

Thank you

On behalf of Steelcase, thank you for your patience and flexibility during the COVID-19 crisis. Your project is important to us, and we're doing all we can to keep the commitments we've made, while protecting the health and safety of our employees around the world. We value you, your goals and your efforts to transform your workplace and look forward to delivering a great experience as soon as possible. Thank you for your business and your shared desire to move forward responsibly.

MAKING PRODUCT — AND A DIFFERENCE

To serve our clients in essential industries as defined by CISA, we have called people back to our manufacturing facilities around the world, with safety as our top priority. We have made the necessary investments and developed new protocols to protect people while maintaining quality and efficiency.

We continue to accept and are thankful for orders from clients excluded by CISA in their definition of essential industries. However, to abide by the laws in the states where we operate, we must delay these orders until stay-at-home restrictions are lifted. If you have questions about your project, please contact your Steelcase representative or dealership for the latest update.

When the crisis started, we also innovated new solutions for the healthcare industry, retooling our manufacturing facilities to scale production of face masks, shields and separation screens for use in hospitals, testing centers and anywhere partitions are needed to protect the health and safety of others. By creating new products and donating supplies, we're unlocking human promise in creative, lifesaving ways.

WHAT'S NEXT?

Here for you: Steelcase delivered its highest annual revenue and operating income in nearly 20 years and entered the COVID-19 crisis with a strong balance sheet. We've taken action to manage this uncertain environment and believe our distributed manufacturing footprint, global distribution network and agile teams are well-positioned to respond quickly, once restrictions are removed. We're confident in the strength of our business and the relationships we've built over the years with our employees, customers and suppliers. We're eager to serve you and remain confident in our ability to do so for years to come.

Navigating the Post-COVID workplace: Work has fundamentally changed over the last few weeks, and we believe the world needs new, science-based insights to make the workplace safer. Our research, combined with a series of thought starters about how to retrofit and reconfigure the workplace, is helping us reimagine spaces and design them to protect the health and wellbeing of your greatest asset: your people.

Steelcase is open to support essential businesses as defined by the Cyber and Infrastructure Security Agency (CISA).

To best serve them, we're making a large majority of our product portfolio available to the following customers:

- Hospitals and healthcare organizations (including insurance)
- Local, state and federal government (including law enforcement, military, emergency services)
- Pharmaceutical, chemical and medical device companies
- Food, agriculture and food distribution/retail companies
- Energy, utilities, dams, nuclear facilities
- Information technology, communications
- Banking and financial services
- Critical manufacturing, commercial facilities, construction (dependent on each state's stay-at-home order)
- Defense contractors
- Transportation and logistics
- Education