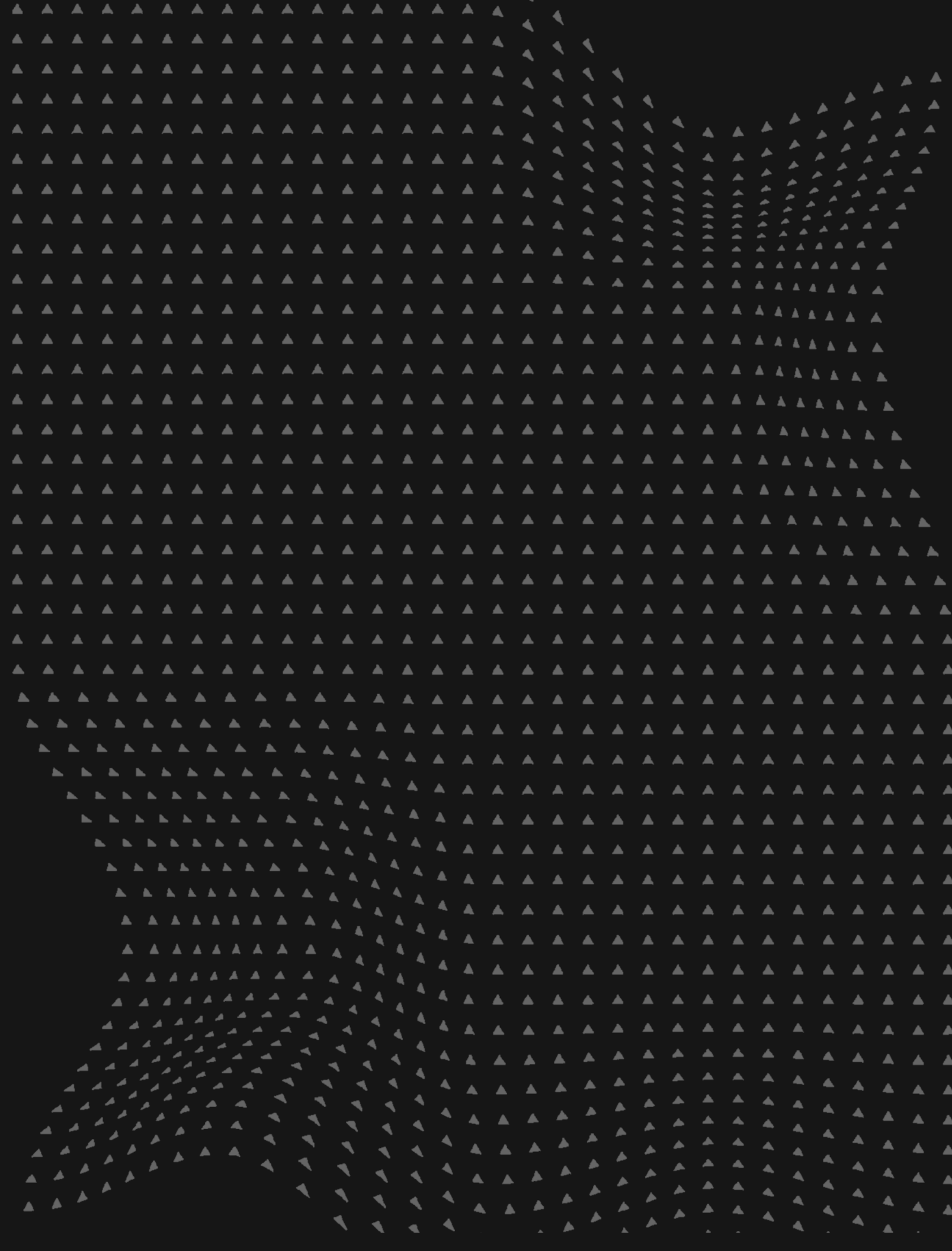


01

meet your team



Project Team


Levy will have a dedicated core team that will be consistent throughout the duration of the project. Our flexible team model is scalable to meet your project needs.

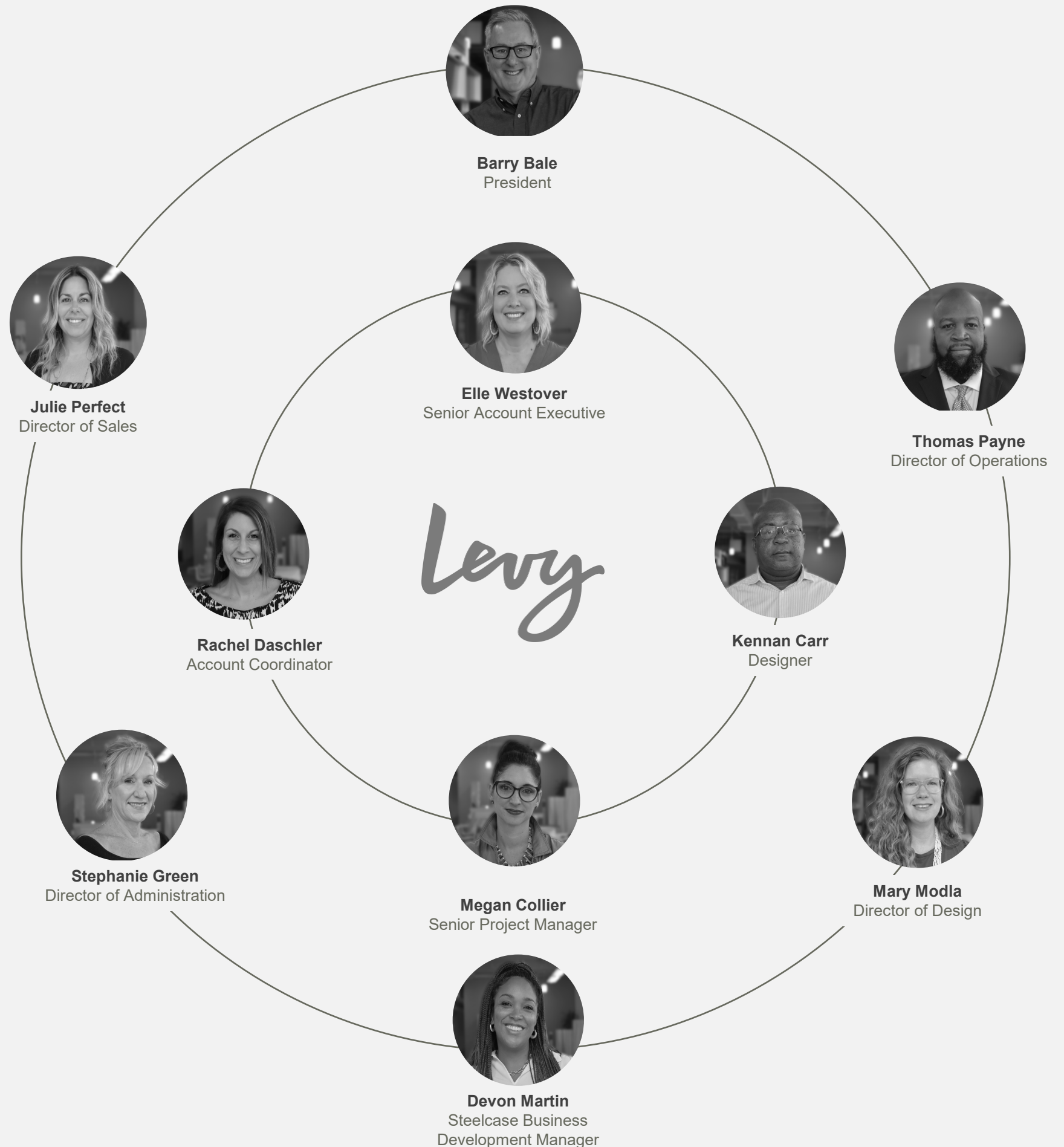
Your core team is made up of a designer, project manager and administrator with Elle Westover as the main point of contact. Beyond the core team, we have a secondary resource team that will support the core team and be involved as needed.

Project Lead Contact:

Elle Westover, *Senior Account Executive*

 ewestover@office-environments.com

 704.488.1706



Levy's Project Team Bios



Elle Westover
Account Executive

Elle Westover, Senior Account Executive

Elle Westover is your Senior Account Executive and primary point of contact. She is dedicated to her clients in aligning their furniture needs with projects vision and company goals. She will oversee your project and ensure that sufficient Office Environments resources are available to meet your project's needs and to see that all timelines are met to your satisfaction. Elle Westover has 29 years of Design and Account Management experience in projects within all realms of business. She works diligently to build long-term partnerships with her clients. Her excitement, commitment and industry knowledge has set the bar for the level of service and passion delivered by her entire team.

