

## myHR Policy

Steelcase North America

### *Open Door*

Scope: Hourly and Salaried Employees, Steelcase Canada Ltd.

Revised: 03/05

## Open Door

### *Purpose*

The "Open Door" is a long established practice of ensuring employees have the opportunity to discuss their concerns with management.

### *Overview*

Managers will be accessible to their employees and will communicate their continual availability to discuss employee concerns. Next level Manager/Director, Employee Relations, and Senior Management will be accessible to employees who wish to discuss issues of special concern. Use of the Open Door Communications program will not result in negative repercussion for the employee.

### *Specifics*

Employees are encouraged to first seek resolution to their concerns within their plant or salaried group. Additional assistance is available through the employee relation's managers and director of Human Resources. There is, however, no "strict chain of command" for communication at Steelcase. An employee may choose to discuss an issue with another member of management if he or she is, for any reason, uncomfortable discussing the concern with his or her Manager.

### *Responsibilities*

**Managers** will be available to their employees and will make them aware of the Open Door Communications Program. **All members of management** will be accessible to employees who wish to meet with them to discuss matters of concern. All members of management will be dedicated to addressing problems and concerns in an open and positive manner.

### **Suggested Open Door Procedure**

#### **Hourly:**

1. Supervisor/ Team Leader, Operations Manager, Employee Relations Manager
2. Director, Human Resources, Plant Manager
3. Vice President, Human Resources, Vice President, Manufacturing
4. Executive Vice President, Steelcase North America,
5. President and CEO

#### **Salaried:**

1. Supervisor/Team leader, Manager, Director, Employee Relations Manager
2. Director, Human Resources
3. Vice President, Corporate Human Resources, Functional Vice President
4. President and CEO

### *References*

Human Resources Policies: