



2019 SUSTAINABILITY REPORT



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Welcome to the 2019 Crossville Sustainability Report.

In publishing our third Sustainability Report, I want to recognize the role stakeholders play in shaping our sustainability strategies, decisions, and tactics. Since our first sustainability report, Crossville has continued to learn from the market, listening to what sustainability attributes are most important for a tile manufacturer, and responding in industry leading ways.

To be your first choice for tile, our goal is to make sustainability simple for you. We want to make selecting Crossville products easy because we provide you a functional, creative, design minded product, made with sustainable materials and ingredients, manufactured by a responsible and environmentally minded company. We want to eliminate any trade-offs between good design and a sustainable company; we think you can and should have both.

New to this years Sustainability report is our announcement of the first ever Living Product in Tile. Our RetroActive 2.0 collection was the first tile product to be certified by the International Living Future Institute as a Living Product highlighting our net zero waste processes and certifying Crossville as Net Positive in Water. Reinforced within this certification is Crossville's continued emphasis on product transparency documentation including Declare Labels, Health Product Declarations, and Environmental Product Declarations. As part of making sustainability simple, we have committed to making all of our product transparency documents available on the Mindful Materials platform.

Upstream of our manufacturing processes we are continually working within our supply chain to understand social, health, and environmental impacts of our suppliers. From traceability to transparency, we want to work with suppliers who share our bio-inspired values. Downstream, we continue to expand our Tile-Take Back Program, recovering precious biological and technical nutrients for reuse in our future products. And finally, within our product portfolio we have introduced biophilic designs on select lines to help our customers feel outdoors when indoors.

As you read through our Sustainability Report, take notice of our examples and programs that demonstrate creative sustainability. Our sustainability program is rooted in technical mastery combined with relevant product advances that matter to you and your clients. If there is something you would like to see that we haven't addressed, please let me know. We want to continue learning how we can be your first choice in Tile.

I hope you enjoy learning more about Crossville and the exciting things to come.

Sincerely,

Greg Mather
President, Crossville Incorporated



About this Report

This report is the third sustainability report released by Crossville, Inc. This report was compiled with feedback from stakeholders representing our local community, raw material suppliers, customers, design professionals, the sustainability professionals, and Crossville employees. Stakeholders were engaged through a formal survey and follow-up discussions with a third party sustainability consulting firm.

The production data included in this report covers only the tile manufacturing operations of Crossville, Inc. and does not include any imported products nor any other business unit owned by The Curran Group for the calendar year 2017. Any distribution and distributor companies owned by Crossville, Inc. are excluded from this report. There are no restatements or changes in reporting since our last report.

For any questions on this report, please email sustainability@crossville.com

This report meets the requirements of LEED v4 Building product disclosure and optimization - sourcing of raw materials (MRc3) credit by providing:

Option 1: Raw Material Source and Extraction Reporting

Crossville, Inc. is providing this report as a third party verified corporate sustainability report that includes the environmental impacts of extraction operations and activities associated with Crossville's product and the product's supply chain for all U.S. produced products. This report was created using the Global Reporting Initiative (GRI) Sustainability Reporting framework and third party verified by WAP Sustainability Consulting.

AND

Option 2: Leadership Extraction Practices

Extended producer responsibility. Products purchased from Crossville are eligible to participate in the Crossville Extended Producer Responsibility program managed by Crossville, Inc.

For LEED credit calculations, all Crossville products are manufactured in the 38555 Zip Code.

Crossville's GRI Index is located on Page 43.



Sustainability Mission Statement

From its beginnings 30 years ago, Crossville, Inc., a United States owned and operated tile manufacturer, has maintained a sustainable mindset as a socially conscious method of doing business.

Crossville has always considered the diligent pursuit of stringent environmental goals for internal air quality, outside air emissions, and wastewater discharge as basic and fundamental. Environmental stewardship extends throughout the company, our employees, our working environment, our community, and the innovative porcelain tile products that continue to make it all possible.

At Crossville, our culture is and has always been based on one simple business ethic; “do the right thing”.

We can think of no better way to do the right thing than to take proven environmental principals and unite them with Crossville’s manufacturing processes, to create truly sustainable products that are both economically practical & environmentally favorable.

America's preferred choice for sustainable hard surface materials

As the first tile manufacturer in Tennessee (est. 1986), Crossville is the leading American manufacturer of beautiful, sustainable solutions that advance the frontiers of tile design in Japan, the Caribbean, Canada, and the United States.

Located in the hills of the Cumberland Plateau and true to sustainable design, Crossville, Tennessee was chosen as home because of its central location to all primary raw materials. To this day, Crossville is no further than 400 miles from the sourcing sites of its porcelain and natural stone raw materials.

From introducing the nation's first large-format porcelain tiles, to becoming the first and only net consumer of tile waste materials (meaning we recycle even more than we produce), the first tile manufacturer to adopt the GreenSquared Standard, the first tile manufacturer to have a certified Living Product, to developing cutting-edge performance innovations that turn mere surfaces into "breathing" living environments—we are committed to pioneering products and practices that change the way the world views tile.



Crossville and Curran Group Family Values

As a Curran Group company, Crossville is part of a family-owned, privately held corporation dedicated to building on the values of family, partnership, integrity, improvement, and respect.



Family, owned and operated, focused on our family of employees. This “people first” approach has always led to our success.



Partnership, we align with people who share our core values and exceed our expectations. Working together we all succeed.



Integrity, we have built a company and working culture steeped in character and community, it holds up through good times and hard times! We abide by unwavering standards of ethics and walk-the-talk principles.



Improvement, today’s innovation, tomorrow’s success. We are constantly planning, innovating, improving, and giving back. As we reach for a successful business future we do so confident in the foundation of our values, employees, and community.



Respect, always mindful that “people first” works from the inside out. We infuse fairness and professionalism into all that we do. “Doing the right thing” in business begins with respecting the value of your employees who pass it on to our customers, community associates, and vendors.



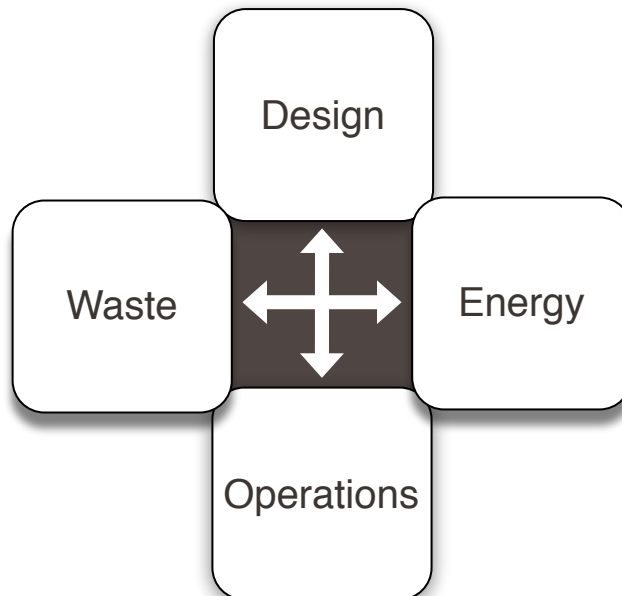


Sustainability Value System (SVS)

These four building blocks are the foundation our sustainability strategy, known as our Sustainability Value System (SVS).

