

Allsteel®

NASPO ValuePoint Office Furniture

RC17020 ALLSTEEL OEM QUALIFICATIONS AND WARRANTY

“REDACTED”

3.2 WARRANTY

A. To what extent does the OEM's standard warranty for each product category exceed the minimum warranty requirement stated in Section 2.4 Warranty?

Allsteel provides a "Lifetime Warranty" on all of our product lines. We warrant our products to be free from defects in material and workmanship for as long as the original purchaser owns them. Our dealer partners are committed to providing labor required to repair or replace warranty items at no charge to the customer. This commitment is included in our Dealer Agreements which are renewed each year. The following is a list of the applicable warranties to each product category.

- a. Systems Furniture – Lifetime Warranty
- b. Seating – Lifetime Warranty
 - #19®, Access®, Acuity®, Clarity®, Inspire®, Lyric™, Quip, Relate®, Scout, Seek®, Sum, Trooper® asynchronous and synchro-title models are warranted for multiple shifts and users up to 300 lbs. Mimeo is warranted for multiple shifts and users up to 350 lbs. Lyric Large & Tall is warranted for multiple shifts and users up to 400 lbs. Trooper Large & Tall is warranted for up to 500 lbs. All other Allsteel chairs and components are warranted for single-shift, 40-hour work week usage.
- c. Desk/Tables – Lifetime Warranty
- d. Traditional Executive Furniture – Lifetime Warranty
- e. Filing and Storage – Lifetime Warranty
- f. Architectural Walls – Lifetime Warranty
- g. Mobile and Portable Workstations – Lifetime Warranty

Allsteel provides its Lifetime Warranty on specialty products, ancillary products, and accessories except as notated below.

- a. Wood seating, stacking chairs, Sum® AutoFit® technology, and laminates – warranted for 10 years.
- b. Link™ LED light – warranted for 5 years.
- c. Wand™ LED light fixture – warranted for 5 years.
- d. Beyond™ Movable Walls – warranted for 10 years; moving parts such as door hardware and door mechanisms – warranted for 5 years.

Allsteel provides its Lifetime Warranty on textiles, electrical components, pneumatic cylinders, and other moving parts except as notated below.

- a. Wood products and electrical components, seating controls, pneumatic cylinders, glides, casters and polymer-based components and foam – warranted for 12 years.
- b. User-adjustable worksurface mechanisms, table arm mechanisms, Mimeo® mesh, Quip™ mesh, Scout® mesh, panel and seating upholstery fabrics, and other covering materials – warranted for 5 years.
- c. Marker board surfaces and upholstery on Gather™ products – warranted for 3 years.
- d. Undercabinet lights – warranted for 3 years; power supply – warranted for 1 year.
- e. Wand™ power supply – warranted for 3 years.

HBF provides a 12-year warranty on all its product lines. HBF provides this warranty on textiles, electrical components, pneumatic cylinders, and other moving parts except as notated below.

- a. Seating controls and adjustment mechanisms – warranted for 5 years.
- b. Electrical components and power supplies, ballasts – warranted for 5 years.
- c. Height adjustment mechanisms and pneumatic cylinders – warranted for 5 years.
- d. Monitor supports and tablet arm assemblies – warranted for 5 years.
- e. Wood, wood veneer, linoleum, low (LPL) and high (HPL) pressure laminate surfaces, solid surfaces, urethane, wood and wood edge treatments – warranted for 5 years.
- f. Upholstery materials, leather and tailoring – warranted for 5 years.
- g. Casters, glides, exposed wood frames and legs, marker and tack board surfaces – warranted for 3 years.

Gunlocke provides a 12-year warranty on all its product lines. Gunlocke provides this warranty on textiles, electrical components, pneumatic cylinders, and other moving parts except as notated below.

- a. Casters and glides – warranted for 5 years.
- b. Electrical components – warranted for 10 years.
- c. LED lights – warranted for 3 years.

3.2 WARRANTY

d. Height adjustable electrical components - warranted for 5 years.

B. Describe how access to warranty documents or warranty information is made available to a Participating Entity.

Allsteel makes warranty easy by providing its “Lifetime Warranty” on all products. All information regarding the Lifetime Warranty is provided in one single document. A copy of this document will be provided to each Participating Entity.

There are several easy ways to access warranty information. All warranty information can be found on the Allsteel public website as well as the NASPO specific portal. As our servicing partners, Authorized dealers can also provide all warranty information to Participating Entities. They have access to all purchases made under the NASPO contract and can easily assist each Participating Entity with all warranty work. Additionally, Allsteel Customer Support can provide this information upon request. Each Allsteel product is shipped with a bar code containing specific product information such as model number and finishes along with an 800 number. This number will link participating entities directly to our corporate office. Through this serial number, our representatives can provide information specific to the product in question.

C. Provide the number of claims filed for each of the following product categories listed for calendar year 2016 (as applicable to the categories you are offering).

Annual number of claims by product line is considered proprietary information; however, we do track our Customer Complaints per Million units shipped (CCPM). We have provided our latest quality metric showing the improving trend in customer complaints over the last five years.

Customer Complaints per Million (CCPM) is an important metric and is part of our Rapid Continuous Improvement process. We strive each year to achieve our goal of a reduction in CCPM rate.

D. Describe your firm’s policy in regards to how the warranty applies to products that have been discontinued.

Regardless of whether the product is discontinued, Allsteel shall repair or replace with comparable product (at Allsteel’s discretion), free of charge, any Allsteel product or component that fails under normal commercial office use. Please review the provide copy of our Lifetime Warranty for further details.

E. To what extent beyond ten years or the warranty expiration period as defined in Section 2.4 are parts and components available for products that have been discontinued?

Allsteel is committed to providing furniture that incorporates purposeful design and ongoing product compatibility. As a part of this commitment, Allsteel will provide parts and components to the original owner for the useful life of the product.

We are committed to ongoing product compatibility into the foreseeable future.

Over time, fabrics and finishes can go out of style; Due to this market demand, our suppliers do not retain a continuous supply of all fabrics and finishes. As these items are largely sourced from other vendors, it is difficult for us to guarantee ongoing availability. We work very closely with our vendors to insure the fabrics and finishes we have within our product offering will be available long term. If a fabric or finish is discontinued from our supplier, we are advised at least one year prior to the discontinuation. This allows us to work with our customers to provide an alternate material. Please review the provide copy of our standard warranty for further details.

F. Submit a copy of the manufacturer’s standard warranty for each product category.

Please see the warranty information listed on the following page.

3.2 WARRANTY - ALLSTEEL

Allsteel Inc. warrants its products to be free from defects in material and workmanship for as long as the original purchaser owns them, except as set forth below.

Allsteel shall repair or replace with comparable product (at Allsteel's discretion), free of charge, any Allsteel product or component manufactured after January 29, 2017, that fails under normal commercial office use.

This warranty is subject to the following provisions:

Some natural variations occurring in wood, leather, or other natural materials are inherent to their character and not considered defects. Allsteel does not warrant the colorfastness or matching of colors, grains, or textures of these materials. Additionally, a Customer's Own Material (COM) selected by, and used at the request of, a user is not warranted.

The materials and components listed below are covered according to the following schedule from the date of sale:

- Wood products and electrical components (lamps and ballasts are not covered), seating controls, pneumatic cylinders, glides, casters and polymer-based components, and foam — 12 years
- Wood seating, stacking chairs, Sum® AutoFit® technology, and laminates — 10 years
- User-adjustable worksurface mechanisms, tablet arm mechanisms, interior woodframed seating and lounge products, occasional tables, Mimeo™ mesh, Quip™ mesh, Scout® mesh, panel and seating upholstery fabrics, and other covering materials — 5 years
- Marker board surfaces and upholstery on Gather™ products — 3 years
- #19®, Access™, Acuity®, Clarity®, Inspire®, Lyric™, Relate®, Scout, Seek®, Sum, and Trooper® asynchronous and synchro-tilt models are warranted for multiple shifts and users up to 300 lbs. Mimeo is warranted for multiple shifts and users up to 350 lbs. Lyric Large & Tall is warranted for multiple shifts and users up to 400 lbs. Trooper Large & Tall is warranted for multiple shifts and users up to 500 lbs. All other Allsteel chairs and components are warranted for single-shift, 40-hour workweek usage.
- #19 chair, including components and material, is warranted for as long as the original purchaser owns the chair.

- #19, Access, Acuity, Clarity, Lyric, Relate, and Seek mesh/carriers and Mimeo and Quip carriers are considered structural chair components and as such are warranted for as long as the original purchaser owns the chair.
- Undercabinet LED light — fixture warranted for 3 years; power supply warranted for 1 year
- Link™ LED light — 5 years
- Wand™ LED Light — fixture warranted for 5 years; power supply warranted for 3 years
- Beyond™ Movable Walls — 10 years; moving parts such as door hardware and door mechanisms — 5 years; customer's own hardware — supplier warranty

This warranty does not apply to:

- Normal wear and tear over the course of ownership, including fabric puddling
- Damage from sharp objects (e.g., writing utensils, heeled shoes, scissors, jewelry, keys)
- Modifications or attachments to the product not approved by Allsteel
- Products not installed, used, or maintained in accordance with product instructions and warnings
- Products used for rental purposes
- Damage caused by the carrier in-transit, which is handled under separate terms
- Third-party products. Allsteel, to the extent possible, will pass through to the original purchaser (and process claims under) any warranty provided by manufacturers of undercabinet lighting, ergonomic work tools, or other third-party products supplied by Allsteel.

TO THE EXTENT ALLOWED BY LAW, ALLSTEEL MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALLSTEEL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

This warranty applies only to products sold within the United States of America and the Commonwealth of Canada. Your Allsteel Dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your Allsteel Dealer.