📞 704.488.1706 ✉️ ewestover@office-envrionments.com



Rachel Daschler
Account Coordinator

Rachel Daschler, Account Coordinator

Rachel is your Administrator. She is a valuable team member managing endless project detail including quotes, order entry, product shipment coordination, verification of pricing and discounting, invoicing the project upon completion, and project close out. She will support the OE Account Executive, Designer, Project Manager and Steelcase to keep your project on- track! Rachel holds a Bachelor of Science in Industrial Technology from Eastern Illinois University.

📞 704.654.6278 ✉️ rdaschler@office-envrionments.com



Kennan Carr
Designer

Kennan Carr, Design

Kennan is your designer. He has over 5 years of experience in the contract furniture industry! Kennan is passionate about putting the needs of his clients first and creating an end result that meets their requirements in both budget and design. He is accustomed to handling multiple projects, scopes and deadlines and being timely in her response to each one. Kennan has a BA in Interior Design and is proficient in CET and AutoCAD software programs used specifically for space planning, creating specifications and installation drawings.

📞 704. 962.4094 ✉️ kcarr@office-envrionments.com



Megan Collier
Project Manager

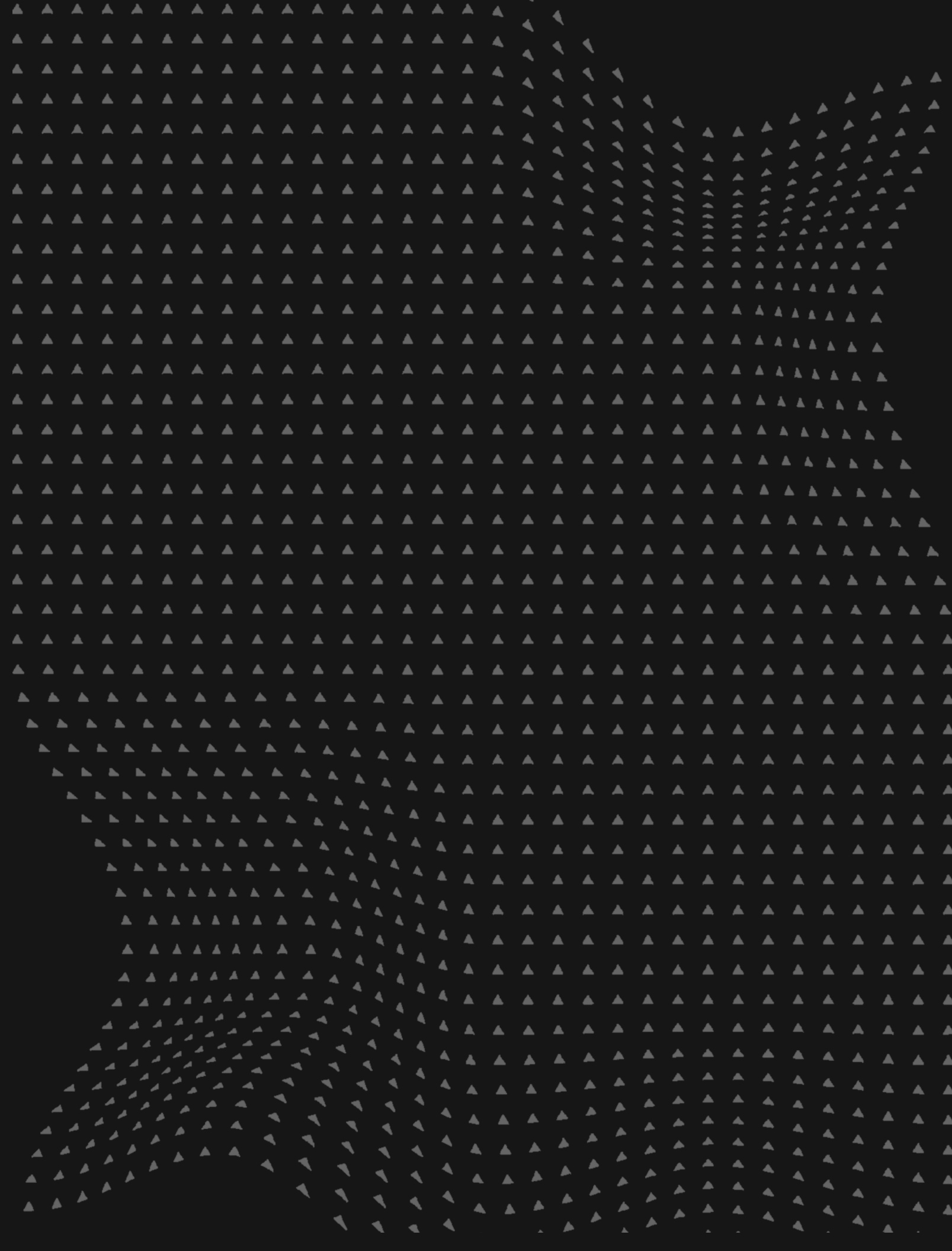
Megan Collier, Senior Project Manager

Megan is your Project Manager. She will resolve all installation obstacles or concerns and has successfully supported many large clients and projects including Wells Fargo, CPCC and Compass Group. She has Bachelor's of Science from Appalachian State University and is a tremendous asset to Office Environments and our clients. Megan has 20+ years of project management experience.

📞 704.589.5199 ✉️ mcollier@office-envrionments.com

02

office environments key
differentiators



About Office Environments


At Office Environments, we see your space as a total environment that provides comfort and inspiration. That's why we offer more to our customers than just furniture. From planning and design to financing, installation and maintenance, we use our knowledge and expertise to help you create the perfect environment.


Office Environments offers a comprehensive suite of services tailored to support and compliment your diverse project needs. We are committed to providing our clients with an exceptional experience throughout each project.


Office Environments has been awarded the Premier Partner status for the past five consecutive years. Steelcase Premier Partners stand out as extraordinary for achieving market share growth, fitness and ongoing investments in their business to deliver exceptional value to the people and places they touch.


We are dedicated to becoming the "employer of choice", attracting employees who provide outstanding service to our clients. Then, working together as a team, along with a lot of hard work and innovation, we will provide our clients with the highest possible quality service!





 **Number 1**
Steelcase dealer in the Southeast

 **250,000**
Square feet of Business

 **1,700+**
Companies served in the past 5 years

 **Steelcase Premier Partner**
This designation marks dealers who stand out for achieving market share and growth

 **350+**
OE represents more than 350 manufacturers, and our designers are proficient in all of them

 **Community**
From furniture and monetary donations, to participating in annual 5K's to benefit Atrium Health, we are passionate about our Community

Our Locations:



Headquarters + Charlotte Showroom

11407 Granite Street
Charlotte, NC 28215



Rock Hill Showroom

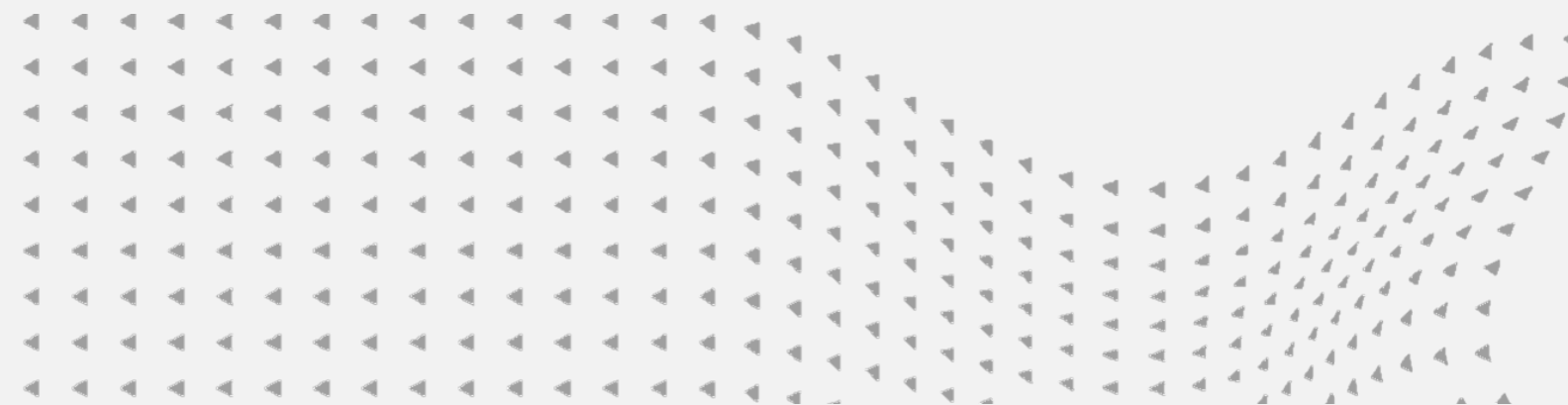
331 East Main Street Suite 404
Rock Hill, SC 29730

Office Environments Commitment to Community

From furniture donations, monetary donations, volunteering our time to dress up as superhero's while installing at Levine Children's Hospital, Office Environments is passionate about the community we serve.