At Crossville, *“Doing the Right Thing”* begins with Waste, Energy, Design, & Operations.

We value designing products that minimize impact on the environment from Cradle to Grave and promoting transparency in our products.



We value eliminating waste across the entire value chain and maximizing reuse of waste materials.

We value managing the energy consumption in our operations and our supply chain to minimize our negative environmental contributions.

We value continually improving our operations to conserve resources, save money, and reduce environmental impacts.



Since our Last Report



**LIVING
PRODUCT
CHALLENGE**SM



Declare.SM



RESTORING INDEPENDENCE
R * I * S * E
SUPPORTING EMPOWERMENT

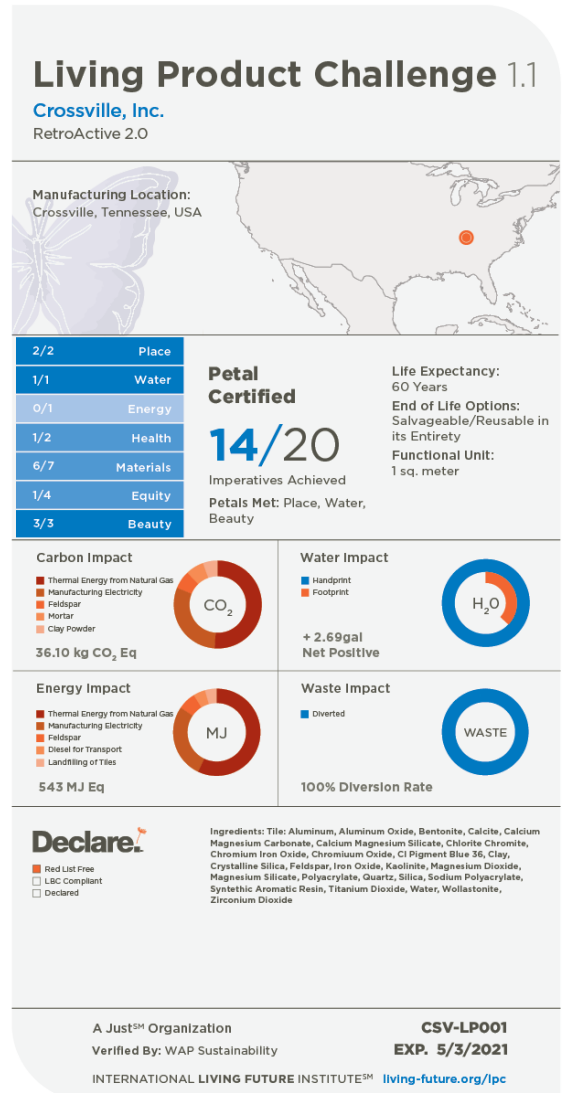
DESIGN

DESIGNED to be a LIVING PRODUCT

The Living Product Challenge is a framework for manufacturers to create products that are healthy, inspirational and give back to the environment. Living Products build soil, create habitat, nourish the human spirit and provide inspiration for personal, political and economic change. Crossville became the first tile manufacturer to earn the Living Product Challenge Certification at the Petal Level.

The Living Product Challenge is organized in seven performance areas, known as Petals, with each area consisting of detailed requirements. Retro Active 2.0 is recognized in 14 of 20 imperatives that include the following:

- **Place Petal** – 2/2 for meeting requirements that included responsible place and habitat impacts
- **Water Petal** – 1/1 for meeting requirements that included net positive for water
- **Beauty Petal** – 3/3 for meeting requirements that included beauty and spirit, inspiration and education, and achieving a net positive handprint for waste.



**LIVING
PRODUCT
CHALLENGE**SM



DESIGNED by NATURE

Biophilic design connects modern building components with our innermost need for immersion with in nature. True biophilic design encompasses the whole human being and encompasses the five human senses. The goal of biophilic design is to create a good habitat for humans. We are biologic organisms living, working, and existing within modern structures,. The design that enfolds us in these structures should incorporate elements to help us stay in connection with the natural world.

Inherently, product design and manufacturing have to evolve to meet changing design needs, and Crossville continues to lead the industry with options for biophilic design components. For example, our Retro Active 2.0 collection holds the prestigious Living Product Challenge Petal Certifications from the International Living Future Institute. RetroActive 2.0 colors and patterns were inspired by scenes from around the world.

When considering biophilic design, designers and consumers can use the Living Product Challenge framework to help choose products that are healthy and free of toxins, knowing that the manufacturers of products earning certification through this program are socially and environmentally responsible. Crossville chose to certify its RetroActive 2.0 products as demonstration of our commitments to the highest standards of non-toxic, responsible material selection and sustainable operations that results in net positive benefits for humans and the environment.

