

myHR Policy

Steelcase North America

Open Door

Scope: Salaried and Hourly

Revised: October 12, 2009

Open Door

Purpose

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

Overview

Immediate managers will be accessible to their employees and will communicate their continual availability to discuss employee concerns. Next level managers, Human Resources, 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 Human Resources manager and director.

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 own leadership.

Suggested Open Door Procedure

- Hourly:
 1. Operations Manager, Plant Manager, Human Resources Manager
 2. Director, Human Resources (Line)
 3. Vice President, Human Resources, Vice President, Manufacturing
 4. Executive Vice President, Steelcase North America
 5. President and CEO
- Salaried:
 1. Manager, Director, Human Resources Manager/Sales HR Manager
 2. Director, Human Resources (Line)
 3. Vice President, Global Human Resources, Functional Vice President
 4. President and CEO

Responsibilities

- **Immediate manager** 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.