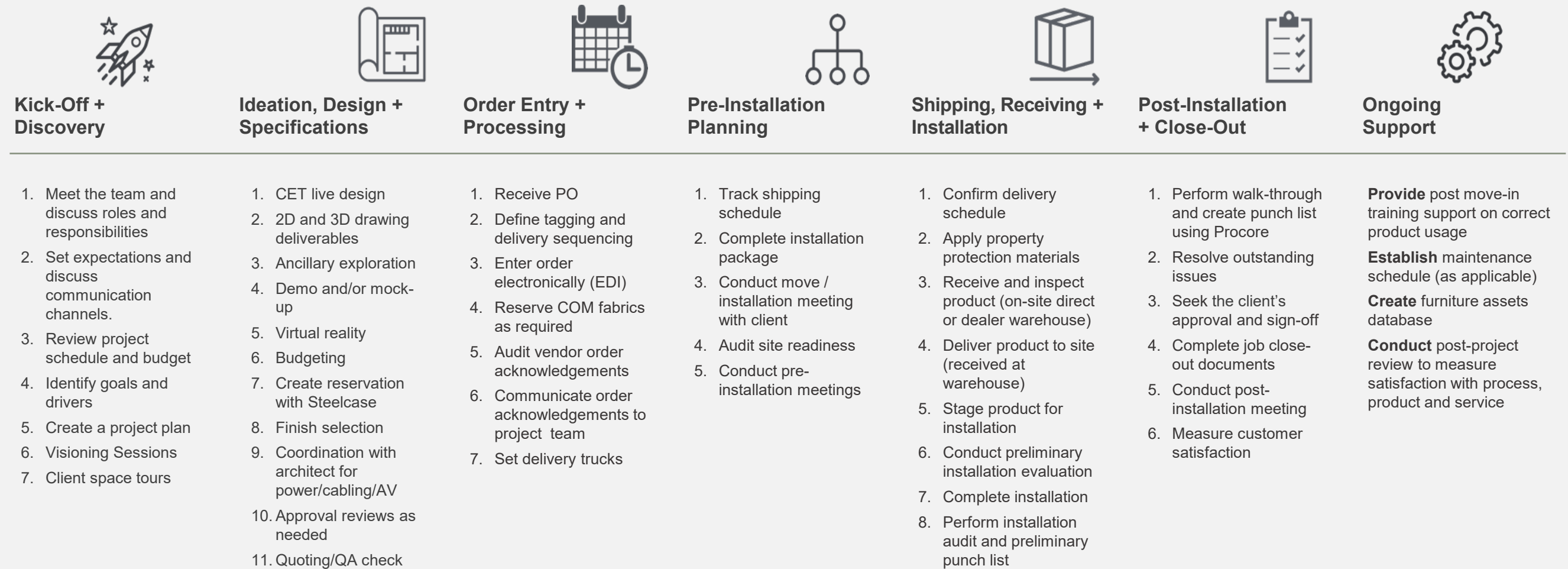
Office Environments partners with the Atrium Health Foundation to support their mission to improve health, elevate hope and advance healing for all.

In addition to a yearly \$25k donation to Levine Children's Hospital, Office Environments also has sponsored the LCH gala for the past three years and our team regularly participates in their 5ks as well.



Project Process

Office Environments believes that every client and project is unique. We listen first and then tailor a process that meets the needs of the project. Below is an example of how we execute a project.



Office Environments' Services



Creative & Technical

Workplace Programming & Design Development
Space Planning
Test Fit Drawings
3D Presentations
Virtual Reality Presentations
Reconfiguration Planning
Furniture Specifications & Standards Development
Finish Selections & Specifications
CAD-Generated Furniture
Install Plans
Project Analysis & Evaluations
Budget Estimates



Professional

Project Management & Budgeting
Furniture Inventory & Site Surveys
Move Management



Facility & Furniture Maintenance

Fabric Protection
Panel Cleaning
Upholstery Cleaning
Replacement Furniture Key & Locks



Asset Management

Warehousing Services
Product Bar Coding & Documentation



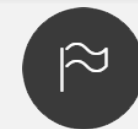
Refurbishment & Renewal

Furniture Painting
Wood Refinishing & Restoration
Re-upholstery



Financial Alternatives

Furniture Rental
Leasing & Financing



Marketing & Branding

Workplace Signage
Branding Promotional Items

Technical & Design Capabilities

Office Environments offers a comprehensive collection of services from our talented designers who will work with your team to apply her knowledge, creativity and resources. Our goal is to interpret your design intent and develop innovative furniture solutions that help you to meet the vision of your new workplace. Services include:

Design Development:

- Space planning using CET
- Product and furniture finish & upholstery selection
- 3-D presentations & renderings of furniture options
- Architectural coordination

Product Specification & Installation:

- Attend construction meetings
- Final furniture budget review
- Project phasing development
- CET Furniture & Finish Specifications
- Installation drawings related to new products and/or existing inventory
- Explanation and demonstration of products features & benefits
- Furniture Change Order assessments

Optional Services:

- Coordinate reuse/recycling of clients existing furniture
- Recommend power and data placement in relation to the furniture layout
- Audio/Visual planning and equipment
- Produce project binders relating to all resources and final selections
- User Evaluations
- Field observation & photo documentation to measure level of improvements

Program Development:

- Field observation and photo documentation to determine space usage
- User exploration to confirm individual and group needs
- Identify specific requirements related, but not limited to, common filing, acoustics, privacy, storage, specialized equipment, conference, library and mail
- Work back schedule relating to Office Environments Services rendered

Space Development:

- Site Survey of existing or proposed space to verify building limitations, restrictions, power sources, and ceiling style
- Inventory assessment
- Field verify interior dimensions and electrical/data outlet s related to furniture
- Field verify interior finish materials for furniture coordination
- Product/furniture research and selection based on client's image and budget
- Preliminary workstation, office and/or common area standards
- Identify cultural shifts that will support proposed space strategies
- Preliminary budget review

Virtual Reality:

Office Environments designers can create a personalized virtual reality experience for the client. Virtual reality gives you the ability to experience your space as if it were right in front of you. We can take your space and transform it into a presentation that allows you to select a focal point and see it in a 360-degree view of that area.

We can partner with your architect to pair our furniture with their architectural components. Our designer will then combine both plans into a virtual reality experience that will show all specifications within your space to give you a more holistic representation.



Project Management Capabilities

Your Office Environments Project Manager is a highly dedicated professional with a strong work ethic who will ensure the success of your project from beginning to completion.

Responsibilities Include:

- Act as the liaison between the client and your trades/vendors (Project Superintendents, IT and Electrical Contractors on the job) to ensure moves and installs are coordinated and scheduled efficiently.
- Attend meetings before, during, and after the installation to ensure that all expectations are met from beginning to end.
- Coordinating delivery and installations of furniture.
- Work closely with the client's project managers, end users, designers, and general contractors and electrical and data contractors.
- Once an installation is coordinated, meet with the lead installer who will be responsible for running the onsite installation to ensure their understanding of the expectations.
- Communicate project guidelines and time frames to the Office Environments Installers and ensure that our commitments are followed through.
- Troubleshoot questions and/or work with the client to come to solutions in the field.
- Ensure that all punch list items are communicated to the Office Environments team, ordered and scheduled for installation in a timely fashion.

Installation Capabilities + Day Two Service

Office Environments has an in-house installation team, and we ensure that all of the work we perform is completed with the highest level of quality. Whether it is a simple change such as a caster, or a complex relocation into multiple spaces, our installation team is prepared to support the client in every way possible.

In addition to our in-house installation team, we have built strategic partnerships over the years with reliable installation companies in order to ensure we have enough manpower to complete a multitude of large projects at the same time.

Rose Moving, our Detroit installation division, has 12 leads and 65 Installers. Combined with our in-house team, we are over 100+ Strong. Many of our installers have been a part of the Office Environments family for years, many with 10+ years invested and some with 20+ years within our organization. The team is highly experienced in all commercial furniture applications.

Office Environments Lead Installers:



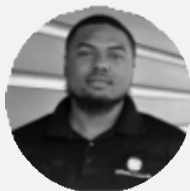
Brian Lowman
Lead Installer

40+ Years of Experience



Calvin Burnett
Lead Installer

25+ Years of Experience



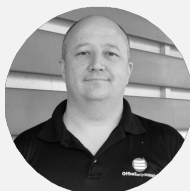
Jordan Bass
Lead Installer

6+ Years of Experience



Rob Stark
Lead Installer

6+ Years of Experience



Kevin Norris
Lead Installer

20+ Years of Experience

Day Two Service Support Strategy

We believe in quality, reliable, friendly support service. We also believe in listening to what the clients' needs are so that we can custom-tailor our service specifically to them.