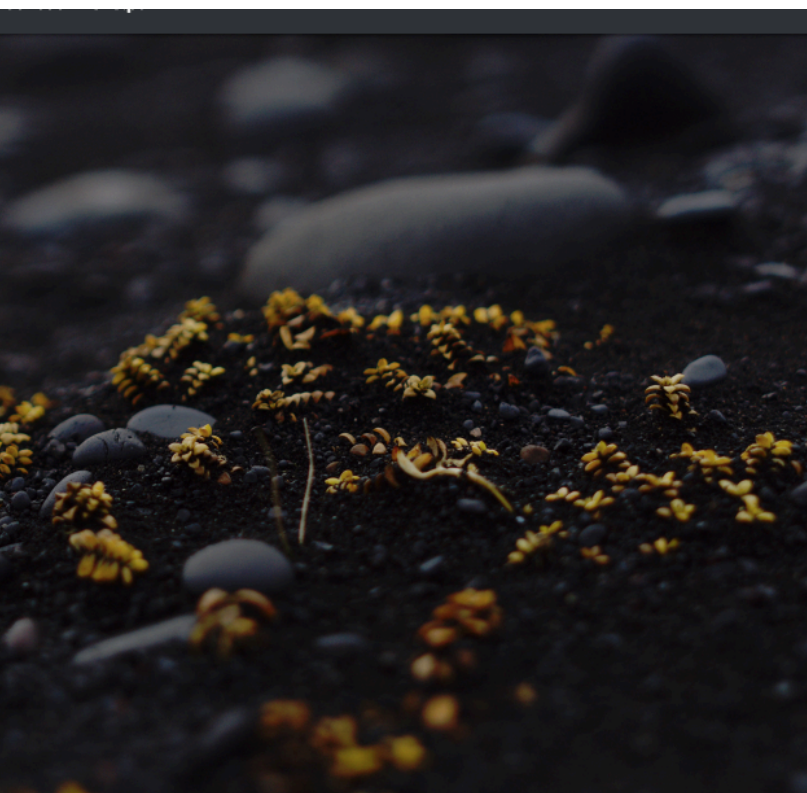
BIOPHILIC DESIGN

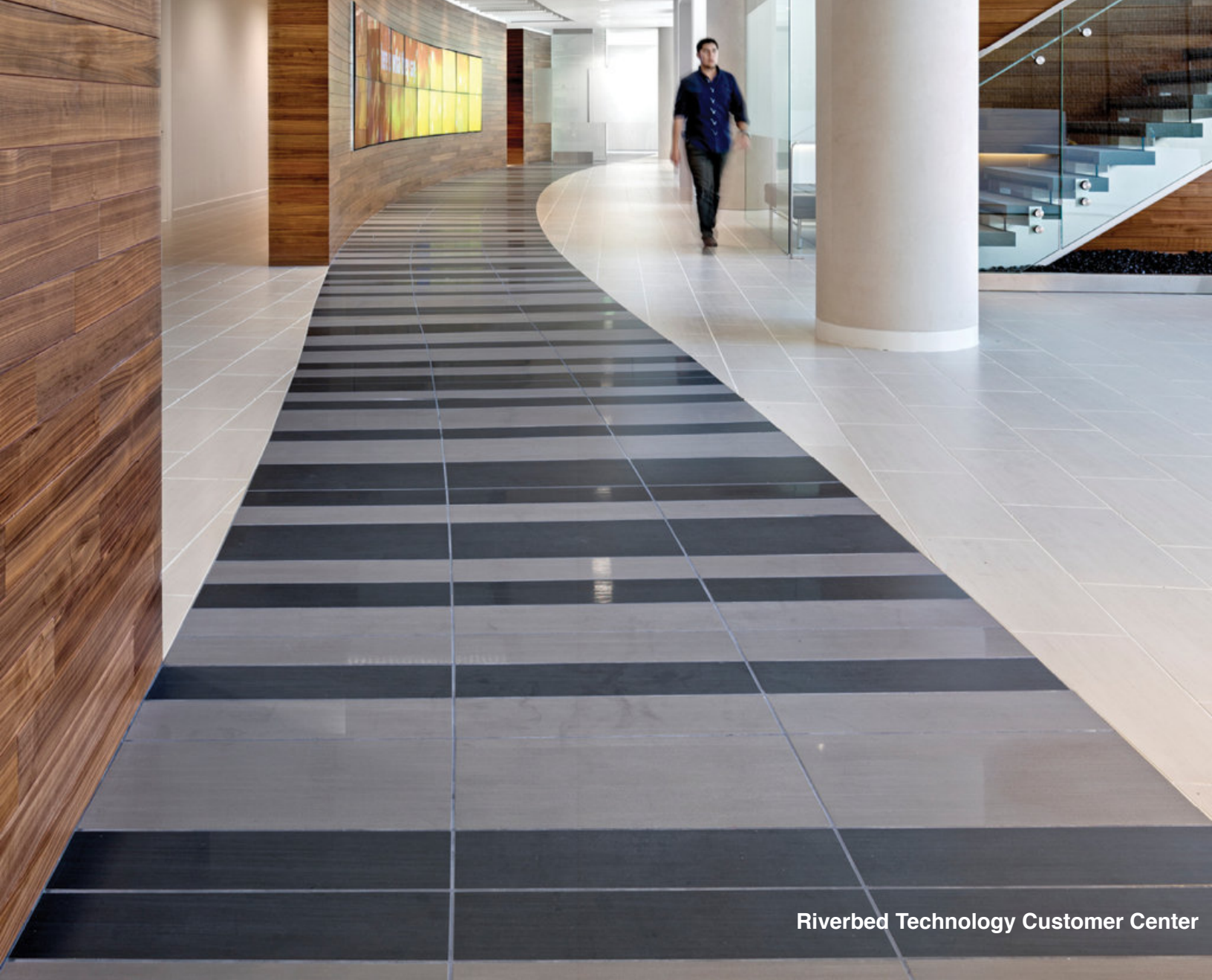
Healing Environments Spa Vignette:

Crossville products were featured in the award-winning Installation Design Showcase Spa Lobby Vignette at Coverings 2016 designed by design firm Healing Environments. Healing Environments owner and principal designer Susan El-Naggar, explained ***“The focus of our architecture & interior design firm is to create healthy environments that promote healing and inner peace for the whole client—mind, body, and spirit—through green and sustainable design”***. El-Naggar shared that she and her team were *“very excited to work with Crossville, since it is the first manufacturer to earn Green Squared certification for all its U.S. made collections—the recognized sustainability standard in the industry”*. The Spa Vignette featuring its biophilic design won first place in the “Contract Project by a Small Firm” category at the 2016 ASID Illinois Design Excellence Awards.

Riverbed Technology Customer Center:

Crossville porcelain tile collections play a prominent role in the flooring design at Riverbed Technology Customer Center, a LEED Gold Gensler project in San Francisco, California. In designing this office space, Gensler sought to address ***“...our innate and inherent desire, conscious or subconscious, to be connected to familiar natural habitats through the application of biophilia”***. To achieve this effect, the design team specified Crossville Shades porcelain tile in tones reminiscent of river rocks—a nod to the company’s name—to create visual representations of nature. This is especially evident in a long, curving corridor inspired by the undulating curves of a living river.





Riverbed Technology Customer Center

BIOPHILIC DESIGN

Many of Crossville’s tile collections draw upon biophilic design for inspiration.

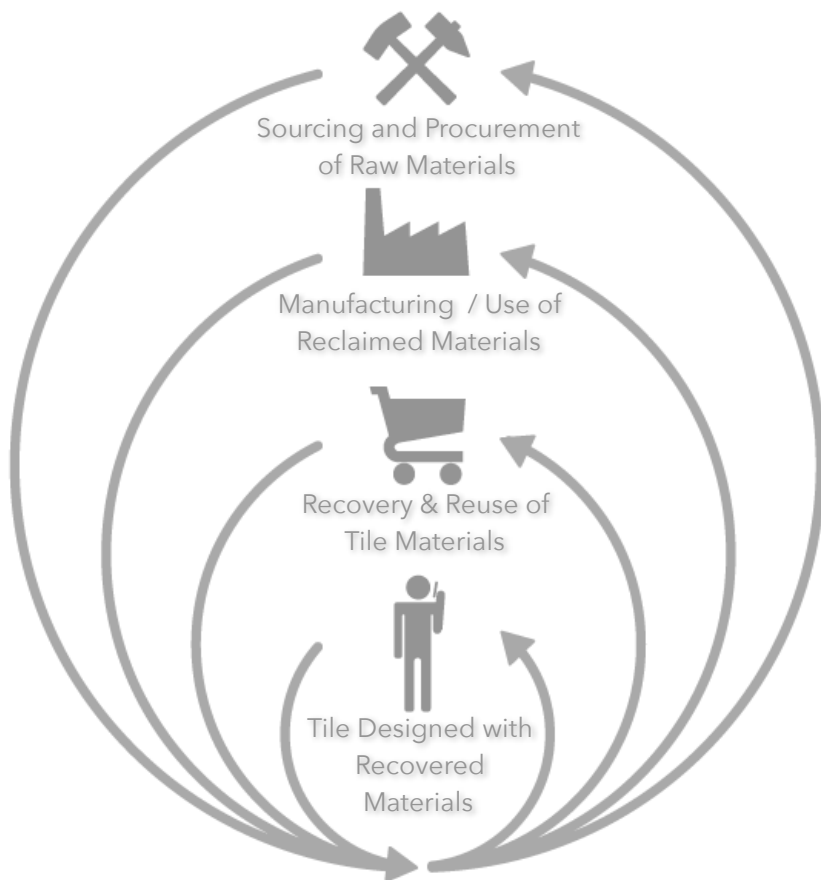
Convergence Glass Mosaics: offers the look of end-grain wood captured in rich, jewel tones and cast in polished glass mosaics. The mosaics’ melding of biomimicry with an artistic splash of colors bring in a natural look while maintaining high-quality product specifications.

