

The Steelcase Integrity Helpline

As a company, we pride ourselves on doing what's right and adhering to ethical business practices. As individuals, we are called on to perform our jobs with honesty and integrity. We're also responsible for speaking up if we are aware of any activity that goes against our values or threatens the company's reputation.

There are several ways to make yourself heard. If you are an employee of Steelcase, the best place to start is with your supervisor or Human Resources representative. If those channels are not available or you prefer to remain anonymous, you can also make a report through our confidential Steelcase Integrity Helpline, which is managed by an outside company. It's available to Steelcase employees and stakeholders around the world.

We have multiple ways for you to communicate your questions or concerns through our Integrity Helpline. If you have an ethical/compliance question or company policy inquiry, you are able to use our new "Ask a Question" feature on integrity.steelcase.com. Your question will be handled anonymously and confidentially. You are also able to report an incident on our website if you have a more serious concern that requires further review and investigation. If you would prefer to report your incident over the phone rather than online, the North American phone number is +1.800.437.6167.

Additionally, our website contains a drop-down menu in which you can select your country to locate your country-specific international toll-free number. Multiple language options are also available for some countries. Furthermore, you will find key global policies available on our website for your reference, including our Global Business Standards, HR Policies, Global T & E Policy, and many more.

What sort of issues should be reported?

You should report incidents that you believe represent non-compliance with the law, Steelcase policies or our Core Values, including:

- Abuse, sexual harassment or discrimination
- Conflicts of interest or employee relations
- Corruption or bribery
- Environmental issues
- Inaccurate financial reporting or accounting practices
- Misuse or disclosure of confidential information
- Policy violations or information security concerns
- Safety issues or quality concerns
- Theft, fraud or other dishonest behavior
- Workplace violence or threat of violence

What is the process to submit a report?

The simplest way to report an incident is to submit a report online on integrity.steelcase.com. If you choose to do this, you will see that there is a drop down menu in the upper right-hand corner for language translation if needed. The online submission process consists of three easy steps; first, you will choose among a short list of categories to select the one that best describes the nature of your report. Next, you will be guided through a series of questions that will allow you to further explain and describe your situation. Lastly, you will review your incident prior to submitting.

If you would prefer to report an incident over the phone, the Steelcase Integrity Helpline is available around the clock, every day of the year. It is operated by an independent company that specializes in dealing with workplace concerns and provides language translation. A communication specialist who works for this third-party, not Steelcase, will listen to your concerns and may ask additional questions for clarification. Whether you submit a report online or over the phone, you will be assigned a confidential case number to identify yourself in any follow-up communication.

Who handles my report?

The communication specialist prepares a report that is forwarded to certain leaders at Steelcase (Global Audit, Corporate Security, and Legal Strategies) for review, investigation and action. Steelcase then posts a response to the Integrity Helpline system regarding the outcome of the incident, so you will be able to find out the status of your concern if you choose to check your report status online or over the phone.

Can I remain anonymous?

In many countries, you are not required to give your name when submitting an online concern or calling the Integrity Helpline. If you choose to identify yourself, your information will be handled with as much confidentiality as possible. Steelcase employees will never be retaliated against for reporting their suspicions in good faith. However, certain countries do not allow the option of anonymity due to local rules and regulations. In these cases, Steelcase employees will be required to identify themselves in order to report their incident.

Steelcase Integrity Helpline Website

Integrity.steelcase.com

U.S. Toll Free Integrity Line

1.800.437.6167 (English, Spanish, French, German, Mandarin)

International Toll-Free Integrity Lines

Germany 0-800-181-5083 (German, English, Spanish, French, Mandarin)

France 0805-080566 (French, English, Spanish, German, Mandarin)

Mexico 01-800-681-9511 (Spanish and English)

Malaysia 00-800-1777-9999 (Malay and English)

International Integrity Lines (Offer native language and English translation)

Australia 1-800-763-983

Azerbaijan 1-720-514-4400

Belgium 0800-260-39

Brazil 55-2120181111

Canada 1-800-235-6302

China 400-120-3062 or 00-800-1777-9999

Croatia 1-720-514-4400

Czech Republic 800-701-383

Hong Kong 800-906-069

Hungary 00-800-1777-9999

India 000-800-100-4175

Israel 00-800-1777-9999

Italy 00-800-1777-9999

Japan 0800-170-5621

Macau 00-800-1777-9999

Malaysia 00-800-1777-9999

Netherlands 00-800-1777-9999

Poland 00-800-141-0213

Portugal 00-800-1777-9999

Romania 0-800-360-228

Russian Federation 8-800-100-9615

Saudi Arabia 966-8111072514

Singapore 800-852-3912

South Africa 001-800-1777-9999

South Korea 080-808-0574

Spain 00-800-1777-9999

Sweden 00-800-1777-9999

Switzerland 00-800-1777-9999

Turkey 00-800-113-0803

UAE 8000-3570-3169

United Kingdom 0-808-189-1053