Day Two Service:

- 5 technicians in the surrounding area that are available to resolve any issue that may come up

Responsiveness:

- Code red (Priority 1) issues have techs there within the 2hrs (power problem, locked cabinet with medication in it, etc.)
- Yellow issues within 4hrs (locked cabinet, Monitor arm issues desk not working properly, etc.)
- Green issues within 24 to 48-hour response (relocate furniture, assess station issues, etc.)



Additional Day Two Services

In addition to move in support, we have a robust day two service offering. We pride ourselves on the resources we have available to support our clients after they have moved in. From a dedicated warranty claim customer service representative, to additional ergonomic training sessions, we are committed to being a phone call away to support your everyday needs. As we begin to work together, we will develop a strategy and communication plan for any day two needs. Your dedicated core team will remain intact to provide seamless service. Please refer to our services page for additional resources.

Our commitment to you does not end when our trucks leave the loading dock. We will work hard to continue to remind you of why you chose to partner with us. Our goal is to become and remain a can't live without member of your team. Some examples of day two offerings are detailed below and on the following slides.

Warehousing

- 200,000 sq. foot warehouse for customer asset storage
- Product scanning and using our Snap Tracker management system for real time inventory
- Online inventory with photos, product condition and descriptions
- Climate controlled space available for storage of sensitive equipment (ex. technology or medical equipment)
- Variety of reports to help inform asset management decisions
- Furniture assets are managed and not just stored

Furniture Care and Maintenance

- Replacement locks, keys and service
- Wood touch-up
- Painting
- Re-upholstery & cleaning



You Can Depend on Us. We Promise.



Warranty claims handled same day

Office Environments will submit your warranty request to the manufacturer the same day you put in the request! Depending on the manufacturer, the claim is then approved or denied by them within three days.



We work to install your new product *fast*

Once Office Environments has approval from the manufacturer, we order the product that same day. Turn around time varies on the item, but typically we have the new item in your space within a week or two.

Office Environments' Warranty Process:

1. Determine the issue with product, if necessary, we will send a tech to evaluate the problem. Information needed for the warranty process includes a photo of the manufacturer tag on the furniture and a photo and/or description of the issue and what is needed for repairs.
2. The customer service team will then file a warranty claim with the manufacturer, who will ship the parts needed to Office Environments.
3. Once parts are in, we will follow up with the client to schedule a service tech to go to site and make repairs.
4. When the product is covered under warranty, all parts and necessary service trips will be at no charge to the client.

Client's Warranty Claims Specialist!



Summer Cuddy, Senior Operations Administrator

All of the client's warranty claims will be handled by our Senior Operations Administrator Summer Cuddy. Summer has been with Office Environments for 9 years and is dedicated to solving client's warranty issues quick and with ease.



scuddy@office-environments.com



704.576.1461



Office Environments' Vendors

Office Environments represents over 300 manufacturers and is a Steelcase Premier Partner. All of our designers are proficient in all major manufacturer's product lines.

Top Manufacturers:

- Steelcase
- Coalesse
- National
- Symphony
- Allermuir
- HBF
- SitOnIt Seating
- Bernhardt
- Andreu World
- Versteel
- OFS
- Nucraft
- Hightower
- Davis

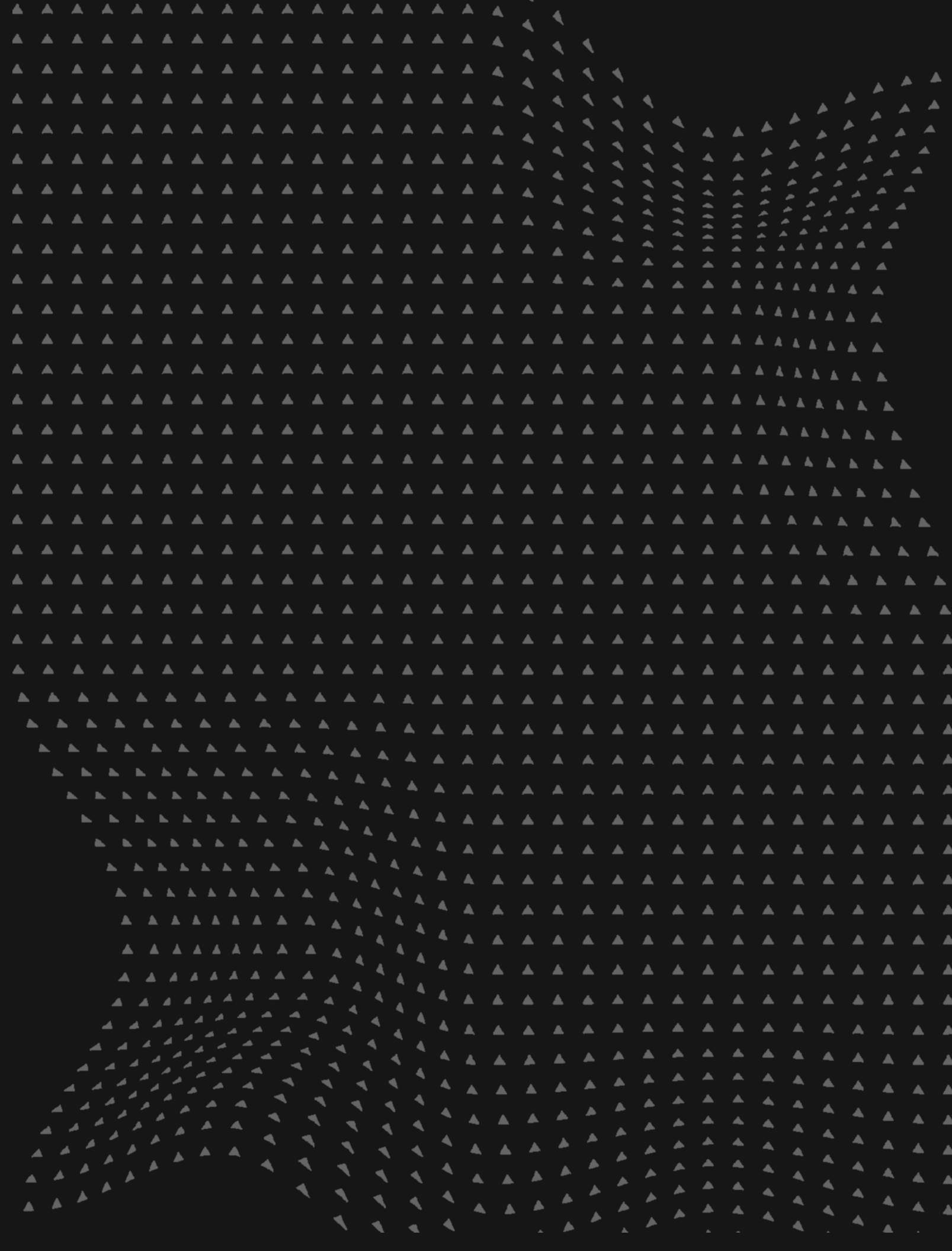


My Resource Library: Digital Library

MRL's virtual library offers access to all the resources you'd normally find in a physical binder library, you'll always have access to the latest products, pricing, specifications and so much more.

02

steelcase key
differentiators



About Steelcase

Our workspaces, services and comprehensive portfolio of products are a direct response to our research and active collaboration with leading organizations. We bring our insights to our customers so that they, too, can achieve a higher level of performance in their workplace and with their employees.

Our brands offer a comprehensive portfolio of products and services for the workplace, inspired by years of insight gained by serving the world's leading organizations. We design for a wide variety of customer needs through our three core brands: Steelcase, Turnstone and Coalesse. Our global family of brands includes Steelcase Health, Steelcase Education, Designtex, AMQ, Orangebox, and Smith System. Together with our partners, we design spaces to help people work, learn and heal.



Expertise in the industry

We leverage our breadth and depth of experience in the furniture manufacturing industry to provide financial stability, accountability, continuity and service consistency to all of our customers in each of their locations.



Best-in-class performance

The core of our business is to work with the world's largest and most complex clients. Our largest customer's total spend is over \$30 million in product and \$15 million in services.