Nest Porcelain Tile: Nest captures the look of wood in porcelain tile planks that are offered in two species —Olive and Oak.

Argent Porcelain Tile: The appearance of argent stone comes to the forefront of design in this versatile tile collection. Featuring a range of colors, each with texture and surface visuals mimicking Argent’s true stone style, the line is a bold option for bringing nature into design.

DESIGNED from CRADLE TO CRADLE

The production of tile can be traced back to 24,000 B.C. and is recognized as one of the most ancient industries on the planet. The combination of naturally occurring materials like clay, feldspar, and silica combined with heat has proven to be a useful product that has withstood the test of time. While our technologies, techniques, and designs have improved through time, the concept of making tile is the same. We design tiles made of naturally occurring earth materials, fused together with heat. When the tiles have reached the end of their useful life, their design allows the materials to be reused through a basic grinding and recovery process. The result is a product with an infinitely circular lifecycle.



Crossville Tile Circular Lifecycle

Lifecycle Impacts of 1 Square Meter of Crossville Tile

	Global Warming Potential 26.9 kg CO ₂ -Equiv.
	Ozone Depletion Potential 3.36E-09 kg R11-Equiv.
	Photochemical Ozone Creation Potential 0.0124 kg Ethene-Equiv.
	Acidification Potential 0.103 kg SO ₂ -Equiv.
	Eutrophication Potential 0.00839 kg Phosphate-Equiv.
	Depletion of Abiotic Resources (Elements) 1.01E-05 kg SB-Equiv.
	Depletion of Abiotic Resources (Fossil Fuels) 380 MJ

DESIGNED for TRANSPARENCY

ENVIRONMENTAL PRODUCT DECLARATION

PORCELAIN TILE

DEFINED BY ANSI A137.1
MANUFACTURED BY CROSSVILLE, INC. IN CROSSVILLE, TN



CROSSVILLE
ELEVATE YOUR SPACE

Founded in 1986, Crossville Inc. is a U.S.-owned and operated manufacturer and supplier of porcelain, glass, and stone tile collections for residential and contract applications. The company is the first U.S. tile manufacturer to achieve the following:

- production of large format porcelain tile on site,
- manufacturing porcelain tile with certified recycled content
- development of the Tile Take-Back® Program for recycling fired porcelain tile
- SCS third party certification of its fired and wet waste recycling programs
- TONA's Green Squared certification for all of its U.S.-produced porcelain tile lines,
- became a net consumer of waste.

For more information, on Crossville, visit www.crossvilleinc.com

CERTIFIED
ENVIRONMENTAL
PRODUCT DECLARATION
by crossville



Declare. 

PORTICO



Crossville embraces transparency for the benefit of both itself and its customers to illustrate our commitment to transparency, healthy products, and sustainability.

Since our last report, Crossville completed its first Third Party Verified Red List Free Declare Label for its U.S. manufactured porcelain tile products. This became another Industry first for Crossville as the first tile manufacturer to complete a third party verified material transparency disclosure.

Within our transparency portfolio, we also have Environmental Product Declarations (EPDs), Health Product Declarations (HPDs), and Portico listings many of which can also be found on the Mindful Materials platform. Crossville is committed to providing architects, designers, and end users with the transparency data they are seeking so that they can make more informed choices about environmentally preferable and healthy materials.

DESIGNED for CERTIFICATION



Crossville was the first recipient of the Green Squared® Certification from the Tile Council of North America for its US manufactured porcelain products and manufacturing process.

All of Crossville's U.S.-made porcelain tile collections holding the Green Squared certification are viable options for any specifier seeking to attain LEED credit using Pilot Credit 80. To contribute, tiles must meet the extensive environmental and social responsibility requirements of Green Squared, the ceramic tile industry's multi-attribute, cradle-to-grave sustainability standard.

The intent of the LEED Pilot credit is *"to encourage the use of products and materials for which life-cycle information is available and that have environmentally, economically, and socially preferable life-cycle impacts,"* according to USGBC. To earn the LEED point under this credit, at least 25% by cost of the permanently installed building products on a project must meet a USGBC-approved product sustainability standard, like Green Squared, and have third-party validation from any of three international sustainability leaders: UL Environment, NSF International, and SCS Global.

WASTE

NET POSITIVE WASTE

Crossville is certified as net-consumer of waste, meaning we consume more waste than we generate. To achieve this status, we procure waste materials using three different sources.

