

# Company Policy & Values

## Our Mission

We partner with our clients to create environments that reflect their unique culture and evolve with their business over time. Using our products, services, and knowledge, our mission is to provide each of our customers a tailored interior that enhances their business, stirs their spirit, and sustains the planet in line with Haworth's values.

## We listen to our Customers.

**We apply their insights to our products and services to design inspiring spaces that enrich people's lives and businesses. Together with our partners and distributors, we create value using our talents, expertise and knowledge.**

Our principle: Customer satisfaction is the benchmark we are measuring our performance against.

Haworth specializes on the production of innovative, design-oriented and user-friendly furniture for all working environments. We aim to strengthen our leading role in the markets worldwide through strategic solutions, business growth opportunities, service capabilities and a consistent brand message. It is our core objective to manufacture and market products that fulfill the needs and requirements of our customers that meet set quality criteria and are improved continuously. Our operational basis is a strategy of zero defects.

## We rely on our Members.

**Through the boundless potential of empowered and engaged members, we are united in a common vision. Our members bring experience, cultural diversity, and dedication to the customers we serve. We invest in continuous learning intended to help our members flourish.**

By leveraging development programs, standardized processes and effective member communication, we are involving our members and retaining their organizational knowledge. We feel committed to the health and safety of our members, visitors and every person within our scope of responsibilities. We aim to prevent work related injuries and ill health. Each member is asked to implement this policy at the workplace with provided means. The Haworth Management System (HMS) and a continuous improvement process form the basis for our daily business. We measure the engagement of our members.

## We honor Integrity.

**We believe that honesty, transparency, and accountability are the foundation of trust. We build mutually beneficial business relationships, beyond legal and ethical practices, meeting our commitments while upholding our Values.**

We will be proactive, continually adapting our practices and behaviors to new developments in technology, health and environmental science. We will consult the know-how and interests of key stakeholders, to collaboratively identify the most sustainable and profitable business solution. Complying with applicable legal requirements is considered as minimum standard for all our operations. We align our business not only with legal requirements but also with ethical standards.

## **We embrace Continuous Learning.**

**In a rapidly changing world, we seek variety of thought and opportunities to expand our knowledge. By applying this learning every day, we transform our business, enhance our performance, and innovate in ways that exceed our customer's expectations.**

We consequently invest in training to develop and strengthen the skills and capabilities of our leaders and members. We will continuously improve operational performance throughout our supply chain, with a focus on quality enhancements, reducing waste, preventing pollution, eliminating hazards, and reducing health & safety risks.

## **We lead with Design.**

**Our family of businesses has a rich history of design and research — from beautiful products to high-performing solutions to inspiring spaces. Our members are encouraged to think creatively, collaborate, and take risks to bring great ideas to fruition.**

We will use education and innovation to promote environmental stewardship and enable the design and construction of more sustainable buildings and workspaces. The strong connection of product development, materials logistics, and production with HMS during all phases of the product development process forms the basis and precondition to achieve this objective. It is supported by sound risk management in all areas.

## **We create Value.**

**We deliver innovative solutions to satisfy our customers' unmet needs. Our success contributes to the livelihood and growth of our members, their families, our shareholders, and our entire network.**

One of the company's goals is maintaining business profitability. Sales and earnings don't end in themselves but form a benchmark for the economic viability of the company. Only through economic viability will we be able to continuously improve, to enhance our performance, to safeguard employment and to meet our responsibilities for the society. We will use benchmarked performance targets, conduct audits, track metrics, and annually report on our corporation's quality, environmental, health and safety performance.

## **We work to make the World better.**

**We think beyond our business to our communities. We cultivate hope for the future by embracing diversity, protecting our environment and creating economic value. In our small way, we help make the world a better place for people to work and live.**

The protection of our natural environment and the livelihood of future generations, safeguarding employment as well as continuous improvement of products, services and working conditions are a core commitment at Haworth. We make sure that we are in line with applicable environmental, health and safety standards within our scope of responsibilities. With our holistic approach and life cycle thinking we aim to promote a circular, sustainable economy.