

Steelcase – Value Added Services

This Offeror offers the following Value Added Services through the CSA:

Ergonomic Assessments. All Reseller staff are trained in the adjustment, the overall fitting of task chairs and have a basic understanding of ergonomics (this service is included in price of chair).

In situations where specific training or injury issues need to be addressed and they are beyond our expertise we collaborate and do joint sessions with professionally trained Ergonomists and or Kinesiologists. We have found these relationships to be extremely valuable and provide the customer with a professional assessment/training program that will stand up to Worksafe BC or liability litigation.

Use of Ergonomists and Kinesiologists are on a fee basis.

Applied Research and Consulting (ARC) – Steelcase through its Applied Research and Consultancy fills the need for high level consulting services through multidisciplinary team of professionals who specialize in workplace analysis. This is a fee based service.

Web Based Surveys- Steelcase offers a suite of web based workplace surveys. These are based on their research and knowledge of the workplace, and are easy to use and provide deeper insights into how people really work. The goal is to help design professionals and clients create harder working spaces— whether you need to collaborate, concentrate or both. The surveys are designed in short, topic-specific modules that can be used alone, or in conjunction with each other.

BENEFITS OF USING THE SURVEYS:

- An easy way to gather information from large groups of people; the reporting allows you to look at results for the organization, or by individual departments.
- The results are tabulated, distilling a lot of information into easy to read reports.
- The surveys are an excellent way to engage employees in efforts to change the work.

WorkWays = Used to identify how people work, the survey uncovers how individuals manage their information and objects.

Workplace Satisfaction = Identifies the gaps between what employees feel is important in the workplace and what they actually have.

Collaboration = Looks at who people interact with, what activities are being done and where the interaction happens.

Mobility = Helps organizations understand how mobile their employees are and how that level of mobility can impact their workspace.

Needs Assessment = Helps uncover information about specific needs people have in the work place when they work alone or in groups.

Private Office = Designed specifically for those who reside in private offices, this survey identifies what users say is important and their agreement level of their current environment.

These surveys are offered at a nominal charge and are totally generic in nature.

Reconfiguration Planning and Ordering - Reconfiguration services offered by trained technicians that are intimate with the product, and that have a clear understanding of project management and phasing. Detailed autocad plans for reconfigurations ensures that the proper product parts are available, and ordering of additional components is kept to a minimum. This is a fee service and determined on a pro rata formula based on the percentages of new and old products.

Storage - Storage facilities as follows:

- Graphic Office Interiors- 25,000 sq. ft
- Heritage Office Furnishings Vancouver-100,000 sq. ft
- Heritage Office Furnishings Kelowna-10,000 sq. ft
- Heritage Office Furnishings Kamloops-4000 sq. ft
- Prince George Office- 4000 sq. ft

Storage is billed at 35 cents per cubic foot. Inventory management is free in all locations.

In addition Graphic Office Interiors provides a Web based inventory management service that includes both the physical description and its transaction dates showing moves in and moves out. Our warehousing system uses containers vs. loose lay within racks.