TOTO USA PARTNERSHIP

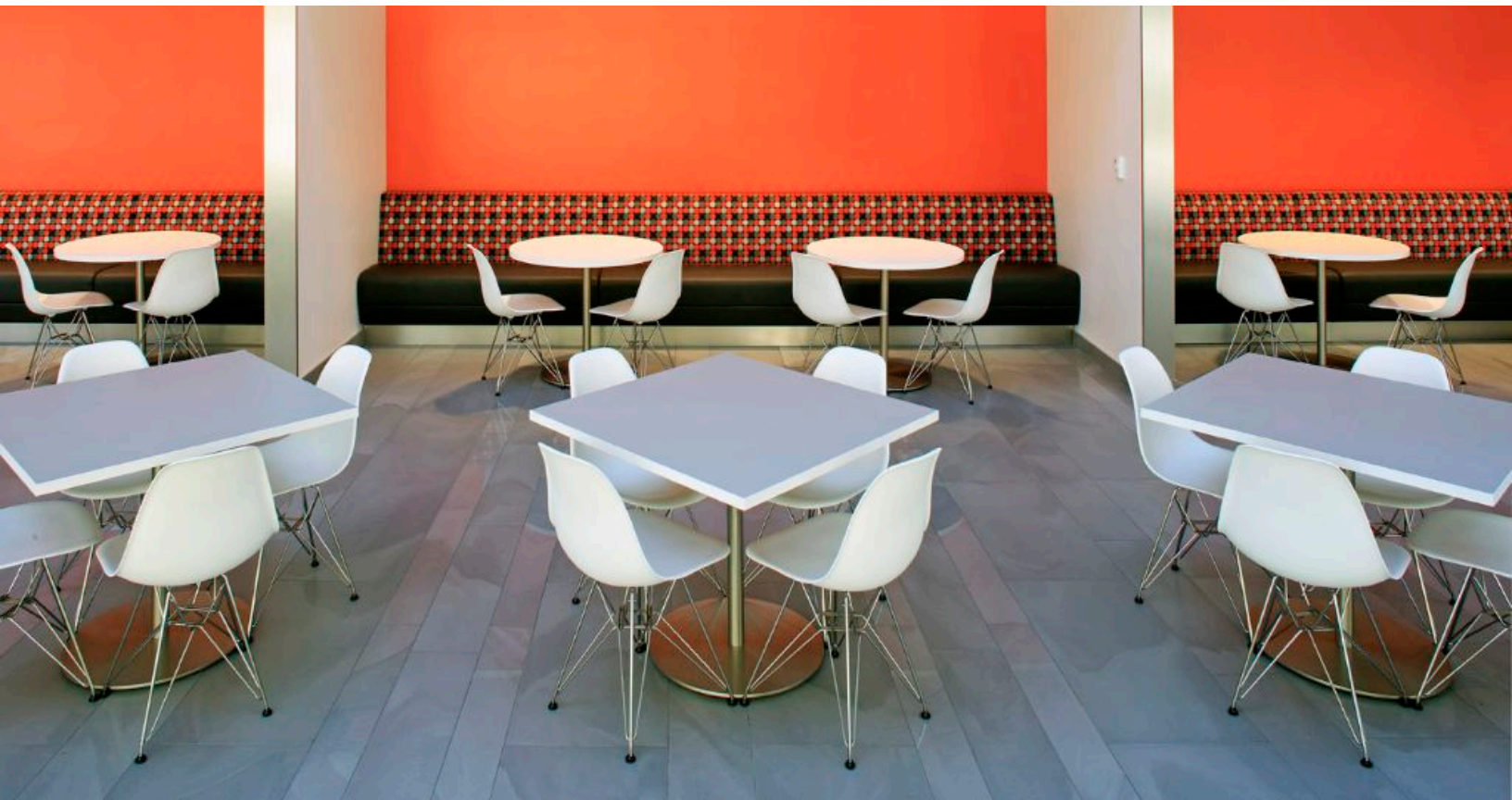
We partner with TOTO® USA sanitary wares to recycle pre-consumer fired porcelain that would normally be discarded, into raw material for new tile. Crossville diverts millions of pounds of raw material waste from landfills each year through the Toto USA Partnership.

ECOCYCLE WASTE PROCESS®

We have developed two primary means of recycling manufacturing tile waste that would otherwise be sent to local landfills: EcoCycle Fired Waste Process™ and EcoCycle Filtrate Waste Process™. Both proprietary processes have been third party verified enabling Crossville to successfully recycle nearly 12 million pounds of previously discarded filtrate and fired waste every year.

TILE TAKE-BACK PROGRAM®

Beginning in 2010 we initiated, distributed and executed an official porcelain Tile Take-Back Program™, in which Crossville agreed to take back both pre- and post-consumer fired porcelain tile, regardless if Crossville originally manufactured the tile. As part of our extended producer responsibility program, over 778,103 pounds of tile has been taken-back and given a renewed life as new tile.



TOTO®



 **CROSSVILLE®**

Crossville partnered with TOTO USA, the world's largest plumbing products manufacturer, to recycle pre-consumer waste, converting TOTO's sanitary toilet ware waste into powder form. TOTO's unique fired porcelain, when crushed into very small pieces, becomes the raw material from which Crossville begins producing porcelain tile. By "upcycling" TOTO's waste product, we created a high-quality raw material. This first of a kind program saves approximately 8 million pounds of material from entering landfills each year, and will continue to save millions more in the future.



TOTO®



CROSSVILLE

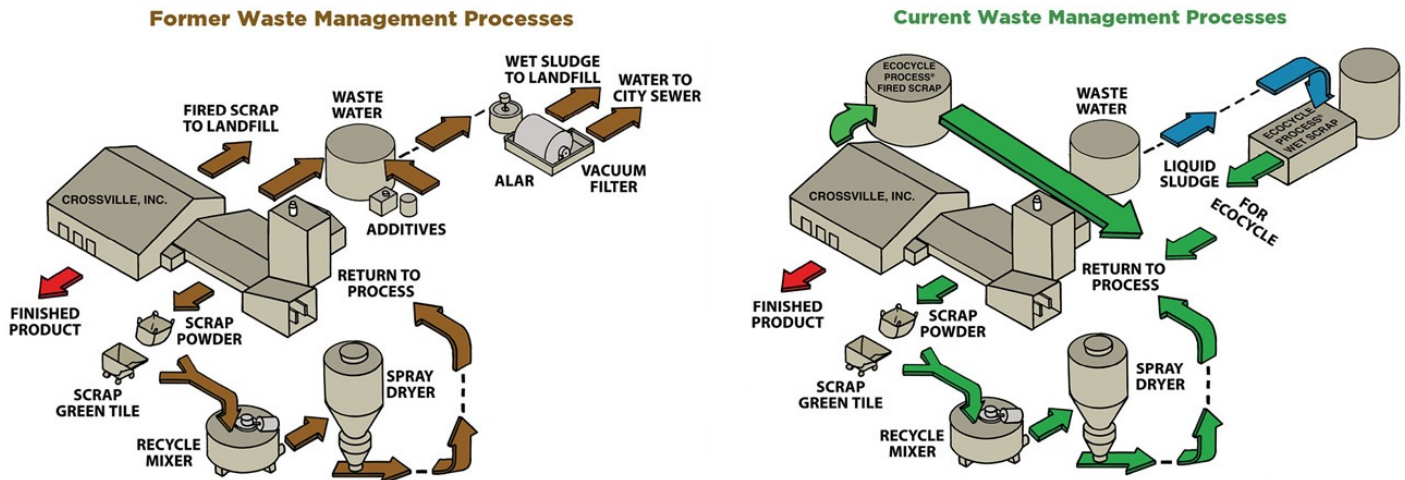


330

TONS/MONTH

ECO-CYCLE WASTE PROCESS™

In 2011, Crossville became the first manufacturer to achieve certification of its tile waste recycling programs through Scientific Certification Systems (SCS). Crossville has developed two primary means of recycling tile manufacturing waste that would otherwise be sent to local landfills: its EcoCycle Fired Waste Process™ and its EcoCycle Filtrate Waste Process™.



The collection of fired tile scrap and filtrate waste from our own production process, specifically for crushing, grinding, and reuse, was established in 2002 and expanded in 2005. Before this time, waste material generated through production was being sent to the landfill. The material sent to the landfill was expensive because it results in wasted raw materials, does not contribute to sales, and it costs money to send material to the landfill.