3.2 WARRANTY - HBF

HICKORY BUSINESS FURNITURE dba HBF

LIMITED WARRANTY

Hickory Business Furniture, dba HBF, warrants to the original purchaser that its products are free from defects in materials and workmanship for a period of twelve (12) years from date of shipment, except as noted below. This warranty applies to single shift (standard 8-hour day, 5 days per week) use, and covers products delivered in the Americas: Canada, the Caribbean, Latin America, Mexico and the United States.

Exceptions

5 Years

Stacking chairs, metal chair frames, seating components including controls and adjustment mechanisms, electrical components and power supplies, ballasts, height adjustment mechanisms and pneumatic cylinders, monitor supports and tablet arm assemblies, wood, wood veneer, linoleum, low (LPL) and high (HPL) pressure laminate surfaces, solid surfaces, urethane, wood and wood edge treatments, upholstery materials, leather and tailoring.

3 Years

Casters, glides, exposed wood frames and legs, marker and tack board surfaces, granite, marble and glass surfaces, and replacement parts.

2 Years

Licensed products are warranted to the original purchaser to be free from defects in materials and workmanship for a period of two (2) years from date of shipment, except as noted under the exclusions below.

Exclusions

Warranty does not apply to product failure or loss resulting from:

- Acts of nature, civil disobedience or social unrest.
- Normal wear and tear.
- Failure to apply, install, clean or maintain products according to published HBF or manufacturer instructions and guidelines.
- Use of harsh, abrasive or acidic cleaning agents; and chemicals or agents that may alter or degrade the structural integrity of the product.
- Physical or chemical abuse, misuse, neglect or accident.
- Unauthorized alteration or modification of the product.
- Unauthorized repair of the product.
- Products exposed to extreme environmental conditions, direct sunlight or improper storage.
- Products exposed to outdoor use, unless manufactured specifically for outdoor conditions.
- Products used for rental purposes.
- Substitution of any unauthorized components that are integral to the performance of the product.

Warranty does not cover:

- Gubi licensed products are covered for two (2) years, from date of shipment.
- Replacement parts are covered for three (3) years of the balance of the original warranty, whichever is longer. Replacement parts for licensed products are covered for one (1) year of the balance of the original warranty, whichever is longer.
- Damage caused by carriers or concealed damage. Damage caused in-transit will be handled under separate terms.
- Damage caused by dealers and their subcontractors or agents.
- Custom and special product(s) are covered for three (3) years, and all other exclusions apply.
- Customer's own materials including, but not limited to solid surfaces, linoleum, laminates, textiles and upholstery materials, leathers, wood and wood veneers. These materials are subject to the original manufacturer's warranties only.
- Variations in surface and solid materials including color, grain, marbling, texture and veining.
- Variations in leather such as scars, wrinkles, and other marks.
- Variations in wood such as color, staining, grain, scars and other marks.
- Color fastness due to aging or exposure to sunlight.
- Consumables, such as batteries, light bulbs and lamps.
- Products purchased "as is", used or secondhand.
- Products sold by unauthorized dealers or installers.

Warranty Provides Exclusive Remedies

Under this warranty, if a product fails during normal use during the warranty period as a result of a defect in materials or workmanship, HBF will, at its sole discretion, either repair or replace the product free of charge, which includes delivery and labor costs. If HBF determines the repair or replacement of the product(s) is not commercially practical, HBF may choose to refund the purchase price of the affected product.

This warranty applies to products purchased on or after June 1, 2017. For products purchased prior to June 1, 2017, please refer to the warranty terms and conditions in effect at that time.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HICKORY BUSINESS FURNITURE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.

This warranty is non-transferable and valid to the original purchaser only. Warranty is enforceable only if products were acquired and installed by Hickory Business Furniture or one of its Authorized Resellers.

3.2 WARRANTY - GUNLOCKE

Subject to the limitations set forth below. The Gunlocke Company warrants to the original purchaser all product in our price list to be free from defects in material and workmanship for a twelve year period from the date of shipment. This 12-year warranty applies to all products sold and installed by a Gunlocke authorized agent for normal commercial single shift service. Gunlocke will repair, or at its option, replace defective merchandise, free of charge. The following components not manufactured by Gunlocke have the following warranties:

- High wear components such as casters and glides are warrantied for five years after date of shipment to original owner.
- Electrical components are warrantied 10 years from date of manufacture with exception of lamps and ballasts which are not warrantied. This includes Fluorescent Tasklights.
- LED tasklights are warrantied for 3 years from date of shipment to original owner.
- Drawer suspensions are warrantied for lifetime of product after shipment to original owner.
- Personal corners including covering (leather) are warrantied for three years of single shift and normal use after shipment to original owner.
- Height adjustable electrical components are warrantied for five years of single shift and normal use after shipment to original owner.

Any non-standard material selected by the customer is not warrantied. Neither does this warranty apply to damage resulting from accident, alteration, or misuse, as well as damage from normal wear and tear such as dents, nicks, scratches, fading and improper maintenance. That is, Gunlocke's warranty is only valid if products are given proper use and care. Gunlocke assumes no responsibility for product damages resulting from improper installation or user modification.

WOOD FURNITURE

Wood owes its inherent beauty to variations in color, grain, and texture, and therefore, these variations are not considered defects. There may be minor variations from one piece of furniture to the next even though they are finished at the same time. Exposure to light and the aging process will cause a darkening of natural wood products. Light finishes on wood products do not mask the natural characteristics of wood. The Gunlocke Company does not guarantee the exact matching of grain, pattern, and color.

These finishes do not cover any of the natural characteristics of the wood, including nature's colorations, pitch pockets, and the variations of steambent wood. Merchandise will not be replaced because of these natural variations.

It is expressly understood and agreed that the buyer's sole and exclusive remedy for any and all losses or damages resulting from nonconforming goods, or from any other cause, shall be repair or replacement of defective parts, and that Gunlocke shall not be liable for damages or injury to persons or property, nor for replacement of the entire commercial unit, if repair or replacement of defective parts can reasonably render the unit conforming.

All warranty claims must be made in writing by the original owner. Owner may be required to produce the invoice or other evidence to establish that a claim is within the warranty period. Warranty claims may be submitted on the Gunlocke website. www.gunlocke.com/productservice/

As stated and illustrated on the website, serial numbers are required to process a warranty claim. No person, firm or corporation is authorized to assume for Gunlocke any liability in connection with the sale or installation of Gunlocke products except as stated above. All other warranties, expressed or implied, are excluded. Gunlocke shall not be liable for incidental or consequential damages of any sort.

3.3 WEBSITE

A. Describe in detail the features, benefits and capabilities the website offers.

Allsteel can provide customized websites with varying levels of capabilities depending on NASPO ValuePoint's or the Participating Entity's requirements. We currently provide web pages on our public site for NASPO ValuePoint, including separate webpages individually customized for each Participating Entity. Each open, dedicated URL provides the contract-related content approved by the state Participating Entity which can include ordering instructions, authorized servicing dealers, contact information, published price lists, discount matrices, product images, as well as environmental information like certifications and recycled content.

We will work with each Participating Entity to determine any additional content needs. If additional functionality is beneficial to the Participating Entity, Allsteel manages a technology platform that can also provide a secure, dedicated site for each Participating Entity that offers additional benefits of punch out catalogs, e-procurement, and asset management. Allsteel's customer web portal (Account Portal) system is the customizable web-based tool that is utilized to meet the needs of each Participating Entity. The Account Portal includes an online Resource Center. The online Resource Center provides a library to store a variety of information, from project files to product imagery to contacts. Our goal is to make it easy to find the information you need when you need it. The portal also provides e-Procurement capabilities to create efficiencies in the ordering process. The user can browse the product catalogs and load product into a shopping cart which can be integrated into the customer's procurement system. The system also supports a quote workflow for posting and transferring of project quote information to the procurement system, SciQuest.

The Inventory/Asset Management application is also integrated into the Account Portal and allows you to view the inventory you have in storage and make decisions to achieve a better return on the warehoused assets. As items are warehoused, they are entered in the database which provides the user with an immediate view of the product available for reuse. The tool also has

functionality to compare existing customer inventory to workstation typical files to determine missing components to order, reduces unnecessary spend on new product. Finally, reporting and metrics can be provided within the Account Portal. A needs assessment will be used to determine the reports that fulfill the customer requirements. We will work with each Participating Entity to determine the requirements of each customized website and any associated costs of implementing the Account Portal, if required.

B. To what extent does your website provide detailed information on product offering, color and fabric options, pricing, and product compatibility?

The websites will provide detailed information on the products approved by each Participating Entity. The public sites will have embedded content for each approved product line to include brochures, product descriptions, published pricing, discount matrices or calculations, imagery, and environmental information like certifications and recycled content.

There will be a link to fabric options that includes digital swatches and pertinent fabric information. Detailed information around product compatibility can also be added as required.

C. Describe the websites ability to search Authorized Dealers in the geographic area of each Participating Entity?

The websites, whether secured or public, will provide lists of authorized dealers within the geographic area of each participating entity. You can search by City, State or Zip Code.

D. Describe website training offered by your firm.

Allsteel's primary training is web-based and includes field sales and dealers training, compliance and process training. We are very well equipped to develop and deliver training to all Participating States. Upon award of a contract, Allsteel will immediately develop web-based training specific to the NASPO Valuepoint agreement for each participating state.

3.3 WEBSITE

E. Do you identify environmental products with labels to alert the purchasing entity of the environmental attribute?

Our website allows users to view individual products. Each product page contains an “Environmental Information” section specific to the product. Available for download are the following documents: BIFMA level certificates, Environmental Data Sheets, Indoor Advantage Gold certificates. Select products are Cradle to Cradle Certified™ Bronze and/or have Environmental Product Declarations. These documents are also available for download.

F. Explain the accessibility, functionality, or level of website compliance with WCAG 2.0 requirements (Web Content Accessibility Guidelines). WCAG is developed through W3C process for standardization of web content accessibility.

Allsteel makes every effort to comply with WCAG 2.0 standards. Our primary areas of focus are text alternatives for non-text content, color contrast, and accessible navigation. We are also currently evaluating audio options throughout our site to create a more interactive experience that will meet WCAG audio compliance standards.