Most comprehensive warranty in the industry

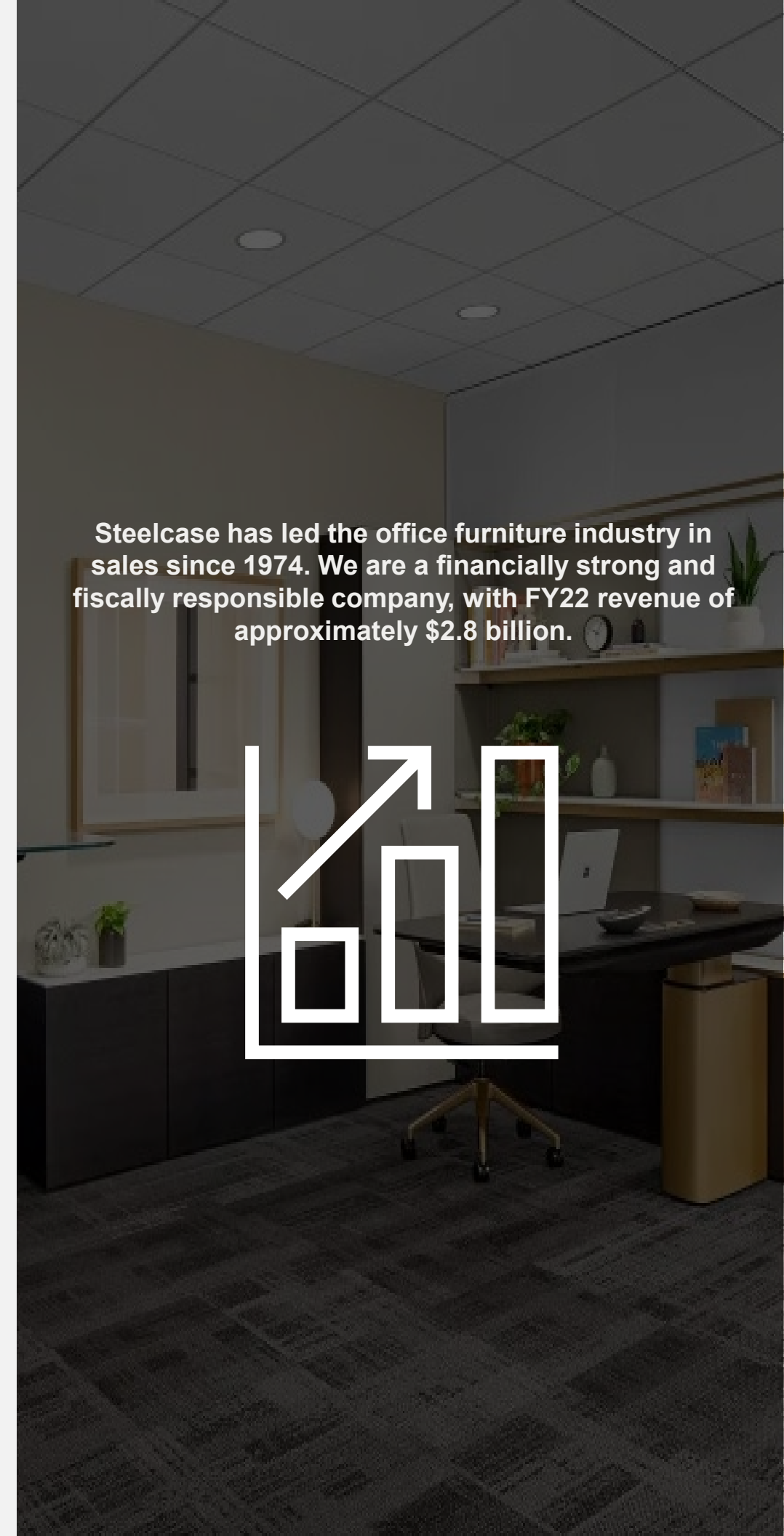
The quality and durability of our products is demonstrated in lower warranty expenses per sales dollar—despite the strength of our Limited Lifetime Warranty.



Informed by research

In the past three years we've invested over \$133.5M in research, design, and developmental activities to better understand the needs of individuals, teams and organizations.

Steelcase has led the office furniture industry in sales since 1974. We are a financially strong and fiscally responsible company, with FY22 revenue of approximately \$2.8 billion.



Steelcase Offers More Choices Across The Most Categories

Steelcase is expanding our already robust portfolio to encompass **new products** and **partnerships** that enhance people's experience in the workspace through a variety of touchpoints—such as materiality, lighting, technology and aesthetics. With easy access to more choices than ever before, we can help you design great places where people thrive and ideas flourish.

We selected these partners purposefully and intentionally. Our investment in these avenues drives our passion to discover different performances among the workplace, understand the optimal use of space, and bring the absolute best to your company.

OUR BRANDS

Steelcase

coalesse

DESIGNTEX

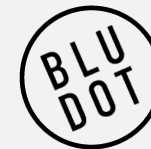
Smith System

orangebox

AMQ

viccarbe

OUR PARTNERS



Bolia.com

CARL HANSEN & SØN
PASSIONATE CRAFTSMANSHIP

extremis



Microsoft

m o o o i

m o o o i c a r p e t s

nanimarquina

Tom Dixon.

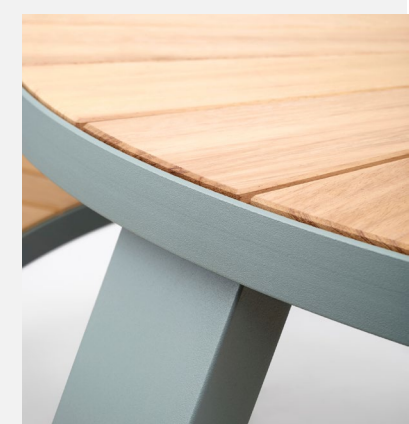
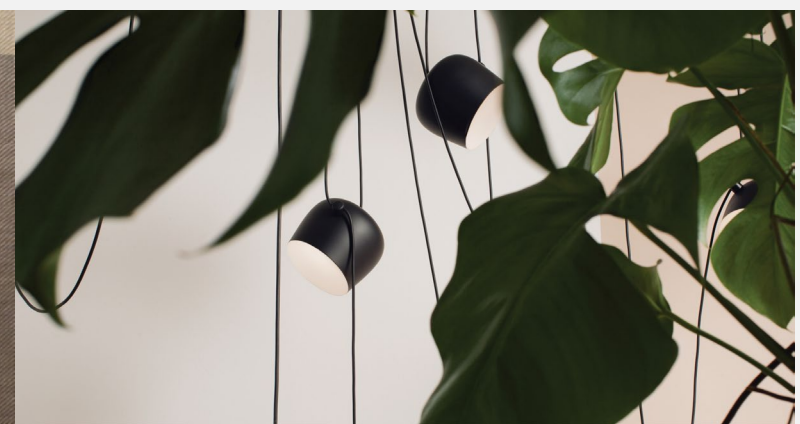
emu

west elm

FLOS

Established SONS

... And many more available on steelcase.com/furnishings/



Steelcase Warranty

Steelcase's Limited Lifetime Warranty is the strongest warranty in the industry—that you may never need.

