

# The Harassment Support Process

Steelcase is committed to providing a harassment free work environment.

This document is intended to provide you with a course of action if you believe you have experienced or witnessed harassment at work. **Harassment is any unwelcome, discriminatory, conduct that creates an intimidating, offensive, abusive or hostile work environment.** This includes but is not limited to harassment based on any status or class protected by law such as race, color, religion, national origin, sex, age, physical or mental disability, sexual orientation, sexual identity or veteran status leading an individual to feel pressured, threatened or humiliated.

We want to provide you with multiple avenues for reporting an issue, if you have experienced or witnessed harassment we encourage you to explore the following according to your preference:

- HR Representative
- Steelcase Integrity Helpline (For U.S. Toll Free call: 1.800.437. 6167, For all other countries you may check: [https://spark.steelcase.com/departments/human\\_resources/human\\_resources\\_folders/integrity\\_linespdf](https://spark.steelcase.com/departments/human_resources/human_resources_folders/integrity_linespdf). Or you can always reach out online at: [integrity.steelcase.com](https://integrity.steelcase.com)).
- Supervisor
- Head of Function
- Other local representative prescribed by local rules or regulations; such as specific internal officer or employee representatives.

You can report harassment anonymously to the Steelcase Integrity Helpline, if permitted by local law but providing your name will help us to thoroughly collect all of the relevant accounts of the incident in a timely manner. We handle each report of harassment with great care, using a fair and consistent process. If you aren't sure about how to assess your situation before submitting a report, you can always get support from HR as well as for those locations that offer counseling services you can connect with them.

In the U.S. call Encompass at 1800-788-8630 or go online to [www.encompass.us.com](http://www.encompass.us.com)

We want to listen to you, and get representation of the different perspectives involved in order for us to develop an informed point of view. A specially-trained HR professional will enter the initial report you provide into a confidential database and check for related reports.

We care about the confidentiality of the situation and your privacy. An investigation will be led by internal teams, which could include employees from HR, Legal, Corporate Security and Global Audit, and other local representatives as prescribed by local rules or regulations. **During the investigation, interviews may be conducted with involved individuals and any witnesses, if available. Investigators treat information as confidential to the fullest extent possible. We could get outside counsel or linguists/ translators in the investigation if the case requires it.**

The findings from the interviews will be consolidated into a report and reviewed by the team that examines all cases of harassment (including HR, Legal, Corporate Security and Global Audit).

The team will determine the appropriate action to take based on the findings from the interviews. Depending on what was learned, these could include a warning, coaching or suspension and termination. Employees are warned that criminal penalties may also apply according to the local applicable law, notably in case of a judicial claim initiated by the victim. The company will not interfere with civil or criminal legal proceedings.

Along the way, the HR professional assigned to address the incident will be in contact: answering any questions you have about the process, connecting with you, following up once a determination is made and check in with you again **3 months** after the conclusion.

## 01 REPORTING HARASSMENT

## 02 COLLECTING RELEVANT ACCOUNTS OF THE INCIDENT

## 03 TAKING APPROPRIATE ACTION

### Here are some frequently asked questions we get about the process:

#### Does this all go in “My file”?

HR doesn't keep individual employee files on that specifically but [this will be kept in a database of harassment cases](#) that HR can access. That information will be not kept in a way that we could still identify someone. Otherwise, specific record retention periods must be followed

#### 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 issues in good faith. However, [certain countries do not allow the option of anonymity due to local rules and regulations.](#) In these cases, they will be required to identify themselves in order to report their incident.

#### After the investigation is over, can I request reassignment?

This may be [determined on case-by-case basis.](#)

#### Do I get to find out what the action was?

Although we may not be able to share the details of any action taken, [we will keep you updated with any information needed to ensure your safety and well being](#) and we'll stay in touch to make sure you are comfortable moving forward.

**\*The process is global but will be interpreted if needed according to each country's laws and regulations. Link: [Harassment Global Policy.](#)**