3.4 CUSTOMER SERVICE

A. Describe in detail how your firm proposes to provide satisfactory product representation and sales support to Participating Entities and how will the Participating Entity be notified of changes to the representative contact information.

Due to the complexities of a multi-state contract, Allsteel will provide a multi-layer support model. The NASPO contract will be assigned a Government Account Executive (GAE) responsible for the overall management of product representation and sales support who will be the primary point of contact for NASPO.

Each state will have a local Market Development Manager for day to day support to both the end users and our servicing dealers. The GAE will coordinate with each Market Development Manager to ensure that all updates to both product and representation are communicated to each Participating Entity. This Market Manager will work with all participating dealers to ensure that they have the necessary contract information and product knowledge to successfully satisfy each Participating Entity's needs. Key dealer resources will consist of project managers, designers, and certified installers. Allsteel will complement this effort with a dedicated customer support team in our corporate office.

B. To what extent are your firm's services centers open beyond the minimums described in Section 2.11?

In addition to our standard customer support hours of 7:00 am - 7:00 pm CST, Mon-Fri, we accept emails and orders 24 hours a day and commit to respond to all inquiries within 4 to 6 hours of receipt during our normal business hours. Our electronic order entry system allows orders to be placed 24 hours a day, seven days a week.

If a situation arises where assistance is needed off-hours, your Government Account Executive, Market Manager, or Dealer Representative is available via email or phone.

C. Describe the ordering options available including OEM direct, Authorized Dealer network, and website ordering.

Allsteel can support orders received directly from the Participating Entity, through our dealer network, and

through a web-based ordering system.

DIRECT: Our EDI capabilities support the X12 standards for many different document types. The primary transport mechanism used for these types of documents is a VAN (Value Added Network). In addition to using a VAN, we have several other transport mechanisms in place, including the ability to import files (XML and SIF) through an online web application. Allsteel will support electronic orders from Ariba and has the potential to support other procurement systems as well, if needed. We look forward to reviewing system requirements with you at your request.

Other direct order options include facsimile and email. Your dedicated customer support team will enter these orders into our system upon receipt and in turn provide you with confirmation.

We accept credit and P-cards at time of order entry; however, we will not process until the product ships. Standard Invoicing can also be paid by credit cards or EFT, wiring information is included on each invoice.

DEALER: Orders can be placed with your local Allsteel dealer. Our dealers enter orders electronically through a web-based Synergy program. This program allows the dealers to access order information 24/7 and provides real-time order status.. Our dealers receive acknowledgments of all orders within 24 hours.

ONLINE: Allsteel's online portal is capable of interfacing with e-ordering tools. We can support the following EDI documents: 850 Order; 855 Acknowledgement; 856 Shipment Notification; and 810 Invoicing. Allsteel can also support XML standards for order data transmission. In addition, we can provide a punch-out function from State systems using cXML. Our team will work with each Participating Entity on any custom interfaces.

D. Describe the process that will be used to ensure that a Customer Service Representative will respond to all inquiries within one (1) business day.

Our goal is to respond to any email or voicemail within 4-6 business hours. All incoming calls and emails are automatically routed to the next available customer

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support member. We measure the wait time for each call as well as the time it takes to resolve an issue. If an issue is unresolved in 24 hours, it is placed on a 'hot sheet' that is elevated to a customer support manager who will respond directly to the customer or dealer. These very important metrics are reviewed weekly to insure we are meeting our 4-6 hour response goal.

E. Describe the design and installation services available through your Authorized Dealer network.

Allsteel dealers pride themselves on great service and the professionalism of their employees. You will find sales professionals that understand our products and who can find the best solution for your furniture requirements; licensed interior designers who know your local codes and who can assist you in meeting your design needs; certified installers that will complete the job professionally and provide a move in ready space; and business owners who will be involved in the process from beginning to end. Allsteel dealers provide:

- Professionally trained project management
- Warehousing/distribution coordination
- Consistent reporting, including schedules, and status reports, tailored to your requirements
- Refurbish, reupholster, repainting coordination
- Forward thinking design and consultation
- Knowledgeable and timely consultation on reconfiguration requirements
- Flexible accommodation of changes and revisions with the least impact on original
- Professional cooperative interface with your key points of contact such as third party consultants, architects or contractors.
- A detailed scope of work for AutoCad design/layout services
- Communication and education of the full range of furniture choices, colors, etc.
- Accurate and complete product specifications, counts and pricing
- A thorough analysis of project conditions, including goals, scope of work and project expectations with action plan
- Written project schedule with all critical dates
- Comprehensive site/conditions review including logistics, critical field dimensions, building procedures, advise client of existing or potential site concerns

- Readily available consultation on Ergonomics and furniture related technical issues (voice/data, cabling, codes, electrical, etc.)

- Informed single point of contact supervision for all contract furniture and services, coordination with project subcontractors and participation at project meetings.

- Thorough detailed project documentation and administration of all project paperwork, including quotations, acknowledgments and invoicing, in a timely manner.

- Advanced notice of site deliveries & compliance with building delivery requirements

- On site supervision whenever on site work is occurring insuring technical quality.

- Minimal interference with your operations and minimal loss of productivity during service or installations

F. Describe in detail the process that your firm utilizes to track and respond to issues and concerns from both your Authorized Dealers and the Purchasing Entity.

Appropriate responses to issues and concerns is an important part of our culture. Most issues or concerns arising from customers or dealers are associated with either product (defects, damages, delivery, etc.) or services (response time, installation, etc.). Product issues are managed through your customer support team. Issues are documented in a database system that records the necessary details such as model, customer, and issue information. This generates a Corrective Action Report, assigns a 'champion', and is funneled to the appropriate department for resolution. Resolution can be as simple as entering a replacement order immediately or as complex as requesting an Allsteel Field Service Engineer to be dispatched to the site. Every action taken to resolve the issue is logged in the system and tracked until the issue is resolved to the customer's satisfaction. Allsteel doesn't stop the process there; we consider every issue an opportunity to improve. All Corrective Action Reports are reviewed by our Quality Teams to establish the root cause. We use this information to improve our processes and correct any deficiencies found.

Allsteel tracks each product using a unique barcode serial number, tying it to a production date and time

3.4 CUSTOMER SERVICE

and including all original sales history. Barcode labels provide for a permanent record of order critical data and are readable in Asset Management systems. This information facilitates add-on orders, tracking repairs, as well as utilization of Allsteel's Lifetime warranty on products.

A service issue is usually identified by the customer and is reported either to the authorized dealer, the Allsteel Market Development Manager, or directly to our Customer Support team. Service issues could span a wide range of customer concerns from manpower shortage to lack of responsiveness. Service issues are reviewed, processed, and resolved in a variety of ways depending on the needs of the customer. We strive to resolve all service issues as soon as is reasonably possible. Our first step is to find the root cause of the issue. Service issues such as manpower shortages or unsatisfactory installation are typically handled by the authorized dealer with Allsteel closely monitoring and, when necessary, assisting with the resolution. Service issues that can be easily resolved, such as manpower shortages, are addressed immediately. Certain service issues, such as responsiveness, are more complex and must be addressed at management levels. Resolution may be more timely as it may require additional training or a change in representation. Regardless of the complexity, Allsteel always focuses on the needs of the customer when resolving service issues. Our goal is to ensure customers are treated with respect and receive satisfactory service.

G. Describe your return and restocking policy and procedure when the Purchasing Entity orders in error

When requesting a product return for a Participating Entity ordering error, please contact the local authorized dealer in advance for a formal return authorization. Upon approval, products are returned by the Participating Entity, freight prepaid, and are subject to a restocking fee of up to 45% of the purchase price.

If an item is shipped incorrectly by Allsteel as the result of an error by Allsteel or the local authorized dealer, we will make the correction promptly without financial penalty.

3.5 DELIVERY

A. Describe in detail how your firm processes emergency or rush deliveries that are requested by a Purchasing Entity.

Allsteel's expedited process is part of our disciplined process control standard work. Having a clearly defined process—who, what, when and how—provides a solid service foundation on which our Dealers can provide the best service possible to each Participating Entity. To that end, our order expediting process includes these steps:

- Expedite request, either to an Authorized Dealer or Allsteel Customer Support
- Detailed information is required such as product, model number, finish, and required delivery date.
- Details on who, what, and why the request
- Allsteel processes the request and will provide any additional cost associated with the expedite such as:
 - o Carrier charge-backs
 - o Overnight costs for raw materials or delivery to site
 - o Supplier charge-backs due to interruption in their production schedules

Allsteel assesses an expedite fee of 5% of the list price, whether product or parts, to each expedited order, with a minimum charge of \$75.00, to cover internal costs for the expedited order. This cost will be applied if the lead time request for the expedited order is shorter than the agreed upon lead time. Most expedited orders can be produced to ship within 48 hours of receipt.

B. Describe in detail the standard lead time for shipping for each of the shipping methods defined in Section 2.7 of this RFP.

Allsteel and our authorized dealers are committed to responsive service, and we back up this commitment with what are, quite possibly, the shortest standard manufacturing lead times in the industry. Just as important, we deliver orders complete and on time, and we engage dealer-partners that understand the importance of timely service. Allsteel's average lead time is 3 - 5 weeks, with non-wood and standard fabrics on the 3-week end and veneer/COM products on the 5-week side.

- Actual transport time is based upon miles from

manufacturing point to delivery site. FMCSA (Parent agency - DOT) regulates the number of hours a single driver can log per day, which is an 11-hour driving limit. Transport time remains the same regardless of shipping method noted in section 2.7. The variable is size of the shipment, full truckload versus LTL (less than full load) and the location of the delivery.