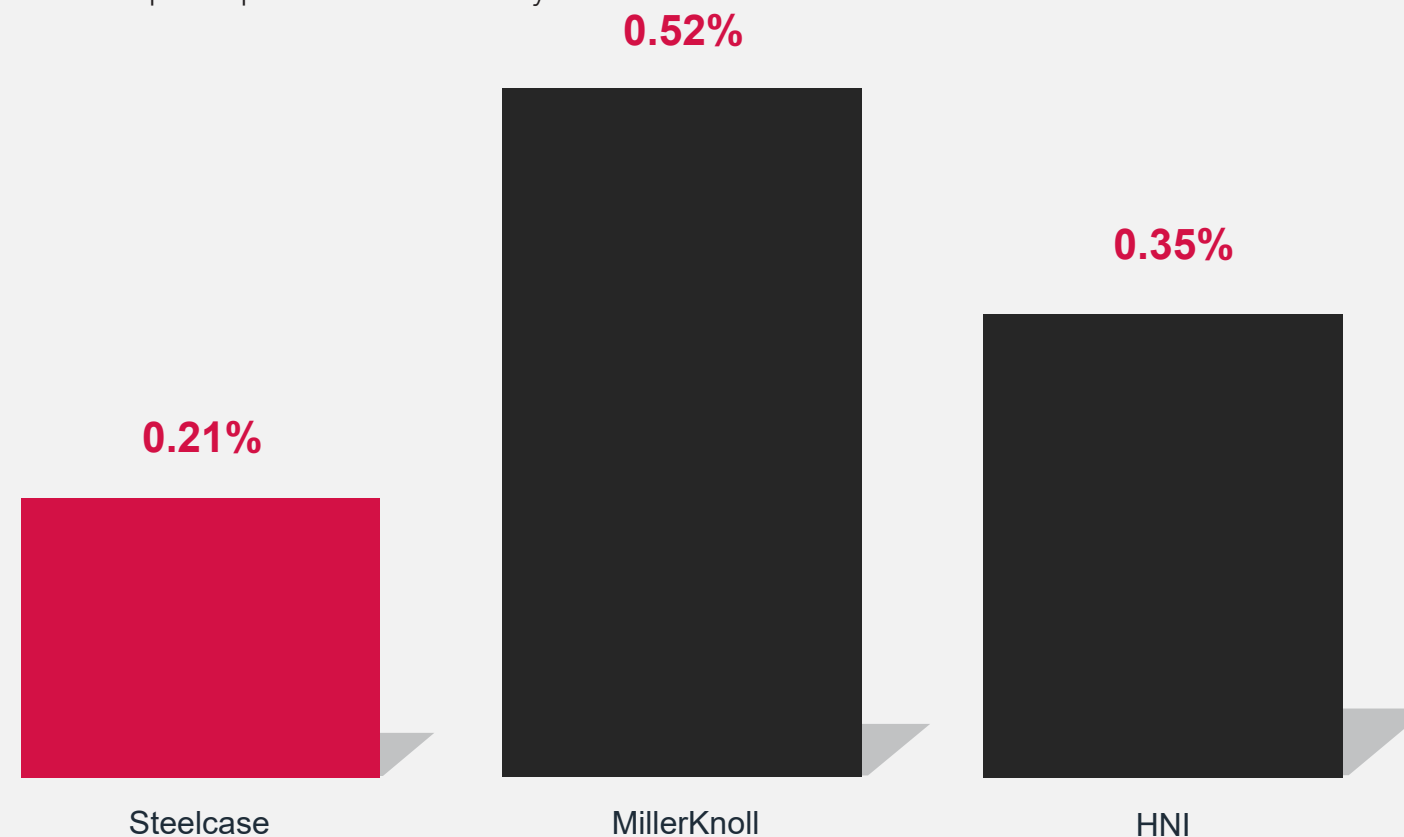
We understand you are focused on valuable and cost-effective solutions. To safeguard your investment, Steelcase offers a lifetime warranty that covers both parts and labor.



WARRANTY RATIO: GLOBAL

Steelcase products are backed by the strongest warranty in the industry. And with the industry's lowest warranty ratio too (0.21%) –performance speaks for itself.

What is a warranty ratio, you ask? The annual cost of service part replacements divided by sales.



Methodology: warranty ratio = annual warranty accrual / annual sales revenue. This slide uses accrual data, which more accurately reflects activity from the most current period than settlement data.

Sources: Steelcase 2/28/2022 Annual Report, Herman Miller 6/1/2021 Annual Report, HNI 12/29/2021 Annual Report, Updated April 2022

Steelcase Diversity Initiatives

Steelcase is proud to be a company that believes in doing the right thing and doing things right. For over a century, we've used our core values to guide corporate decision making and shape our culture — and at Steelcase, that starts by treating people with dignity and respect. We believe every individual brings unique value to the office and that unlocking the contributions of our people amplifies their impact and empowers them to reach their full potential.

Our approach to diversity, equity and inclusion is both part of a comprehensive strategy and a natural extension of who we are. We believe all have a part to play in creating a truly inclusive environment that affirms and encourages others to bring their whole selves to work.

Goals:

Build Diverse Teams that Reflect our Communities

Redesign hiring and talent systems for more robust diversity outcomes.

Ensure Equitable Development Opportunities

Advance minority talent and use inclusive leadership hiring and advancement strategies. Steelcase uses an evidence-based selection process to cultivate a more diverse talent pipeline.

Create a Culture of Inclusion

Improve perception of inclusion and design DEI learning experiences for all employees.

Ensure the Utilization of a Diversified Supply Chain

Ensure 10% of addressable spend is made with diverse suppliers in the Americas.

Align Dealers in a Common DEI Purpose

Lead cross functional teams to create tools, resources and actionable plans that inspire and support dealer efforts.

Develop dealer and Steelcase platforms and leverage in-person events for ongoing engagement.



At The Heart of Quality is the Product, But It's Much Broader Than That

True quality is realized at the intersection of design, engineering and manufacturing. As a global enterprise, Steelcase's quality promises encompass all regions and all products:



Our service quality promise:

We deliver your solutions on time, complete and damage-free



Our product quality promise:

The fit, form and function of your solutions meet your expectations and conform to your design or specification.



The customer experience promise:

We're constantly improving our packaging, testing, installation support and how we collect, understand, and respond to our customers' unique needs.

Our Quality Process

There are **five key steps** to our quality process.

1

Applying differentiating standards that include global requirements, technical specifications and quality acceptance standards. They also include our brand and our values.

2

Mitigating risk by building safe, high-quality products and by understanding and anticipating how customers use our products. Rigorous testing, conducted throughout the product development process, ensures that our products deliver the reliability and durability our customers expect.

3

Integrating suppliers into our processes who enhance our ability to achieve maximum agility. This integration allows us to adapt to the everchanging needs of our customers.

4

Verifying our solutions by testing to failure, pushing conditions to extremes and continuing to test throughout the lifecycle of our products. This investment allows us to prepare our systems and processes to produce the highest level of quality that most effectively corresponds to the expectations of our customers.

5

Focusing on readiness to ensure that our people, processes and products are unquestionably ready. We execute on our purpose — to help people do their best work by creating places that work better — only when we are a confident in our ability to deliver industry-leading quality.

Sit Better.
Work Better.

The Steelcase
Seating Difference



Why Steelcase?

When it comes to Steelcase Seating, we lead the market because of the attention we pay to three important things:

Our **Innovative Design** approach

The steps we take to provide **Dynamic Comfort**

And by offering the **Broadest Choice** of products, styles and materiality

Why Our Chairs?

To achieve Dynamic Comfort, all Steelcase Work Seating was designed to solve for three key tenets:



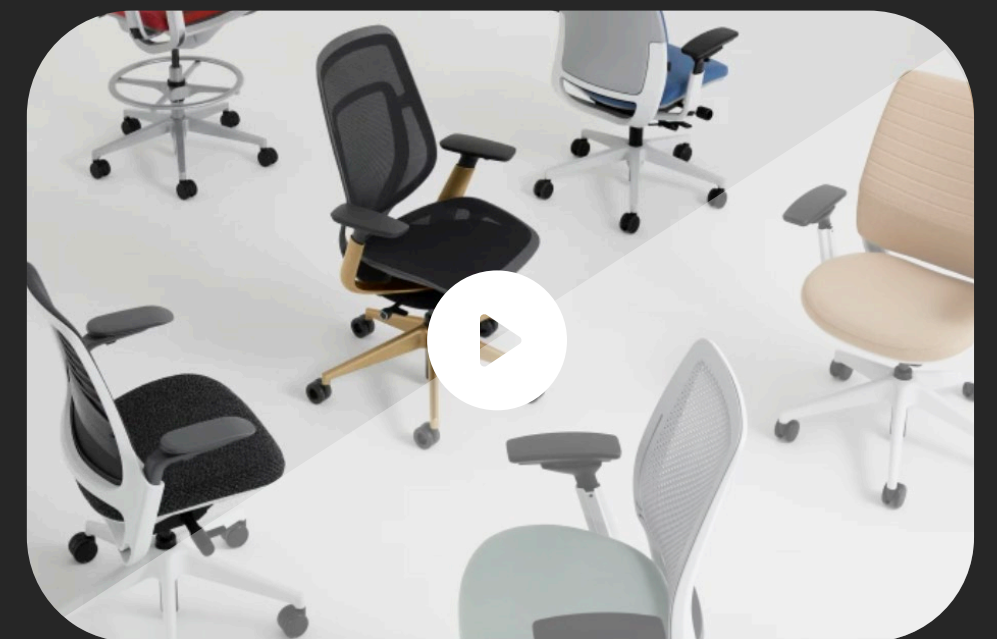
Movement



Fit



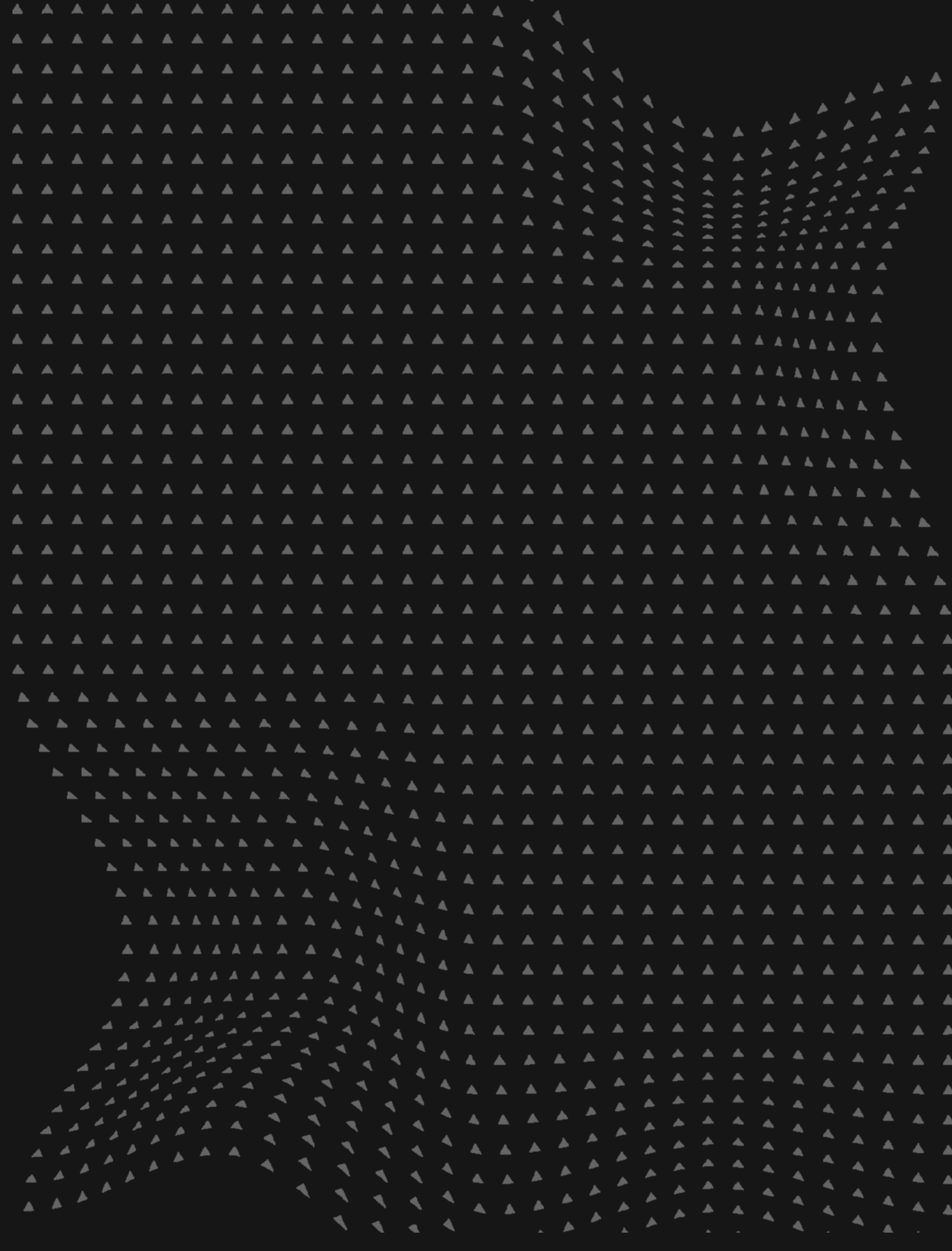
Connection



View The Steelcase Seating Difference video [here](#).

03

references +
project experience



Office Environments' Valued Clients



Project Examples:

Compass Group USA Co-Lab
Charlotte, North Carolina

15,000 sq feet

Corporate training center

Project consisted of workstations, open collaborative seating areas, break room, and multiple training rooms.

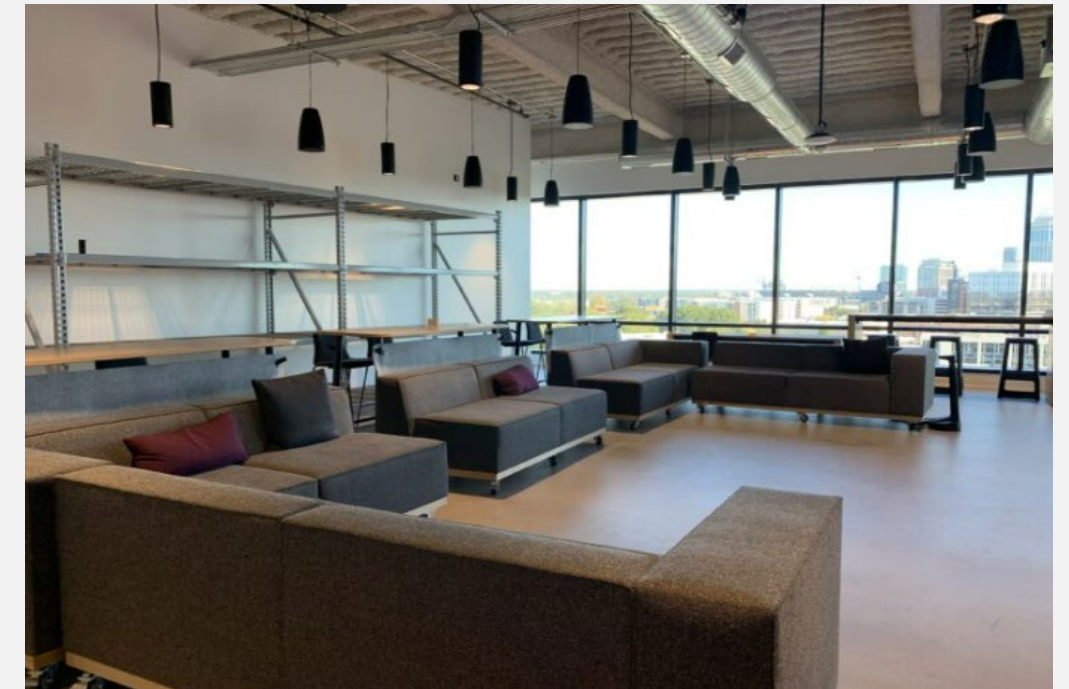
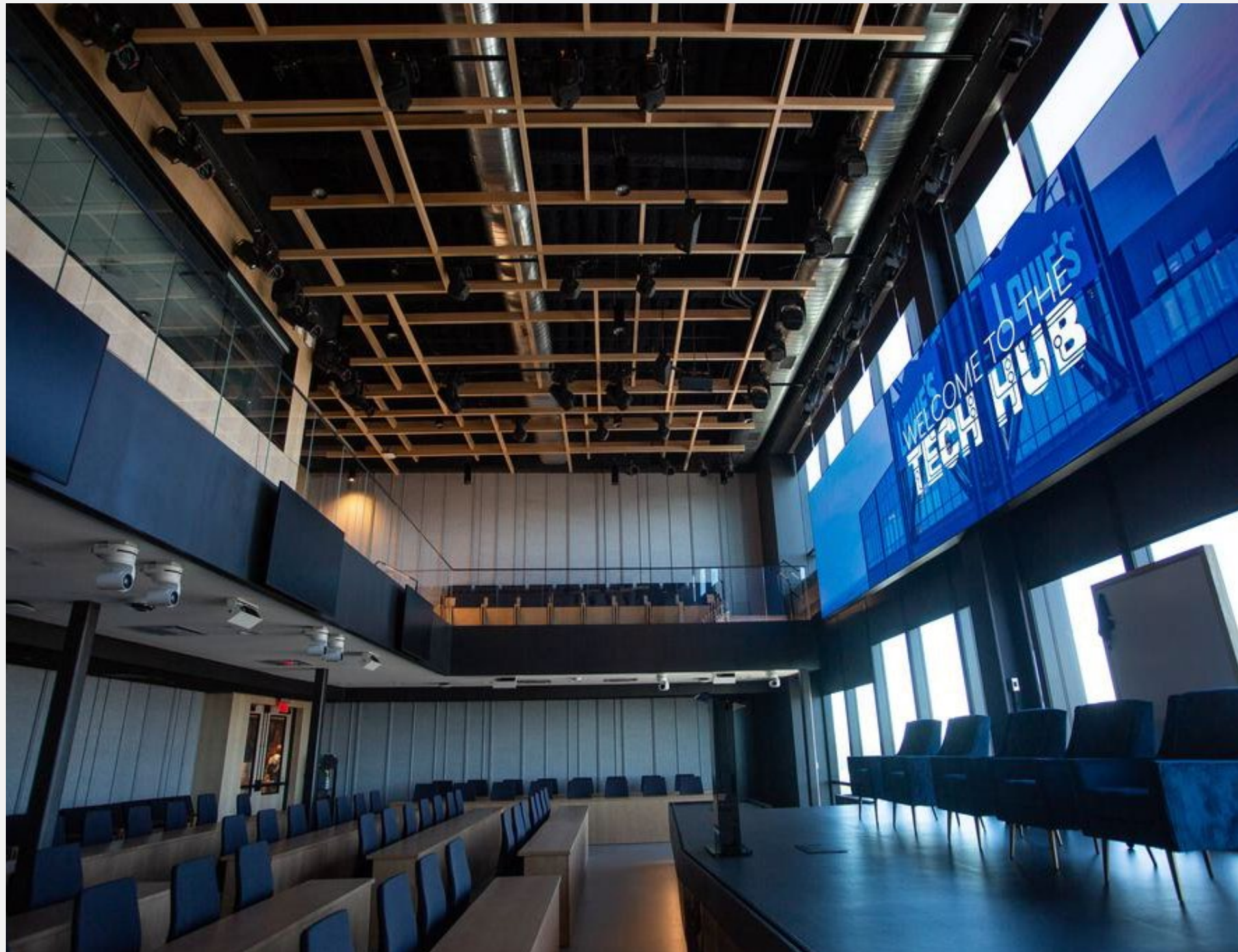


Project Examples:

Lowes Tech Hub
Charlotte, North Carolina
CORE Awards 2022 Project of The Year:
Greater Than 100K SF

357,000+ sq feet

Project consisted of private offices, workstations, open collaborative areas, work café, huddle rooms and an auditorium.



