

# 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.

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### WE VALUE OUR CUSTOMERS.

We believe each customer is special. We listen closely to their needs, and with our dealers and partners, collaborate to create great spaces. With passion and energy, we apply our knowledge, talents, products, and services to develop unsurpassed solutions for our clients.

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 continuously extend the international recognition of the Haworth brand and to strengthen our leading role in the markets worldwide. It is our core objective to manufacture products that fulfill the needs and requirements of our customers. By implementing our policy, it is our goal to manufacture products that meet set quality criteria and are improved continuously. Our operational basis is a strategy of zero defects.

### WE VALUE MEMBERS.

We believe in the boundless potential of people empowered, engaged, and focused on a common vision. Haworth is composed of people from all parts of the world, giving us a rich breadth of experience, cultural backgrounds, talent, and human potential. We build on the diversity of our members and dedicate ourselves to developing work environments that encourage the contributions of each person. We value and celebrate our differences, yet we are united by our desire to be the best.

We feel committed to the health and safety of our members, visitors and every person within our scope of responsibilities. Each member is asked to implement this policy at his/her workplace with provided means. The Haworth Management System (HMS) and a continuous improvement process with the goal to achieve zero defects form the basis for our daily business.

## WE VALUE INTEGRITY.

We believe that honesty and candor are the foundation for integrity and trust. We build mutually beneficial relationships with our customers, members, dealers, architects, designers, contractors, and suppliers.

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 of our business partners and suppliers in terms of materials and technologies to collaboratively identify the most sustainable and profitable business solution.

## WE VALUE CONTINUOUS LEARNING.

We believe that knowledge empowers, and that learning leads to progress and growth of individuals and organizations. In our drive for continuous improvement, we encourage our members to take risks, think creatively, find smarter ways to work, seek new ideas, reduce waste, and use resources wisely.

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 preventing pollution, reducing waste, and reducing consumption of non-renewable resources. 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 quality management during all phases of the product development process forms the basis and precondition to achieve this objective.

## WE VALUE RESULTS.

We design, market, manufacture, and deliver products and services to meet the most stringent design and quality standards—those of our customers. We admire competence, seek best practices, and drive for swift execution. In a complex business, we drive for simplicity and clarity of purpose, valuing a job done right. We enjoy working together and take pride in our work and our company.

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 VALUE OUR WORLD.

We think beyond our business to our communities. We cultivate hope for the future by investing in people, education, and a sustainable world. In our small way, we will help make the world a better place for people to work and live.

We consider quality from a holistic perspective that encompasses all operations. 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.

Complying with applicable legal requirements is a matter of course and is considered as minimum standard for all our operations. We align our business not only with legal requirements but also with environmental, health and safety standards within our scope of responsibilities.