- For larger projects where a single order will fill a truck, transport time will be determined by distance. Allsteel will schedule the delivery on the date and specific time requested by the Participating Entity. We manage the manufacturing process to allow for the number of transport days. Installation begins when the truck is received.
- Smaller orders (LTL) are grouped by region and delivered on a "lane date" which reduces transportation costs and our carbon footprint. Drop shipments, inside delivery, dock delivery and liftgate service shipments will be made on the lane date. Again, actual transport time will depend on distance. LTL transport can add from 1 day to 1 week lead time.
- Installed orders will be delivered to the servicing dealer on the lane date. Knowing the exact day product will arrive each week allows our dealers to plan installations in advance of receipt of product.
- As Allsteel and our partners learn more about the requirements of each Participating Entity, we fully expect to provide lead times that will meet the specific needs and expectations.

The Allsteel delivery model is unequalled for on-time delivery performance. Allsteel uses a measurement called Complete and On-time (COT) to assess delivery performance. Production schedules are measured in daily increments, which allows for increased flexibility in meeting customer requirements. Shipping schedules are measured in hourly increments based on the dispatch time.

The industry standard for on time performance is to measure in weekly increments. This approach overlooks daily performance failures, and disguises the true impact to the client. Allsteel raises the bar by measuring in daily and even hourly increments. The Allsteel COT currently averages over 98%, with many of the nonperformance issues being customer-related (building not ready,

3.5 DELIVERY

no appointment available, etc.) All orders are FOB Destination, freight paid by operating company (Allsteel Inc.) to one destination within the continental US (CONUS). It is expected that we provide driver assist to dock, however, the deliveries are “tailgate”.

C. Describe your short-lead time or express delivery products program.

Rapid Advantage is Allsteel’s quick-ship program that provides customers with a solution for punch items and other critical-to-completion product needs. It makes the ordering process quicker and easier in these time-sensitive situations. We have a core selection of finishes for most products that are readily available for quick delivery, typically within 10 business days.

D. What is your standard lead time from the time the order is placed until delivery?

OrderEntry takes approximately 24 hours and production begins shortly thereafter. Average production lead-time on most products is approximately 3-5 weeks. This can vary depending on fabrics, finishes, or any other special options. Depending on the location of the project, transportation can take two to six days. Allsteel will ensure that we meet your project timelines once they are established.

3.6 FIRM

A. Provide a brief history of your firm including the number of years manufacturing the Office Furniture product categories being offered in response to this RFP.

Allsteel is built on a legacy of sensible innovation and business integrity. It's a legacy that encompasses more than 100 years of quality products that deliver meaningful change for our customers.

From Allsteel's beginnings in 1912, our founders were committed to nurturing their fledgling metal shop into a top quality enterprise. When steel became readily available after World War II, Allsteel made its first foray into office furniture design with a line of desks that could be custom-configured based on the unique needs of the individual or workplace.

From these beginnings a relentless customer focus, reliable execution, and continual drive to find a better way has been at the core of our business. We recognize that throughout our history our success has hinged on the strength of our people—people that deeply understand the needs of their customers and adapt in the face of change. Today, our member-ownership model creates a culture where every individual is empowered as a member.

Over the years, as Allsteel has grown and evolved, it's this legacy that continues to propel us forward. It's reflected in every member, every product, and in every way we help our customers drive change for their own businesses.

The HNI Corporation acquired Allsteel in 1997. Founded in 1944, the HNI Corporation is the second-largest office furniture manufacturer in North America, and the nation's leading manufacturer and marketer of gas- and wood-burning fireplaces.

B. Describe specifically what makes your firm a stable long term partner for NASPO ValuePoint and describe your Marketing and Implementation Plan if awarded a contract.

Financially sound, and backed by a winner.

As a leading supplier of contract office furnishings, and part of HNI Corporation, North America's second-largest

manufacturer of office furniture, the Allsteel brand enjoys a bright future. Our commitment to continuous improvement of products, processes and business practices is part of the Allsteel legacy. We look forward to offering continued innovative solutions, geared to solving the challenges faced in the workplace of today... and tomorrow.

Allsteel transfers more of your investment

into delivered quality products and services. Allsteel is known as the most efficient organization in the contract furniture industry today, providing clients with an outstanding performance to price ratio. With our roots in the methods of lean operations, Allsteel maintains the highest quality at the most competitive prices. We have created an organization that transfers more of your investment into delivered quality products and services than you will find elsewhere. We invite our prospective clients to consider the total ownership experience which, in turn, will lead you to discover firsthand why clients choose quality Allsteel products and services.

You get more standard features that make sense.

Allsteel systems furniture provides all of the following benefits:

- Strength and durability to protect your furniture investment and image over time.
- Design flexibility that offers fun and friendly options, including fresh coordinated finishes, and ergonomic and environmentally conscious choices.
- Integrated technology management made easy with multiple solutions.
- All of this, plus a delivery model that outperforms in the industry.

With Allsteel, the costs of ownership are minimized. Successful companies constantly evaluate investment opportunities based upon the impact to the bottom line. The purchase of office furniture represents a total cost that extends beyond the purchase of a panel or a worksurface, and we minimize the total cost by improving on:

- Initial purchase price
- Installation cost
- Cabling cost
- Reconfiguration cost

3.6 FIRM

- Cost of quality – customer satisfaction

C. Describe specifically what information the OEM contract administrator would provide at annual contract evaluation meetings with the Master Agreement Administrator as defined in Section 1.5 of this RFP.

The Contract Manager and Government Account manager will be prepared with detailed reports outlining:

- Total contract purchases
- Total contract purchase by product category
- Total contract purchase by state
- Total contract purchases by state, by product
- Quality report
- New product introductions
- Fabric and finish updates
- Website traffic/usage
- Updates on Authorized Allsteel Dealers

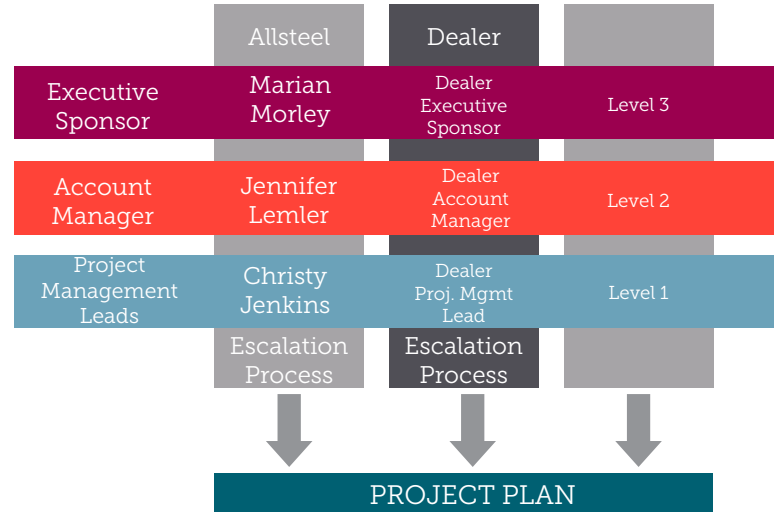
D. Describe in detail your firm’s Escalation Management Plan including contact information and escalation from the Authorized Dealer(s) to the OEM.

Allsteel employs an escalation process to address poor performing team members and other issues that may arise. Escalation happens in a three-level process. Each level has its associated color-code that describes its elevation of escalation: Blue, Orange, and Purple.

In the event of dissatisfaction with service, quality, or any other issue, our procedure for corrective action is as follows:

1. Record the specific details and gather all relevant information addressing the dissatisfaction issue.
2. Report information to Level 1 (blue) on the Escalation Chart
3. Project Manager and Account Manager review issue to determine and implement corrective action.
4. All dissatisfaction issues are addressed in writing in the subsequent Project Meeting along with the corrective actions that were implemented.
5. If the Level 1 (blue) corrective actions were not effective or failed to solve the issue within 24 hours, the issue will be elevated to Level 2 (orange), the Account Manager, and steps 3 through 4 will be repeated.
6. In the unlikely event that Level 2 (orange) corrective

actions were not effective or failed to solve the issue, the issue will escalate to Level 3 (purple). The Executive Sponsor has full authority to commit resources to ensure service satisfaction.



E. Briefly describe how your firm intend to promote and market the use of the Master Agreement to States and authorized entities. Knowing that state procurement officials (CPO) must permit use of the Master Agreement in their state, how will you integrate the CPO’s permission into your plan for promoting the agreement?

Allsteel has a team of field based public sector specialist that will promote the Master Agreement with all eligible state, local and higher education entities. This team is well versed in the procurement rules for states within their regions and have the expertise to present the value that NASPO ValuePoint brings to the public sector.

When a participating addendum is signed, our team will train the local dealers on the use of the agreement and will work with them to develop a sales strategy for their specific market. Allsteel also provides literature and catalogs specific to each Participating Entity that has executed a Participating Addendum with Allsteel, which the includes terms, conditions and product costs specific to that Participating Entity.

In addition to the Allsteel showrooms located in Muscatine, IA, Atlanta, GA, Boston, MA, Chicago, IL, Dallas, TX, New York, NY, San Francisco, CA, Los Angeles,

3.6 FIRM

CA, and Washington, DC. Our dealers have showrooms in local markets visit which are available for customers to visit and see our product offering first hand.

August 14, 2017

Address

To Whom It May Concern:

Re: NASPO ValuePoint, RFP, State of Utah Solicitation Number RC17020

As a highly competitive company in the office furniture industry, Allsteel Inc. ("Allsteel") offers its customers a wide variety of product and services. However, to provide different and greater product offerings and services, Allsteel has acquired certain brands overtime. As an example of this, The Gunlocke Company L.L.C. and Hickory Business Furniture, LLC ("HBF") are wholly owned subsidiaries of Allsteel, operating under a different brand to produce products that require different/specialized manufacturing techniques. Please contact Allsteel at your convenience if you have additional questions regarding this.