Project Examples:

Truist Innovation & Technology Center
Charlotte, North Carolina
CORE Awards 2021: Innovation of the Year

60,000+ sq feet

Project consisted of custom architectural products created by Steelcase, workstations, collaborative rooms, focus rooms, café, etc.

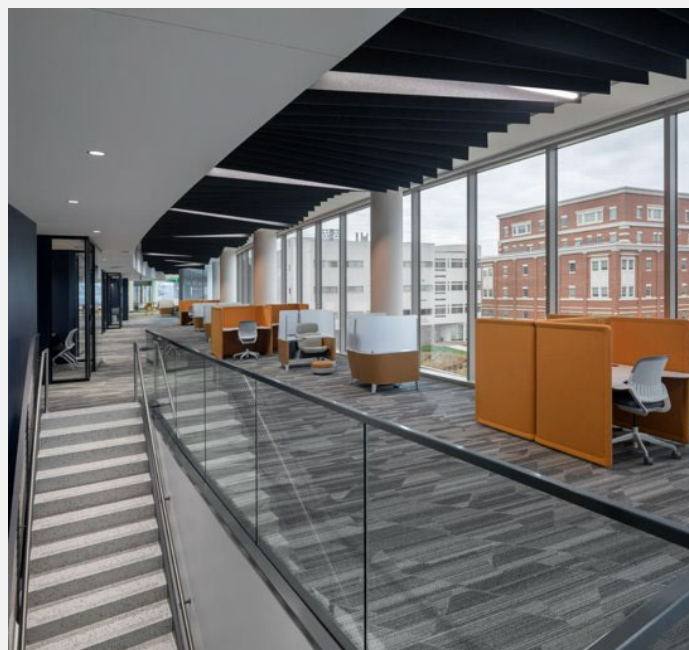
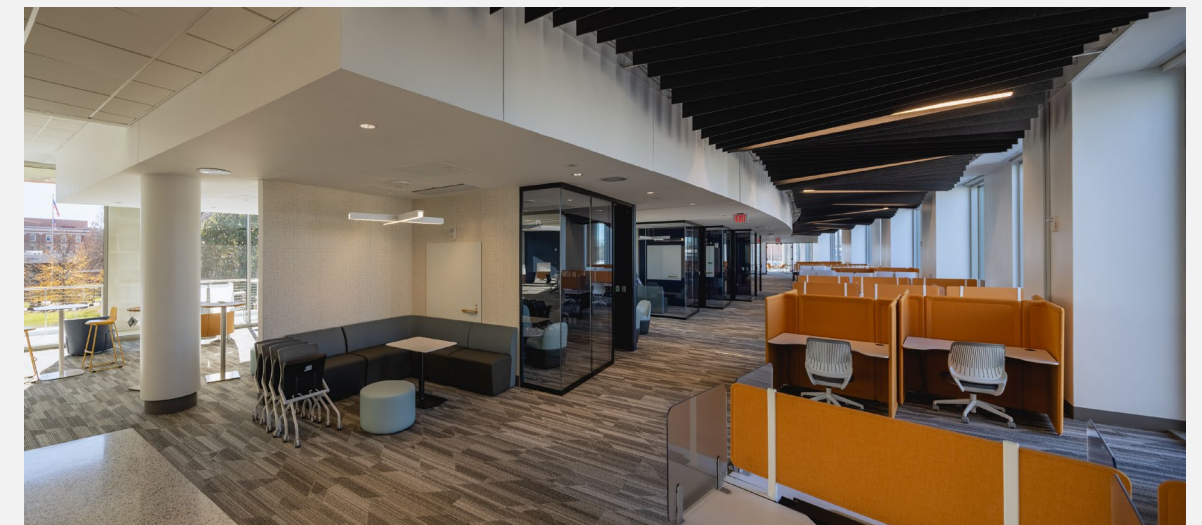
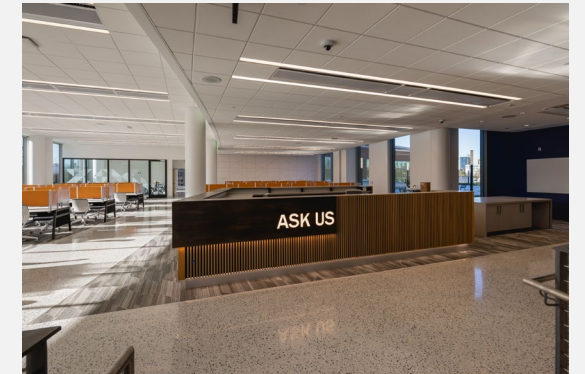


Project Examples:

Central Piedmont Community
College – Parr Center
Charlotte, North Carolina

184,000 sq feet

Project consisted of media center, classrooms, work rooms, student quiet rooms, and collaboration areas.



Project Examples:

Central Piedmont Community College – Merancus Campus
Huntersville, North Carolina

67,000 sq feet

Project consisted of media center, classrooms, work rooms, student quiet rooms, and collaboration areas.



Project Examples:

York Technical College –
Anne Springs Close Learning Commons
Rockhill, South Carolina
Awarded LEED Gold Certification

30,000 sq feet

Project consisted of staff office space, work rooms, writing center, gaming room, student quiet zones, tutoring zone, technology zone, active arena, work café, and collaboration areas.



Project Examples:

Atrium Health Carolinas Rehabilitation
Charlotte, North Carolina

150,000+ sq feet

Project consisted of nurse's stations, 72 inpatient/outpatient rooms, waiting rooms, state of the art rehab gym, etc.



Atrium Health



Project Examples:

Atrium Health Kenilworth Medical
Plaza I and II
Charlotte, North Carolina

400,000+ sq feet

Project consisted of nurse's stations, patient rooms, as well as doctors' offices, conference rooms, waiting rooms, etc.



Atrium Health



Project Examples:

Foundry Commercial
Charlotte, North Carolina

15,000+ sq feet

Project consisted of executive private offices, workstations, huddle rooms, and collaborative areas.

FOUNDRY
COMMERCIAL



Project Examples:

Wray Ward Headquarters
Charlotte, North Carolina

35,000+ sq feet

Project consisted of 100 workstations, private offices, huddle rooms, open collaborative meeting areas, rooftop patio, and large work café.

WRAY | WARD

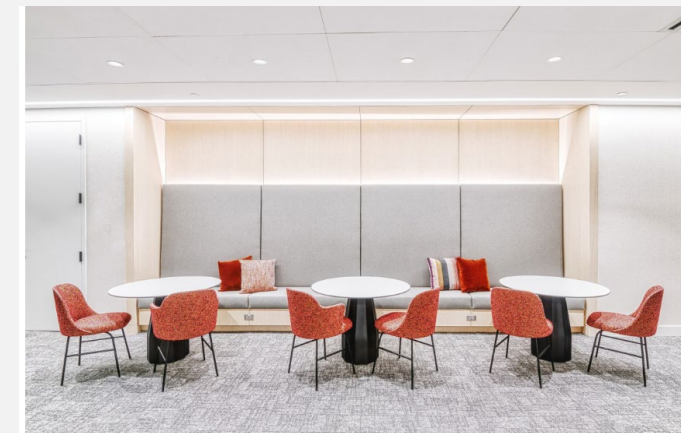


Project Examples:

Confidential Financial Client
Charlotte, North Carolina

40,000+ sq feet

Project consisted of executive private offices, workstations, conference rooms with custom tables, huddle rooms, and collaborative areas.



CLIENTPOINT DOWNLOAD RECEIPT

DOWNLOADED: 02-16-2023

CLIENTPOINT ID: 762195