

At Steelcase, people are our top priority, and that means we're doing all we can to protect employees, customers and the communities where we live and work.

Our COVID-19 executive task force is leveraging multiple external sources to monitor this outbreak and, following guidelines issued by the CDC and WHO, we've implemented extensive safety measures and are continually exploring routes to ensure business continuity and stave off disruption. We are also working to quickly understand and implement governmental directives in the jurisdictions in which we operate. Because this situation is rapidly evolving, please continue to check steelcase.com for the latest updates.

Steelcase commitment to customers:

- We continue to keep our commitments to customers by delivering products and services around the world. Steelcase teams are constantly monitoring inventory levels within our supply chains in search of parts, materials or geographies that may be at risk. This understanding allows us to proactively problem-solve and, should a need arise, develop an alternative fulfillment plan.
- Steelcase is closely monitoring highly impacted areas during this time of rapid change. Because your project may be region-specific, our dealer partners and Steelcase team will reach out to you with the most up-to-date details, we will adhere to local governments rules and regulations.
- For goods already produced or in the process of production, please assume no cancellation, we kindly ask you to take the delivery if possible or to help us find a solution together with your local dealer to store goods and assume title transfer.
- In the instance that production has not started – we will work with you to postpone or cancel the order if required.
- Steelcase is ready to support its clients and dealers with ad hoc, appropriately adjusted payment terms based on market realities and business conditions on a case-by-case approach.
- If government restrictions such as shelter-in-place policies prevent us from keeping our commitments, our dealer partners and Steelcase team will inform you immediately.

Steelcase business continuity plan:

- Steelcase has detailed and thorough business continuity plans in place. Our Emergency Response Team is coordinated by Steelcase Protection Services with direct oversight by the Steelcase Executive Team. Our goals are to prevent illness, injury and loss of life, minimize damage, deploy an emergency response team when necessary and, whenever possible, maintain uninterrupted service to customers, dealers and suppliers.
- Our business and manufacturing facilities are geographically diverse, and we've reinforced our capabilities for many of our products, leveraging the strength of our globally integrated enterprise to deliver for our customers.



Visitor Policy:

At this time, all scheduled Steelcase visits are being assessed on a case-by-case basis, with most being postponed or hosted virtually. For the protection of everyone, anyone planning to visit a Steelcase campus must complete and pass a health screening questionnaire prior to arrival.



Travel Policy:

Steelcase has restricted all company domestic and international commercial air travel.



Work Policy:

We are supporting a work-from-home approach for employees whose role allows for it. We're also extending a variety of flexible, safety-oriented options to manufacturing employees whose work must be done in a Steelcase facility. We're doing all we can to promote safety and protect health, while continuing to meet our commitments.



Gatherings and Social Distancing:

Following the most recent guidelines set forth by the CDC and WHO, all large gatherings have been canceled, and we are asking everyone to uphold appropriate social distancing protocols if they need to be in one of our facilities.



Facility Cleaning:

Steelcase has increased the frequency and intensity of cleaning in all facilities and is making extra hand sanitizer, cleaning wipes and tissues available to people at all times. We're also reminding people that consistent and thorough hand washing is the best way to protect themselves and others.