Sincerely,



Eric Schroeder
Vice President, Finance

3.7 AUTHORIZED DEALER RELATIONSHIP

A. Briefly describe what your firm requires from potential dealers to become an “Authorized Dealer”.

The criteria used to select a dealer includes a review of the need for coverage in a particular geographic area, dealer infrastructure, and full service capabilities to meet sales and service objectives. We also evaluate the overall alignment of dealership strategic priorities with the long term strategies of Allsteel. Our evaluation process is based solely on qualifications, without regard to race, color, religion, sex, age, disability, creed, veteran status, marital status, sexual preference or national origin.

Potential dealers are required to complete a business plan outlining specific action for servicing their trading area. This plan is reviewed in detail with the Dealer Development team and Allsteel Management. This plan provides insight into a dealer’s strengths and weaknesses and gives Allsteel the information necessary to make an informed decision about additions to our dealer network. After a dealer is added to our network, we continue to work with them to ensure they maintain the high standards expected of Allsteel dealers through ongoing training and development opportunities.

B. Describe in detail how your firm currently measures an Authorized Dealers’ performance.

Allsteel measures the performance of its Authorized Dealer in several ways ranging from financial strength, operational performance, service capability, and strategic alignment. Outlined below are the metrics we use and what this means to NASPO ValuePoint as our customer.

Financial

- Credit risk (Z score)
- Bonding Capacity

Financial stability is critical to a small business. Allsteel requests financial statements from our dealers every six months and when a large project could impact a dealer’s cash flow. Allsteel’s finance team evaluates the financial statement and reviews it in detail with the dealer principal.

Operational

- Order Efficiency %
- Order Quality #
- Order Expedite % and \$
- Quality - complaints per million (CPM)
- Quality - project punch performance

Each dealer receives a scorecard monthly that provides the operational metrics noted above. This provides insight into a dealer’s backroom capabilities and provides Allsteel an opportunity to assist our dealers to achieve operational excellence.

Alignments and Capabilities

- Full service capability
- In-house design and project management
- Strategic alignment with Allsteel including continuous improvement, joint growth planning, and business reinvestment

Being financially and operationally strong is critical in making sure you have the right dealer partner; however, a key differentiating factor is the services and service levels that can be provided. Strategic alignment, growth planning, and business investments ensure the future viability of a dealership. During a quarterly dealer review, these important functions are reviewed to establish best practices and identity areas for improvement.

C. Describe in detail the process for revoking a dealership from an Authorized Dealer for issues related to customer service, lack of inventory, poor design service, late deliveries, and other Authorized Dealer performance related issues, and how escalation process will be handled.

Allsteel conducts a Performance Review and Business Evaluation quarterly with our dealer principals. This enables us to work with our dealers before service levels or financial issues impact a customer. However, when a dealer’s service level does fall below our accepted standards, our Dealer Development team initiates a performance improvement plan specific to that dealer in conjunction with the dealer principal. This plan includes specific, measurable action steps that must be acted upon within a reasonable period of time. If a

3.7 AUTHORIZED DEALER RELATIONSHIP

dealer fails to meet these requirements, the dealer will be terminated.

The Performance Review and Business Evaluation are performed by the Regional Sales Manager, the Account Development Manager, the Dealer Principal, and Dealer Management. The purpose is to review, discuss, and document a dealer's performance in accordance with the annual market plan and results achieved; to ensure an ongoing dialogue to discuss the market place, areas of performance or Improvement, and necessary action items; and determine whether, based on market and business conditions, changes or modifications to the annual plan may be appropriate.

D. Describe in detail how your firm will support and assist an Authorized Dealer in improving their performance and the corrective action process.

As noted in our response above, the quarterly Performance Review and Business Evaluation program provides a format and process that enables Allsteel to help our dealers to grow and achieve operational excellence. These meetings result in a detailed action plan specific to that dealer that clearly identifies strengths and weaknesses and always includes specific, measurable, action steps for improvement.

Allsteel strives to provide our dealers with the tools they need to be successful.

Our training and development programs are designed to assist dealers with performance challenges and to provide ongoing opportunities to all dealers to increase their knowledge. Our training web site serves as an incentive and education vehicle for our dealers. Our site offers over 100 mini- courses that can be taken via the web. These classes cover a broad range of business topics such as PowerPoint, Excel basics, financial planning, and employee coaching and training. These classes can be accessed anytime from any computer with Internet access. If a dealer is involved in corrective action, a detailed list of required training is provided; if more personalized training or professional assistance is needed a subject matter expert is engaged.

To ensure our dealer sales representatives are knowledgeable in both product and process, Allsteel offers both on-line and classroom training, Allsteel University currently offers a variety of core courses held at the Allsteel Headquarters building located in Muscatine, Iowa. Allsteel University also offers onsite training upon request. These courses are hands-on, interactive classes that include topics such as product features and benefits, installation, competitive product training, presentation skills, complex selling strategies, and sustainability. Courses run from two to four days, depending on the type of class. Each class size will not exceed 32 students. By limiting the class size, we allow for a broad depth of sharing between the participants. Allsteel University is located within minutes of several of our manufacturing plants. Touring the manufacturing facilities is an important chapter in each product and installation class.

E. Describe in detail the process that your firm uses to track and respond to issues and concerns from both your Authorized Dealers and from Participating Entities.

Customer quality issues are documented in a database system that records model, customer, and issue information. These quality issues are addressed and resolved through a Corrective Action system. Production and Distribution groups are given highly visible, internal goals to correct customer quality issues. Allsteel has a team of Field Service Engineers (FSE) across the country that work closely with our dealer network to ensure that manufactured goods from all Allsteel factories are meeting our high standards. If an issue is found during an installation, an FSE is immediately dispatched to identify the problem, initiate the Corrective Action Report and insure that the issue is resolved to the satisfaction of the customer. A key responsibility of the FSE is to determine the root cause of issues seen in the field. For instance, if fabric applied to acoustical tiles is not adhering correctly, the FSE will work with the responsible manager in our manufacturing facility to ensure that the equipment being used to produce is working properly and that the member responsible for that process is trained properly. Understanding the root cause of a problem is key attribute of our Rapid Continuous Improvement plan.

3.7 AUTHORIZED DEALER RELATIONSHIP

The Field Service Engineers FSEs perform another important function in the field – hands -on installation training. Our FSEs spend time with our certified installation companies to ensure that they are installing in accordance with to our standards.

F. Describe how the OEM will train Authorized Dealers on implementing and marketing the NASPO ValuePoint Master Agreement. Describe how you will train Authorized Dealers as to the scope of this agreement to ensure that only the product categories awarded will be promoted and marketed to end user of the agreements.

In addition to the our standard product and service training noted above programs, Allsteel has created training specifically for the NASPO contract which ensures that our dealers are aware of the terms and conditions of the contract as well as the T&C terms and conditions of all Participating Entities. This training is led by our public-sector team who understand the NASPO Master Agreement as well as the individual terms and conditions associated with the Participating Addendum in their areas of responsibility. This team is well versed in the procurement rules for the states within their regions and have the expertise to present the value proposition that NASPO ValuePoint brings to the public sector.

Allsteel maintains a We have also created a library of contract reference guides that clearly indicates the product that is included in any specific contract that which resides on our dealer website for reference. All marketing materials will be limited to those awarded products where we have received an award. Our internal order entry system systematically will only allow orders for those products that have been awarded under the contract Master Agreement.

2.12 PERFORMANCE, CERTIFICATIONS, LABELING, AND STANDARDS EQUIPMENT

All product offered by the Contractor, if applicable, must comply with the most current version of the appropriate ANSI/BIFMA standard as well as comply with all applicable federal, state, municipality, local and borough, regulations, codes, and laws. If there is a conflict, the most stringent applies.

Products must comply with both A and B below:

A. Products must comply with any one (1) of the certifications listed for 1. and 2. AND any one (1) of the certifications listed for 3., 4. and 5. below:

1. BIFMA level® Certified: BIFMA level® is a multi-attribute furniture sustainability that addresses the environmental and social impacts of furniture products and is based on a points system with three (3) levels of achievement.

When we develop new products, we use the BIFMA level standard and our Design for the Environment procedure as guidance. Together, these tools help us evaluate the environmental impacts of our products throughout the product development process. Our goal is to certify all new products to level 2 or better and maintain increasingly better levels of certification throughout the products' lives.

In 2017, we were able to achieve level 3 (the highest level) certification for our Systems products, including: Stride, Terrace, Optimize and Concensys Panels; Further and Stride Benching; and Concensys and Cadence Desking products. Other products are level 2 certified.

Allsteel's level certificates are also available for download from [Allsteel's website](#) and the [BIFMA level website](#).

2. Cradle to Cradle Certified: Cradle to Cradle is multi-attribute eco-label that evaluates a wide range of products across five (5) categories of human and environmental health. Product certification is awarded at five (5) levels (Basic to Platinum).

The Cradle to Cradle Certified™ Products Program certifies products that have met criteria in five different stages, including material health, material reutilization, renewable energy and carbon management, water stewardship, and social fairness. Allsteel is proud to share that we have achieved Cradle to Cradle Certified™

Bronze for several of our Systems and Storage products, including:

Systems: Terrace, Further, Stride, and Stride Bench

Storage: Align and Essentials Metal Storage; Involve Wood Storage

We are also pursuing Cradle to Cradle Certified™ Bronze for our Acuity Task Seating line, which is expected in the fall of 2017. Our Cradle to Cradle Certificates are available for download from [Allsteel's website](#) and the [Cradle to Cradle website](#).

3. GREENGUARD or GREENGUARD Gold: A third party indoor air quality certification that addresses reduced chemical emissions (Volatile Organic Compounds -VOCs). There are two (2) levels of certifications featuring differing thresholds.

Allsteel uses the SCS Indoor Advantage program for its indoor air quality certifications. Please see below.

4. SCS Indoor Advantage or SCS Indoor Advantage Gold: A third party indoor air quality certification that addresses reduced chemical emissions (Volatile Organic Compounds VOCs). There are two (2) levels of certifications featuring differing thresholds.

