shipment. As a result, the Signature team contributed to a record shipment of over 3 million pounds of food in October. Additionally, our team helped clean 4,000 buckets, each of which holds 18 meals for families in Haiti and similar locations.



IMPACTING OUR NEIGHBORS

Blood Drives

In 2024 we hosted 2 blood drives. For two days our learning center was transformed into a medical space, allowing 61 associates to contribute 50 pints of blood.



61
participants

50
pints
donated

IMPACTING OUR NEIGHBORS

Bridge of Hope

This year, we continued to host the Bridge of Hope Golf Tournament, marking our 21st year of supporting their mission to assist mothers and children experiencing homelessness.

The 2024 tournament was another success, thanks to the generous sponsorships from many of our suppliers and other friends of Signature. With the ongoing support from our valued supplier partners, the total amount donated to Bridge of Hope over the past 21 years has exceeded \$900,000.



GOLF TOURNAMENT IMPACT TO DATE



RIPPLES OF IMPACT

Neighbor Organizations impacted by the hard work and success of Signature Associates over the past 36 years.



National Christian
FOUNDATION®



NORTH STAR INITIATIVE





A MESSAGE FROM KENT

Over the past 36 years, Signature has transformed from a small shop into the successful company we are today. I am incredibly proud of our entire team and all we have accomplished in such a relatively short period of time. Together, we have faced significant challenges, including the Great Recession and the COVID-19 shutdowns. I am also humbled by the remarkable seasons of success and growth opportunities that have allowed us to achieve more than I ever imagined back in 1989.

I truly believe our best days are still ahead of us. As we move forward, we aim not only to continue growing but also to be responsible stewards of what we have been blessed with: a talented and capable team, loyal customers, and a strong supplier base. Good stewardship means creating opportunities for all our stakeholders and giving back to our "neighbors" in a manner commensurate with our blessings.

Thank you to everyone who has been a part of this journey so far, and for your commitment to making a positive impact by serving others in the future!

Kent Martin
Founder/CEO

UNPRETENTIOUS
DISTINCTION

HOW TO SERVE RIGHT WHERE YOU ARE

BE KIND

Say something nice

BE FRIENDLY

Smile

BE HELPFUL

Lend a hand

BE CONSIDERATE

Treat others as you
want to be treated

BE EXTRAORDINARY

Do your best