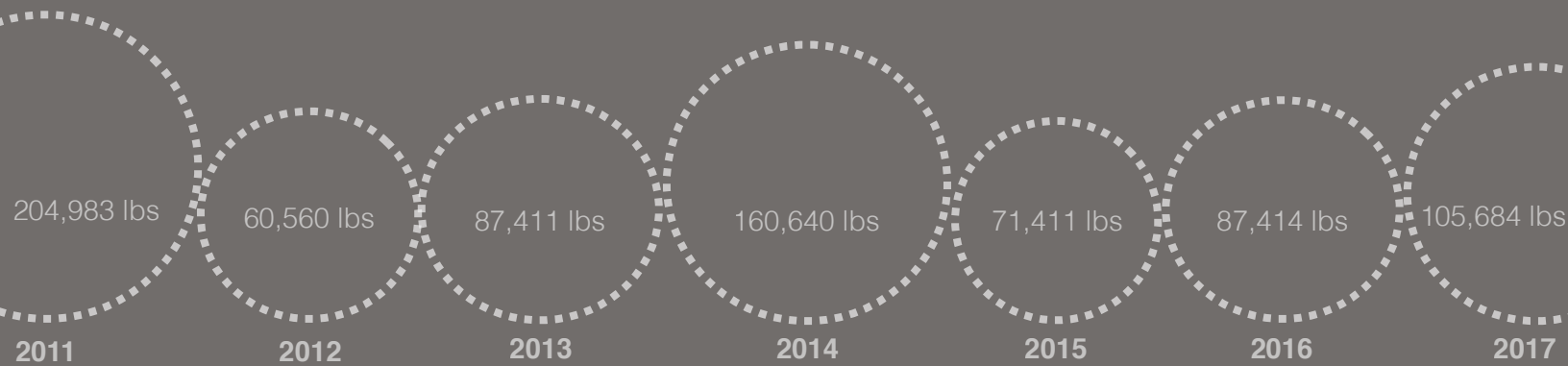
The entire process starts with the collection of unusable fired tiles at Plants 1, 2, and 4, which are discarded and placed in surge bins in the areas where they are collected. This “hard scrap” is collected from three areas of the operations: broken and chipped edge tile (a large portion of the fired scrap), large tiles broken during scoring into smaller tiles (a small portion of the fired scrap), and those damaged in the packaging department during preparation for shipping. Filtrate solids are collected from water discharge, dried, and reintroduced as reclaimed raw materials. All materials are then reintroduced into the production process for new tile.

7,406,159 lbs of White Tile Scrap
+ 12,225,850 lbs of Dark Tile Scrap
+ 3,290,489 lbs of Filtrate
= 22,922,498 lbs of Eco-Cycle Waste™

TILE - TAKE BACK PROGRAM™

Beginning in 2010 Crossville initiated, distributed and executed an official porcelain Tile Take-Back Program™, in which Crossville agreed to take back both pre- and post-consumer fired porcelain tile, regardless if Crossville originally manufactured. Since its inception, over 778,103 pounds of tile has been taken-back and given a renewed life as new tile.

Tile Take-Back Program™ Impact 2011 - 2017





RECYCLED CONTENT

Being a Net Consumer of Waste means Crossville products typically contain various amounts of recycled content. Every tile produced in the US is designed to be made with up to 40% of recycled content and clean, recycled water. Crossville has a range of tile product containing different recycled contents typically ranging from 4% to as much as 50%.

Regardless of the the amount of recycled content in a Crossville product, every Crossville product is designed to be recycled at the end of its life. Within our product development process is a design mindset where products are built to be recycled at end of life. Special focus is placed on the product chemistry, raw material selection, installation, and care to ensure products are suitable for recycling in the future. Our Tile Take-Back Program® reinforces these efforts by providing us a process for procuring precious raw materials for the future.

WASTE PERFORMANCE

Crossville's original mission was to reuse every pound of ceramic raw material into fired tile that was sold. This included solids from wastewater, unfired powder and scrap, and fired scrap. While this is an ambitious goal, our progress to date signifies that we have become a net consumer of waste, meaning we recycle more waste into new product than is sent to the landfill.



In 2017, Crossville reused 31,088,362 pounds of materials that included 105,684 pounds of post consumer material and over 22 million pounds of post industrial materials. Overall, the use of recovered materials represented nearly 11% of the weight of all Crossville produced products produced in 2016 and 2017.

ENERGY

ENERGY

Crossville is committed to managing its energy and natural gas consumption in a responsible manner. Since 2012, Crossville has been able to reduce electricity consumption by 10.98% against our 2012 Baseline.

Crossville has continually partnered with the Tennessee Valley Authority (TVA) to reduce electricity consumption. In 2017, Crossville began participating in an energy efficiency program managed through TVA which provides economic incentives for energy reduction projects. The goal of the project is to identify energy savings opportunities in the production process while reducing economic hurdles of exploring new technologies.

While overall electricity decreased, natural gas increased by 8.41% to 5.22×10^{11} BTU from 4.82×10^{11} BTU against our 2012 baseline.

Energy Reduction Strategies

- Study the potential change of Electric Forklifts to reduce potential 66,000 gallons of liquid propane each year and convert to a lower carbon intensity energy source.
- Continue to update pump technology with more efficient electric pumps.
- Continue to monitor conveyor and mixing equipment to ensure energy conscious settings are activated and working properly.
- Explore feasibility of a small scale renewable energy project at Crossville HQ.





WATER

Crossville reuses more than 99.98% of water in manufacturing, while the small amount that is unused is returned to the environment. For every gallon we purchase, 3.7 gallons are reclaimed. In 2017, we reused over 35 million gallons of water.

Crossville's manufacturing processes are configured so that water is not used as a throughput; rather, it can be used, purified, and then used again cyclically—just as nature intended. 100% of Crossville's manufacturing water needs are supplied by capturing manufacturing water in our closed loop water systems and by recycling industrial water.

Crossville has three programs dedicated for minimizing water waste:

1. The use of low flow/high pressure cleaners, which minimizes the amount of water needed for cleaning equipment and floors.
2. The installation of a water processing system in which clay solids are removed and used as body material in tile. Additionally, the filtered water is saved and used in body slip manufacturing.
3. Crossville's Zero Process Waste Water Discharge process returns used water to the process stream after a cleaning treatment in our onsite treatment plant.

CARBON EMISSIONS

Crossville has been tracking energy and other utilities aggressively since 2012, setting internal baselines and goals for each utility category. In 2016, Crossville expanded its resource management program under our Sustainability Value System (SVS) to include the tracking and reporting of Carbon Emissions. Our GHG Inventory was conducted in accordance with the World Resource Institute (WRI) / World Business Council for Sustainable Development (WBCSD) GHG Protocol Corporate Accounting and Reporting Standard.

One motivation for calculating our GHG emissions was to better understand our environmental performance using normalized metrics vs. absolute metrics. Crossville has experienced significant growth in our volume of production and we wanted to better understanding if we were growing with more or less impact on the environment.

The result is Crossville has been able to grow while reducing the amount of emissions per production unit and per weight of raw material. These metrics provide additional validation that our sustainability strategies are indeed supporting our financial strategies.