The SCS Indoor Advantage program certifies products for low emissions and indoor air quality. To become certified, products undergo emissions testing at an independent, accredited laboratory. Furniture products are tested for 35 volatile organic compounds (VOCs), including formaldehyde, in accordance with ANSI/BIFMA M7.1/X7.1 and CDPH Standard Method v1.1.

A majority of Allsteel's products have achieved Indoor Advantage Gold certification and the goal for all new products in development is to achieve Indoor Advantage Gold certification. We strive to maintain the Gold level of certification so that we can provide customers with products that promote a healthier indoor environment. Certificates for all products are renewed on an annual basis; our current certificates are valid throughout 2017 and we will have new certificates in 2018.

2.12 PERFORMANCE, CERTIFICATIONS, LABELING, AND STANDARDS EQUIPMENT

Allsteel's Indoor Advantage Gold certificates are available for download from [Allsteel's website](#) and from the [SCS Global Services Green Products Guide website](#).

1. ANSI/ BIFMA Furniture Emissions Standards (M7.1 / X7.1-2011).

The ANSI/BIFMA Furniture Emissions Standard and Test Method (M7.1/X7.1-2011) were developed to more accurately test the air emissions (VOCs, formaldehyde, etc.) from office furniture. This standard allows for the use of "component-based testing," giving manufacturers the ability to identify high-emitting materials and work to improve or replace them. Allsteel and HNI members were involved in the early development of the standard and we were among the first companies to test our products using the test method and standard.

Today, Allsteel's products are tested by an independent, accredited lab that uses the ANSI/BIFMA Furniture Emissions test method and standard (M7.1/X7.1-2011). Once our products are tested using the standard, the results are sent to SCS Global Services for evaluation for Indoor Advantage Gold certification.

Our Indoor Advantage Gold certificates all contain language noting the conformance of our products to the ANSI/BIFMA M7.1/X7.1-2011 standards.

3.8 ENVIRONMENTAL: GENERAL INFORMATION

ENVIRONMENTAL EVALUATED CRITERIA

A. Provide the information requested below based on how your firm has made a public commitment to environmental and sustainability:

1. Provide a website link to your current environmental sustainability policy if available.

HNI Corporation, Allsteel's parent company, wrote its first formal environmental policy in 1978, and the policy has continued to evolve, expand, and improve. Today, HNI's Enterprise Sustainability Policy links policies and procedures on the environment, energy, product design, manufacturing performance, business ethics, environmental marketing claims, worker safety, and social responsibility.

The Enterprise Sustainability Procedures include the requirement that HNI companies will adhere to the US Federal Trade Commission Part 260 Guidelines on the Use of Environmental Marketing Claims, which prohibits "greenwashing". HNI companies must be able to substantiate their environmental claims so we provide third party certification of our products, such as BIFMA level®, Indoor Advantage, and FSC Certification, which all involve audits by third-parties as part of the certification process.

[HNI's Enterprise Sustainability Policy](#)
[HNI's Environmental Policy](#)

2. Provide a website link to your most recent annual sustainability report if available.

Allsteel does not currently publish an annual sustainability report; however, we do address our environmental initiatives in [HNI's Annual Report](#).

Our commitment to sustainable practices is evident through our participation in a number of voluntary initiatives and certifications, including:

- Carbon Disclosure Project: HNI disclosed its greenhouse gas emissions for its domestic furniture business in 2017.
- BIFMA level: Allsteel participates annually and works on continuously improving its performance at the organization, manufacturing facility, and product levels.
- Cradle to Cradle: Allsteel recently certified several

products at the Bronze level. Cradle to Cradle evaluates the material health of the product's components, along with the environmental and social impacts of the company manufacturing the product.

We strongly believe in the importance of working to better our communities through financial contributions and volunteering. Our commitment to social responsibility is evident through our actions and the recognition we've received from our communities.

- The HNI group of companies was named one of United Way of Muscatine's 2016 Top 10 Corporate Citizens for exemplifying a spirit of philanthropy.
- HNI's former headquarters building was donated to the City of Muscatine in 2016 and is now the home of Muscatine's Public Library.
- Allsteel was part of a group that raised a record \$635,000 for City of Hope in 2016. City of Hope is an independent research and medical institution recognized as a leader in the fight against cancer, diabetes, and HIV/AIDS.
- Allsteel was a recipient of Make-A-Wish Iowa's 2015 "Legacy of Wishes" Award. Allsteel is part of a group that has donated more than \$150,000 to Make-A-Wish Iowa to help fund and grant wishes for Iowa children.
- Allsteel members support a variety of community organizations through volunteering, including: Big Brothers Big Sisters, Junior Achievement, the Muscatine Center for Social Action, and various other community organizations.

3. Information about any sustainable transportation practices your company has put in place (e.g., use of EPA SmartWay-certified trucks).

Allsteel's carriers participate in a number of sustainable transportation practices, including:

- SmartWay Certification
- Replacing fleet trailers with skirted trailers, which saves approximately 2/10 gallons of fuel per mile. A savings of 12,500 gallons of fuel per year is expected from 40% skirted trailers.
- Trials of Deflector Wheel Covers, advertised to save approximately 1% in fuel consumption, amounting to a savings of 9,700 gallons of fuel per year if used

3.8 ENVIRONMENTAL: GENERAL INFORMATION

on the whole fleet.

After analyzing our transportation routes and shipping methods, Allsteel identified the following initiatives to increase the sustainability of our shipping practices:

- Reducing our out-of-route and “Dead-Head” miles by 20% annually;
- Utilizing additional bulk-pack and blanket-wrapping opportunities for products where feasible;
- Increasing our cubes per load and implementing “Shared Load Planning” with our sister companies; and
- Reconfiguring packaging so each truck can accommodate more product.

4. Information about any sustainable packaging services your firm offers.

We strive to improve the sustainability of our packaging materials and methods, including looking for products that contain more recycled content, or are more recyclable. When packing products for shipments, we utilize the following methods:

- Bulk-packing products where feasible, leading to more densely-packed products that reduces packaging materials, shipping space, storage space, and installation time.
- Blanket-wrapping seating products (upon request and if the order/shipping method allows), which uses a reusable shipping blanket in place of corrugated cartons. One truckload can accommodate 400 blanket-wrapped chairs compared to 184 boxed chairs.

5. Information about how your firm has improved the sustainability of your operations (e.g., LEED certification of facilities, use of renewable energy to manufacture your products, etc.).

Allsteel continuously works to improve the sustainability of our operations and we take pride in never being satisfied with the status quo. At all locations, we monitor our natural resource use and identify areas of improvement on an annual basis.

At our Headquarters building in Muscatine, IA, we have been updating our lighting systems with LED lights and updating our HVAC systems with more energy-efficient units. We’ve also installed occupancy and light sensors

throughout our space to further reduce our energy consumption. Our Headquarters location features two “Solar Sunflowers,” which help generate energy for our office.

Throughout the country, we have several showroom locations and sustainable design considerations are always top of mind. In our newest showroom space, Los Angeles, we implemented the following:

- Leasing space in a LEED EBOM certified building
- Installing LED lighting throughout the space and adding occupancy sensors to automatically shut off the lights in un-used spaces.
- Choosing a space with abundant natural light and choosing interior finishes that allow the natural light to reach more deeply into the space.
- Selecting finishes and furnishings with sustainable attributes, including indoor air quality certification, FSC Certification, and products that can be reconfigured and reused to help extend their useful lives.

We pursued and achieved LEED Certification for many of our showroom locations, including:

- LEED Gold for Commercial Interiors: Chicago and New York Showrooms
- LEED Silver for Commercial Interiors: Boston, Dallas, and San Francisco showrooms.

Our new Los Angeles showroom is pursuing WELL Certification under the Retail Pilot, along with our Boston showroom. Though we are not pursuing LEED certification for these locations, we worked to implement sustainable furnishings and equipment into the spaces.

Allsteel’s history of Rapid Continuous Improvement (RCI) empowers members to drive out waste, leading to a more efficient use of natural resources and raw materials. Operating “lean” has also made us increasingly green over the years since driving out waste encourages cutting pollution and maximizing the efficient use of materials. Our recent RCI successes have included:

- Using improved process capability and technology to improve first time yield and quality of seating upholstery, leading to improved product quality and reducing scrap and rework.

3.8 ENVIRONMENTAL: GENERAL INFORMATION

- Creating “value stream designs” to minimize transportation resources leading to a more efficient assembly process.
- Reconfiguring product-specific packaging from an “A-Frame” design to a crate design, giving us the ability to ship 50% more product per truck.
- Capturing overspray wet paint and powder paint to re-blend into new paint.
- Finding new ways to reduce the use of “one-time packaging” from our suppliers and implementing returnable containers, cartons, carts, and pallets.

Allsteel participates in several sustainability certification programs that address the sustainability of our operations: BIFMA level, Cradle to Cradle Certified™, and Environmental Product Declarations. All programs evaluate the environmental impacts of our product manufacturing. We strive to continuously improve the following:

- Use energy, water, and raw materials efficiently and increase the use of renewable energy
- Reduce our greenhouse gas emissions
- Reduce total number of chemicals and find safer substitutes for chemicals of concern throughout our operations

6. Information about how you clearly label your environmentally preferable products in your catalog and/or online ordering system so they can be easily identified by your customers. Environmentally preferable products are defined as those meeting the criteria within 2.12 A (1-5) and B.

Our website allows users to view individual products and product-specific documentation. Each product page contains an “Environmental Information” section specific to the product. Available for download are the following documents: BIFMA level certificates, Environmental Data Sheets, Indoor Advantage Gold certificates. Select products are Cradle to Cradle Certified™ Bronze and/or have Environmental Product Declarations. These documents are also available for download.

Part of our ongoing initiative to market our environmentally preferable products includes adding small logos to denote environmental achievements

7. Any environmental certifications or awards your firm has received during the past 5 years.

2017:

- HNI and Allsteel disclose 2016 domestic furniture division greenhouse gas emissions through the Carbon Disclosure Project
- Allsteel’s Systems products achieve level 3 certification under the e3-2014e standard, the most current version of the level standard
- Select Allsteel Systems and Storage products achieve Cradle to Cradle Certified™ Bronze
- Allsteel’s Further Adaptive System and Mimeo Task Chair win GREEN GOOD DESIGN Awards

2016:

- Allsteel begins pursuing WELL Certification under the Retail Pilot for its Los Angeles Showroom
- Allsteel and sister company, Gunlocke, team with ANEW to keep used furniture out of landfills.
- Select Allsteel products are evaluated for their environmental impacts through 3rd-party certified Environmental Product Declarations

2015:

- Allsteel and sister company, HON, are awarded the “Legacy of Wishes” Award from Iowa Make-A-Wish

2013:

- Allsteel’s Dallas showroom is the latest to achieve LEED-CI Silver certification

2012:

- Allsteel is first in the industry to be certified to ISO 50001 and SEP Gold

B. Offerors must provide information on which of their proposed product lines meet the standards listed below.

Allsteel’s Certification Summary has been provided. This document includes all product lines and notes which certifications they have achieved.

1. ANSI/BIFMA e3-2014 Furniture Sustainability Standard at level® 1 or higher. Please list all product lines that meet ANSI/BIFMA criterion 7.6.1 and additionally those product lines that also meet 7.6.2. A list of certified products can be found at <https://level.ecomedes.com/>

When we develop new products, we use the BIFMA level standard and our Design for the Environment procedure as guidance. Together, these tools help us

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evaluate the environmental impacts of our products throughout the product development process. Our goal is to certify all new products to level 2 or better and maintain increasingly better levels of certification throughout the products' lives.

In 2017, we were able to achieve level 3 (the highest level) certification for our Systems products, including: Stride, Terrace, Optimize and Concensys Panels; Further and Stride Benching; and Concensys and Cadence Desking products. Other products are level 2 certified.

Allsteel's level certificates are also available for download from [Allsteel's website](#) and the [BIFMA level website](#).

2. Cradle to Cradle (Bronze, Silver or Gold).

A list of certified products can be found at <http://www.c2ccertified.org/products/registry>

The Cradle to Cradle Certified™ Products Program certifies products that have met criteria in five different stages, including material health, material reutilization, renewable energy and carbon management, water stewardship, and social fairness. Allsteel is proud to share that we have achieved Cradle to Cradle Certified™ Bronze for several of our Systems and Storage products, including:

Systems: Terrace, Further, Stride, and Stride Bench

Storage: Align and Essentials Metal Storage; Involve Wood Storage

We are also pursuing Cradle to Cradle Certified™ Bronze for our Acuity Task Seating line, which is expected in the fall of 2017. Our Cradle to Cradle Certificates are available for download from [Allsteel's website](#) and the [Cradle to Cradle website](#).

3. UL 2818 GREENGUARD (Standard for Chemical Emissions) (Basic or Gold).

A list of certified products can be found at <http://productguide.ulenvironment.com/QuickSearch.aspx>

Allsteel uses the SCS Indoor Advantage program for its indoor air quality certifications. Please see below

4. SCS Indoor Air Advantage (Basic or Gold).

A list of certified products can be found at <https://www.scsglobalservices.com/certified-green-products-guide>.

The SCS Indoor Advantage program certifies products for low emissions and indoor air quality. To become certified, products undergo emissions testing at an independent, accredited laboratory. Furniture products are tested for 35 volatile organic compounds (VOCs), including formaldehyde, in accordance with ANSI/BIFMA M7.1/X7.1 and CDPH Standard Method v1.1.

A majority of Allsteel's products have achieved Indoor Advantage Gold certification and the goal for all new products in development is to achieve Indoor Advantage Gold certification. We strive to maintain the Gold level of certification so that we can provide customers with products that promote a healthier indoor environment. Certificates for all products are renewed on an annual basis; our current certificates are valid throughout 2017 and we will have new certificates in 2018.

Allsteel's Indoor Advantage Gold certificates are available for download from [Allsteel's website](#) and from the [SCS Global Services Green Products Guide website](#).

5. ANSI/ BIFMA Furniture Emissions Standards (M7.1 / X7.1-2011).

The ANSI/BIFMA Furniture Emissions Standard and Test Method (M7.1/X7.1-2011) were developed to more accurately test the air emissions (VOCs, formaldehyde, etc.) from office furniture. This standard allows for the use of "component-based testing," giving manufacturers the ability to identify high-emitting materials and work to improve or replace them. Allsteel and HNI members were involved in the early development of the standard and we were among the first companies to test our products using the test method and standard.

Today, Allsteel's products are tested by an independent, accredited lab that uses the ANSI/BIFMA Furniture Emissions test method and standard (M7.1/X7.1-2011). Once our products are tested using the standard, the results are sent to SCS Global Services for evaluation for Indoor Advantage Gold certification.

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Our Indoor Advantage Gold certificates all contain language noting the conformance of our products to the ANSI/BIFMA M7.1/X7.1-2011 standards.

6. Flame-retardant-free.

a. Do you label all upholstered seating products that meet Technical Bulletin 117-2013 in accordance with the manner described in Section 19094 of the California Business and Professions Code?

CAL TB117-2013 labels are applied to seating products that contain upholstery materials (foams, fabrics, batting, etc.) that meet the CAL TB117-2013 flammability standard. Section 19094 (SB 1019) requires that an additional section be added to the CAL TB117-2013 label stating whether the product's materials were made with or without flame retardants.

All of Allsteel's upholstered seating products are labeled in accordance with CAL TB117-2013 and Section 19094 (SB 1019).

b. Are all upholstered seating products that meet TB 117-2013 labeled as "not containing flame retardant chemicals"?

Upholstered seating products that do not contain flame retardants are labeled as not containing flame retardants.

While Allsteel makes every attempt to use foams and fabrics that do not contain flame retardants, some fabrics in Allsteel's fabric offering do contain flame retardants to meet CAL TB117-2013. As such, products specified with these fabrics will be marked as containing flame retardants. To avoid flame retardants in upholstered seating products, customers should avoid vinyl fabrics, high-performance and treated fabrics, and "Fire Code" seating models which contain a flame retardant barrier to meet CAL133.

7. Environmental Product Declaration (EPD) or Health Product Declaration (HPD). Include an example, if available.

Over the past year, Allsteel has been focused on providing customers with transparency documents, like Environmental Product Declarations and Cradle to Cradle Certified™ Bronze products.

To date, we have created eight, 3rd-party verified Type III Environmental Product Declarations (EPD). Our EPDs give an in-depth look at the environmental impacts of our products, from material extraction, through processing, assembly, distribution, use, and end-of-life. Products with EPDs include: Terrace Systems, Stride Benching, Further Benching, Cadence Desking, Align Storage, Mimeo Task Seating, and Relate Task Seating.

We plan to continue evaluating more of our products' environmental impacts and create additional EPDs. Allsteel's Environmental Product Declarations are available for download from [Allsteel's website](#) and from the [SCS Global Services Green Products Guide website](#).

We are currently evaluating Health Product Declarations and other chemical and material transparency certifications.

8. Healthier Hospitals Initiative list of compliant products for healthy interiors: A list of HHI compliant products can be found at <http://healthierhospitals.org/hhi-challenges/safer-chemicals/list-furniture-and-materials-meet-hh-healthy-interiors-goal>

A majority of Allsteel's products can be specified to meet the Healthier Hospitals criteria. Allsteel's list of products that meet the Healthier Hospitals Healthy Interiors criteria has been provided. The list is also available for download from the following websites:

Allsteel's website: <http://www.allsteeloffice.com/SynergyDocuments/AllsteelProductsHealthierHospitals.pdf>

Healthier Hospitals website: <http://healthierhospitals.org/hhi-challenges/safer-chemicals/list-furniture-and-materials-meet-hh-healthy-interiors-goal>

9. At least 30% post-consumer recycled material or 50% total recycled content. Total recycled content is defined as the sum of post-consumer recycled content plus one-half of the pre-consumer content.

While Allsteel strives to use high amounts of recycled content in our products, many of our products do not meet the specified thresholds of 30% Post-Consumer or 50% Total recycled content. Please note, these thresholds are quite high for office furniture products

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and some materials cannot meet these numbers. For example, a particleboard worksurface or table typically contains up to 90% Post-Industrial Recycled Content wood chips, and the remaining 10% is binder or adhesive (virgin content). Using this equation, no standard particleboard worksurface would meet either of the stated criteria. The maximum amount of total recycled content would be 45%, all of which is Post-Industrial. Steel products, depending on the process used, contains 25% Post-Consumer recycled content.

Our Systems/Workstation, Casegoods, and Tables products typically contain up to 20% Post-Consumer content and up to 40% total recycled content, while Seating products range from 3% Post-Consumer to 40% Post-Consumer recycled content and can contain up to 40% total recycled content.

Details on each product's recycled content are provided on our Environmental Data Sheets. A full summary is available on the Allsteel "Sustainability Certification and Recycled Content Summary." These documents are available for download on [Allsteel's website](#)

10. List any additional environmental attributes of your products such as bio based content or FSC certified wood.

Many of Allsteel's products are available as FSC Certified, including Systems Workstations, Casegoods, Tables, Storage, and Lounge Seating products. FSC products are noted in Allsteel's price lists and the FSC option must be selected at the time of order. FSC Certified products are available at standard cost; no upcharge is applied.

C. Has your firm had any breaches of environmental, health, or safety standards within the past 12 months? This includes fires, explosions, industrial accidents, hazardous releases, or other health and safety incidents at any of the firm's facilities. If so, provide details (including but not limited to date of event, quantitative extent of damage, environmental effects, and corrective action plan and success rate) of all breaches.

No, Allsteel has not had any breaches of environmental, health, or safety standards that have resulted in any

fines, notices, or violations.