Scope	2016	2017	% Change from 2016
Total	52,212	56,310	7.85%
Scope 1	26,592	28,648	7.73%
Scope 2	22,461	24,561	9.35%
Scope 3	3,159	3,100	-1.86%
Total Raw Materials Utilized (kgs)	71,083,360	78,296,357	10.15%

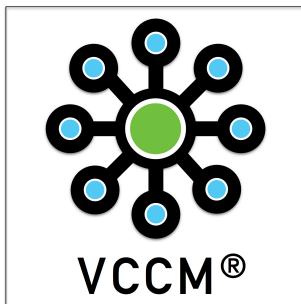
Metric	2016	2017	% Change from 2016
Total Emissions (MT CO ₂ e)	52,212	56,310	7.85%
Total Raw Materials Utilized (kg)	71,083,360	78,296,357	10.15%
Emissions per weight of raw materials (kg/kg)	0.7345	0.7192	-2.09%
Scope 1+2 Emission per Production (kg/SF)	0.6901	0.6796	-1.52%

OPERATIONS

OPERATING RESPONSIBLY

Crossville is committed to working with suppliers who share similar values and operate their businesses with a higher level of responsibility. As part of our commitment to this goal, we utilize WAP Sustainability's Value Chain Chemical Management System, (VCCM) to assess our suppliers business practices, raw material ingredients, sustainability performance and social commitments.

Through the VCCM and Crossville's Supplier Sustainability Program all suppliers and vendors are required to:



- Execute Crossville's Vendor Code of Conduct.
- Provide Crossville or WAP Sustainability raw material ingredient information for all materials to 100ppm.
- Provide packaging information with each specific product shipment.
- Sign an agreement stating no forced or child labor is used.
- Create a general plan for community involvement.
- Commit to comply with all environmental and safety regulations.
- Provide a list of sustainable practices and product sustainability attributes.
- Provide Life Cycle Assessment and Carbon Emissions Data on Operations and Products.
- Complete a signed and legally binding Procurement Policy.



OPERATING LOCALLY



At the core of our products are eight key suppliers that share our passion for the environment, good design, and minimal impacts. Representing the states of Tennessee, Georgia, and North Carolina, these suppliers, which are located within 200 miles of Crossville, represent 90% to 95% of all raw materials depending on US manufactured product style.

Ecological Responsible Land-Use Commitment

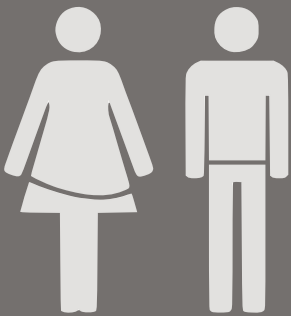
Crossville is committed to reducing environmental harm by using vendors that extract 90 to 95 percent of raw materials from within 200 miles of Crossville’s manufacturing facilities.

Suppliers	Location
H.C. Spinks	Gleason, TN
Bulk Chemical Services	Sandersville, GA
K-T Clay	Gleason, TN
K-T Feldspar	Spruce Pine, NC
Sand Products	Jackson, TN
US Silica	Jackson, TN
US Silica	Monterey, TN
Zschimmer & Scharz	Milledgeville, GA

OPERATING DIVERSELY

Crossville is one of the largest employers in Cumberland County, Tennessee. As such, we take pride in being able to provide a workplace that puts people first. Our employees are our most important asset, and many of our employees have been with us for all 30 years of operations. We are proud to provide jobs full of opportunities, corporate and community responsibility, and provide employees an engaging place of employment for all of our employees.

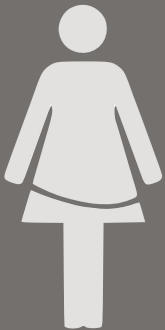
CROSSVILLE EMPLOYEES BY THE NUMBERS



Gender Diversity

38% Female

62% Male



Females in Management

26% Female Executive / Senior Officials / Managers



Age Diversity

60-69 = 6%

50-59 = 25%

40-49 = 31%

30-39 = 22%

20-29 = 16%

OPERATING COMPASSIONATLY

Crossville became the exclusive supplier of tile for the Gary Sinise Foundation's R.I.S.E. (Restoring Independence Supporting Empowerment) program in 2017 and 2018. Crossville has donated 100% of the tile for over a dozen planned specially adapted smart homes to be built for deserving wounded heroes and their families across the country.

Crossville is honored that our tile collections could play a role in the design and functionality of these special homes for these service men and women.

U.S. Marine Corps Corp. Christian Brown

U.S. Army Sgt. Franz Walkup

U.S. Marine Corps Staff Sgt. Brandon Dodson

U.S. Navy EOD Tech Taylor Morris

U.S. Army Sgt. 1st Class Wade Mitcheltree

U.S. Marine Corps Sgt. Michael Frazier

U.S. Army Staff Sgt. Lucas David Cifka (Ret.)

U.S. Navy EOD1 Andrew Bottrell

U.S. Army Captain Nick Vogt (Ret.)

About Gary Sinise Foundation

The Gary Sinise Foundation honors America's defenders, veterans, first responders, their families and those in need. Through it, R.I.S.E. program (Restoring Independence Supporting Empowerment) specially adapted smart homes are being constructed for severely wounded heroes nationwide. Each one-of-a-kind home is customized to ease the everyday burdens of a wounded hero, their family, and caregivers.



OPERATING WITH AWARENESS

Crossville sponsored the biennial The Common Thread for a Cure Scarf Competition. The Common Thread for A Cure Scarf Competition is truly a tie that binds the interior design and furnishings communities together. Through Helping Hands Grants, the organization offers financial support for families in these industries that are struggling with breast cancer. These grants provide practical financial support for everything from medical expenses that are not fully covered by insurance to daily expenses (i.e. – transportation costs, childcare, co-pays, lodging, etc).

Crossville provided funds for the competition which was won by Shelby Ferriter, a recent graduate of the University of Tennessee with a Bachelor of Science in Interior Architecture, now working at Looney Ricks Kiss, an architecture and interior design firm in Memphis, Tennessee.

In describing the inspiration behind her scarf design, Ferriter explains that she focused on empowering individuals battling breast cancer. Each element in her original pattern supports the idea of empowerment. *“The mountains are not only part of Crossville’s logo, but also a symbol of the climb that individuals with breast cancer are going to face. With each step, with each day, with each dollar raised, we get closer to the top of the mountain and closer to finding a cure,”* Ferriter shares. *“The mountains are wrapped in a pink ribbon, which is an international symbol for breast cancer awareness. My hope is that when those battling cancer wear this scarf they are reminded of the strength they hold and are encouraged to keep fighting, everyday, because slowly but surely, we will climb to a cure”.*



OPERATING WITH CREDIBILITY

FTC Compliance for Environmental Marketing

Crossville is FTC compliant for Environmental Marketing, meaning that a third party, Scientific Certification Systems (SCS), has validated Crossville's marketing claims in regards to the environment.