Regarding safety, the last recorded reportable incident rate for the US Office Furniture Industry was 4.9 (2015 results, last reported year). The reportable incident rate for HNI and Allsteel's furniture operations is currently 1.66, which is well below the most current reported industry average. While no manufacturing operations are ever incident-free, we are focused on creating safe manufacturing locations for our members. Although our reportable incident rate numbers are well below the national average, we continue to focus on safety and our goal is to continue reducing our incident rate.

D. Principles for Safer Chemicals: To advance an economy where the production and use of chemicals are healthy for humans, as well as for our global environment and its non-human inhabitants, responsible companies and their supply chains should adopt and implement a chemicals policy and a policy to assess current hazards and identify safer alternatives to chemicals of high concern. Note Chemicals of High Concern are defined as those listed in the GreenScreen List Translator (<http://www.greenscreenchemicals.org>).

The principles behind the questions below were embedded into the Chemical Footprint Project Survey Questions. Companies that participated in the Chemical Footprint Project need only complete Question #1 of this section and may skip questions 2-4.

1. Did you participate in the Chemical Footprint Project? Yes/No. If yes, provide your responses to the survey and you may skip questions 2-4. If no, please respond to questions 2-4 below.

No, Allsteel did not participate in the Chemical Footprint Project.

2. Does your company have a chemicals policy that aims to avoid chemicals of high concern? Yes/No. If yes please provide your chemical policy and note whether it is publically available on your website. If no, please skip to question 4 below.

Yes. The HNI Chemical Evaluation Procedure is the guiding document for our manufacturing facilities. We evaluate all chemicals coming into each of our plants

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using this procedure. Areas of evaluation include:

- Review of Material Safety Data Sheet (MSDS)
- Reason for change
- Affected departments and/or operations
- Effect of Change on Members (Employees)
- Impacted wastestreams and cost analysis
- Effect of Change on Permits
- HAPS/Ozone Depletion
- SARA 313 Chemicals

3. Does your company have a chemicals policy that in addition to avoiding chemicals of high concern includes an explicit preference for the use of safer alternatives? Yes/No. If yes, please note whether your policy focuses on chemicals in your products, manufacturing operations, supply chains, and/or primary packaging. In addition, if yes, please note whether you share your chemicals policy publicly. If no, please answer question 4 below.

Yes. We are always seeking out the safest materials and chemicals to use in our products, manufacturing processes, supply chains, and packaging.

The HNI Chemical Evaluation Procedure is the guiding document for each of these categories.

4. What chemical information does your company collect from suppliers?

Response Options

List all that apply. Our company:

- a. requires suppliers to provide chemical information as delineated in our Legally Restricted Substances List**
- b. requires suppliers to provide chemical information as delineated in our Beyond Restricted Substances List**
- c. requires suppliers to provide chemical information on the EU's list of Candidate Substances of Very High Concern**
- d. requires suppliers to provide full chemical ingredient information**
- e. none of the above**

a. requires suppliers to provide chemical information as delineated in our Legally Restricted Substances List. Allsteel requires that suppliers provide information regarding regulated chemicals to comply with all applicable laws and regulations.

Allsteel requests that suppliers provide chemical information for our manufacturing processes and product certification initiatives, including Cradle to Cradle certification, which requires assessment of chemicals down to 100ppm of the product weight; and BIFMA level certification, which requires the review of the BIFMA Annex B "Chemicals of Concern" list.

Sustainability Certification & Recycled Content Summary

At Allsteel, we believe that a broad spectrum of ideas is needed to make a real and lasting difference to our environment. Allsteel is committed to true sustainability that combines social, environmental, and economic components. To help communicate our commitment to designing sustainable products, we offer products with the following third-party certifications: BIFMA level® 2, Indoor Advantage™ Gold, and FSC® Certified. Select products are *Cradle to Cradle Certified™* Bronze and/or have Environmental Product Declarations.

Product	BIFMA level® Certified	SCS Indoor Advantage™ Certified	Environmental Product Declaration	Cradle to Cradle Certified™ Bronze	FSC® Certified	Recycled Content (%Post-Consumer, % Post-Industrial)
#19®	level 2	Gold				47.7% PC, 20% PI
Access™	level 2	Gold				28.5% PC, 3.7% PI (Mesh) 24.5% PC, 3.6% PI (Upholstered)
Acuity®	level 2	Gold				29.9% PC, 7.2% PI (Aluminum base) 25.1% PC, 3.7% PI (Plastic base)
Align™	level 2	Gold	Available*	Available*	FSC Certified product available	24.5% PC, 6.9% PI
All-Around™	level 2	Gold			FSC Certified product available	10.8% PC, 57% PI
Altitude®	level 2	Gold			FSC Certified product available	12.9% PC, 42.6% PI
Approach™	level 2	Gold			FSC Certified product available	2.3% PC, 77.8% PI
Aware® Lectern, Tables	level 2	Gold			FSC Certified product available	10.2% PC, 54% PI
Belong®	level 2	Gold			FSC Certified product available	5.6% PC, 52.3% PI
Beyond®	level 2	Gold*			FSC Certified product available	0.35% PC, 1.6% PI (All glass) 14.8% PC, 6.4% PI (Solid and glass)
Cadence®	level 3	Gold			FSC Certified product available	18.6% PC, 27.6% PI
Clarity®	level 2	Gold				49.7% PC, 20.9% PI
Clubhouse™	level 2	Gold				9.1% PC, 40.5% PI
Community	level 2	Gold			FSC Certified product available	14.1% PC, 52.6% PI
Concensys®	level 3	Gold			FSC Certified product available	15.6% PC, 38.6% PI
Essentials™	level 2	Gold		Available*		24.5% PC, 6.9% PI
Further™	level 3	Gold	Available	Available*	FSC Certified product available	10.6% PC, 66.9% PI
Harvest™	level 2	Gold*			FSC Certified product available	8.8% PC, 66% PI
Harvest™ Metal	level 2	Gold			FSC Certified product available	10% PC, 58.1% PI

*Select models only. Some exclusions apply.

Product	BIFMA level® Certified	SCS Indoor Advantage™ Certified	Environmental Product Declaration	Cradle to Cradle Certified™ Bronze	FSC® Certified	Recycled Content (%Post-Consumer, % Post-Industrial)
Harvest™ Rustic	level 2				FSC Certified product available	6.8% PC, 63.9% PI
Hedge™	level 2	Gold			FSC Certified	48.3% PC, 8.1% PI
Inspire®	level 2	Gold				21.0% PC, 7.4% PI
Involve® Storage	level 2	Gold		Available*	FSC Certified product available	4.5% PC, 69.4% PI
Involve® Seating	level 2	Gold				8.5% PC, 46.0% PI
Linger™	level 2	Gold			FSC Certified	19.6% PC, 7.9% PI
Lyric™ Multi-Purpose	level 2	Gold				14.25% PC, 0% PI
Lyric™ Task	level 2	Gold				12.9% PC, 21.3% PI
Merge®	level 2	Gold			FSC Certified product available	5.0% PC, 69.0% PI
Mimeo™	level 2	Gold	Available			39.3% PC, 2.1% PI (All black) 6.3% PC, 2.1% PI (Titanium)
Mind-Share®	level 2	Gold			FSC Certified	12.3% PC, 5.6% PI
Nimble®	level 2	Gold				17.75% PC, 4.97% PI
Optimize™	level 3	Gold				15.7% PC, 35.9% PI
Parallel™ Seating	level 2	Gold			FSC Certified	14.1% PC, 3.9% PI
Parallel Tables	level 2	Gold			FSC Certified product available	25.6% PC, 56.8% PI
Quip™	level 2	Gold				16.9% PC, 26.8% PI
Reflect™	level 2	Gold			FSC Certified	6.3% PC, 2.4% PI
Relate® Side Seating	level 2	Gold				10.8% PC, 3.0% PI
Relate® Task	level 2	Gold	Available			8.3% PC, 3.1% PI
Rise™	level 2	Gold			FSC Certified	0.75% PC, 3.7% PI
Scooch™	level 2	Gold			FSC Certified	9.3% PC, 17.0% PI

*Select models only. Some exclusions apply.

Product	BIFMA level® Certified	SCS Indoor Advantage™ Certified	Environmental Product Declaration	Cradle to Cradle Certified™ Bronze	FSC® Certified	Recycled Content (%Post-Consumer, % Post-Industrial)
Scout®	level 2	Gold				16.3% PC, 6.0% PI
Seek®	level 2	Gold				20.0% PC, 3.2% PI
Sketch™	level 2					13.2% PC, 31.1% PI
Stride® Bench	level 3	Gold	Available	Available*	FSC Certified product available	17% PC, 57.5% PI
Stride® Desking	level 2	Gold			FSC Certified product available	6.4% PC, 62.2% PI
Stride® Workstations	level 3	Gold		Available*	FSC Certified product available	17.0% PC, 30.1% PI (Metal storage) 10.2% PC, 52.6% PI (Wood storage)
Sum®	level 2	Gold				7.5% PC, 8.3% PI
Take-5™	level 2	Gold				14.0% PC, 4.0% PI
Terrace®	level 3	Gold	Available	Available*	FSC Certified product available	17.6% PC, 29.1% PI (Metal storage) 13.6% PC, 51.9% PI (Wood storage)
Tolleson	level 2	Gold				13% PC, 3.6% PI
Transfer™	level 2	Gold			FSC Certified product available	28.0% PC, 61.4% PI
Trooper®	level 2	Gold				44% PC, 6.3% PI
Vicinity™ Café Seating	level 2	Gold				13.7% PC, 0.0% PI
Vicinity™ Tables	level 2	Gold			FSC Certified product available	14.6% PC, 40.3% PI
View™	level 2	Gold			FSC Certified product available	17.3% PC, 42.0% PI

*Select models only. Some exclusions apply.

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Information included in this document is subject to change and should not be used as project documentation. Product cut sheets and certificates are available at www.allsteeloffice.com.

Please contact Sustainability@allsteeloffice.com with questions.