G2 Certification

Crossville was the first recipient of the G2 Certification from the Tile Council of North America for its US manufactured porcelain product line-up and manufacturing process. The certification program scores products in the categories of product characteristics, manufacturing, corporate governance, innovation, and end-of-life.

LEED Certification

Crossville monitors LEED standards to ensure their sustainable products meet or exceed requirements set by the U.S. Green Building Council, this includes LEED v4 and the future LEED v4.1

Environmental Product Declarations

Crossville has completed Environmental Product Declarations (EPDs) as part of the TCNA Industry Wide EPD and Type III Product Specific EPD's on select products. These EPDs have been third party certified by UL Environment and credibly discloses detailed information regarding product sustainability. This information meets the requirements of LEED V.4 MRc2 Credit.

Health Product Declarations (HPDs)

Crossville has completed Health Product Declarations (HPDs) on select products to meet the requirements of LEED V.4 MRc3 Credit. HPDs are available upon request or on the HPD Repository.

Sustainability Reporting

Crossville has committed to updating this sustainability report on a bi-annual basis. This report meets the requirements of LEED V.4 MRc3 Credit.

Declare Label

Crossville has completed Third Party Verified Declare Labels on select products to meet the requirements of LEED V.4 MRc3 Credit and the Living Building Challenge. Declare Labels are available upon request or on the Declare Database.

Living Product Challenge

Crossville has completed Petal Certification for the Living Product Challenge for RetroActive 2.0. The Living Product Challenge Certification Label is available upon request or on the LPC Website.

OPERATING SUSTAINABLY

Crossville was the first manufacturer to earn Green Squared® certification — the highest sustainability standard in the tile industry—across all of its U.S.-manufactured, porcelain tile product lines and its entire production process.

Developed by the Tile Council of North America (TCNA) under the American National Standards Institute (ANSI A138.1), Green Squared® evaluates products and processes in five key areas of environmental and social responsibility:

- Product characteristics
- Manufacturing operations
- Corporate governance
- Innovation
- End-of-life product management

In doing so, Green Squared serves as the standard bearer for ensuring transparent, full disclosure of sustainability information and qualifications product by product, and manufacturer by manufacturer, across the industry. Additionally, Green Squared seeks to recognize manufacturers, like Crossville, for their leadership in environmental stewardship and corporate responsibility.

By providing a complete portfolio of Green Squared Certified Crossville porcelain products to our clients and consumers, we make it easy to create beautiful, sustainable installations that uphold our shared commitment to advancing tile design while protecting our natural resources.

Green Squared Certified Products

- Argent
- Basalt
- Bluestone
- Color Blox
- Color Blox Mosaics
- Color Blox Too
- Cotto Americana
- Cross-Colors
- Cross-Colors LP
- Crossville Mosaics
- EcoCycle Americana
- Limestone
- Main Street
- Manoir
- Reclamation
- Retro Active
- Shades by Crossville
- SpeakEasy
- Structure
- Virtue
- Vista Americana
- Wood Impressions



GOALS AND SUMMARY

Crossville's Commitment to the Environment

As a member of the U.S. Green Building Council, Crossville is committed to protecting the environment through our quality manufacturing processes, and by offering recycled, and environmentally friendly products.

Our wastewater policies exceed government standards and we have earned several accolades for effective wastewater practices. In fact, over 99% of the water used in our tile manufacturing is reused in a closed loop water reclamation system.

We maximize use of natural gas, a clean burning, efficient fuel, which helps alleviate negative impacts such as greenhouse gas emissions, smog, acid rain, and water pollution.

Our dust collection procedures not only allow us to limit air pollution, both inside and outside our plants, but allow us to reuse unfired raw scrap materials during manufacturing. While this reuse does not constitute recycling, it does minimize landfill deposits while conserving raw materials.

Crossville is committed to using principles of biophilia when designing our products. We are committed to designing products that connect people to nature. We also want our nature inspired products to be net positive and elect to use the Living Product Challenge as guidelines to achieve net positive status.

Recognizing that sound environmental policies reach beyond manufacturing processes, and product offerings into all business operations, we have formed an Environmental Commitment Task Force comprising representatives from each of our operational units to evaluate current practices for efficiency and environmental impact and to recommend future innovations.

Crossville utilizes Life Cycle Analysis (LCA) on his porcelain tile product, to evaluate the environmental impact per unit of product from sourcing to end of life. The results of the LCA are used to improve sustainable operations and influence our sustainable design process.

We partner with TOTO® USA sanitary wares to recycle pre-consumer fired porcelain they would normally discard into raw material for new tile. Just a few years into the program, Crossville has become the first net consumer of tile waste (meaning we recycle more waste than we produce), diverting millions of pounds of waste from landfills.

Crossville has completed Environmental Product Declarations (EPDs) as part of the TCNA Industry Wide EPD and Type III Product Specific EPD's on select products. These EPDs have been third party certified by UL Environment and credibly discloses detailed information regarding product sustainability. This information meets the requirements of LEED V.4 MRc2 Credit.

CROSSVILLE 2015 SUSTAINABILITY GOALS ACCOMPLISHED

By 2015, expand and promote Crossville's TILE TAKE-BACK program in areas within 500 miles of Crossville's reprocessing facility.

Reduce Company Wide Energy Usage by 15% by 2015.

By 2015, maintain and expand sustainable practices through internal and external audits of our manufacturing and logistical processes.

By 2015, develop additional products for the market using the third party certified EcoCycle Processes.

By 2015, expand recycling and sustainable practices in ALL operational departments and verify through internal sustainability audits.

By 2015, innovate and seek new raw materials options from both pre and post consumer sources.

Maintain NET CONSUMER of waste status through the end of 2015.

Charge Crossville's existing Environmental Task Force with the additional on-going responsibility of maintaining the tile industry's ANSI-A138.1 Green Squared Standard for the manufacture of sustainable ceramic tile manufacturing.

Complete EPDs and HPDs for all products relevant to LEED V.4 markets and Issue a Sustainability Report, responding to these goals by the end of 2015.

Accomplished

Partially Completed

CROSSVILLE 2020 SUSTAINABILITY GOALS

By 2020, grow Crossville's TILE TAKE-BACK program by recycling over 1 million pounds of reclaimed tile since its inception.

Reduce Company Wide Energy Usage by 20% by 2020.

By 2020, continue to expand sustainable focused internal and external audits of our manufacturing, supply chain and logistical processes.

By 2020, develop additional products for the market using the third party certified EcoCycle Processes.

Explore and potentially invest in a renewable energy project for Crossville by 2020.

By 2020, innovate and seek new raw materials options from both pre and post consumer sources.

Maintain NET CONSUMER of waste status through the end of 2020.

Create a second Living Product by 2020 that certifies at the Petal or Full Certification level.

Continue the use EPDs, Declare Labels and HPDs for all products relevant to LEED markets and continue to Issue a Sustainability Report, responding to these goals by the end of 2020.



Incomplete



Partially Completed

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GRI INDEX

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