



EXPECT INNOVATION

A background illustration in a lighter shade of red shows silhouettes of four business professionals in a meeting. One person stands on the right pointing at a whiteboard, another sits in the center with a laptop, and two others stand on the left. The scene is overlaid with a pattern of white paperclip outlines.

**WHAT'S UNDERFOOT CAN IMPROVE YOUR
BOTTOM LINE.**

MONTEREY C&A CROSSLEY

The image features a vertical design on the left side with a light beige background. It is decorated with horizontal bands of a repeating carpet tuft pattern. The top band is a thin white line. Below it is a wider band of a repeating white tuft pattern. This is followed by a solid beige band containing the text 'WE DO BUSINESS'. Below that is another wide band of the repeating white tuft pattern. At the bottom, there is a final solid beige band containing the text 'THE WAY YOU DO BUSINESS.' and two lines of red text. The right side of the image is a plain white background with a paragraph of text and the same red text.

WE DO BUSINESS

At Tandus, floorcovering is our way of helping you improve your financial, social, and environmental bottom line. We're concerned about much more than what you buy – we're here to help improve the *way* you buy because we want you to get the most out of your investment in floorcovering.

THE WAY **YOU DO BUSINESS.**

Yes, we make carpet.

But even more, we're making a difference.



YOUR OBJECTIVES

ARE **OUR** OBJECTIVES.

We begin by investing as much time as it takes to understand your business. At Tandus, we realize that floorcovering is just one of dozens of critical decisions you have to make every day. We also understand that your choices need to reinforce other objectives and contribute to performance indicators. So whether you're being held accountable to Six Sigma, ISO 40001, cost containment, productivity requirements, or any other metrics, we'll make sure your floorcovering procurement helps you meet your overall business goals.

PROOF POSITIVE: WE MEET YOUR GOALS.

When we began working with one of America's largest financial organizations, we quickly discovered they were implementing Six Sigma. At his own initiative, our Tandus account executive got certified so he could present reports in the methodology our client was already using. This customer also expects 10% year-over-year productivity growth, another benchmark we were able to achieve.

As our customer says, "There are multiple companies that can supply carpet, but carpet is secondary to engaging in the process. It's about meeting minority supplier goals, productivity goals, being able to acquire carpet in a rough environment, stocking programs at no extra charge...It's great to work with someone who understands us and partners with us to meet those goals."



BETTER SYSTEMS, BETTER SERVICE.

We believe that to improve something, you need to track it and measure it. And because we're always looking for ways to do better for our customers, we developed an interactive and personalized platform that allows us to give customers periodic reports on everything from Minority and Women-Owned Business Enterprise (MWBE) spending to sustainability, productivity metrics, and more. Even if they didn't ask for it. We reinforce this technology with an in-house team that is charged with supporting our strategic customers by solving problems before they start, identifying opportunities that might otherwise go unnoticed, saving costs, increasing efficiencies, and removing obstacles. Everyone at Tandus knows that when it comes to making decisions in the best interests of our customers, each of us has the power to make it happen.

PROOF POSITIVE: CUSTOMER SERVICE THAT ANTICIPATES PROBLEMS.

"At Tandus, we encourage our Strategic Account Facilitators to be proactive. In fact, they often resolve issues before they come to a customer's attention. For example, a Facilitator realized one day that a customer had planned a press conference in the exact location where a wall had been moved, exposing a hole in the floorcovering. Our Facilitator contacted an installer, ensured they had adequate product, scheduled the repair, and advised the general contractor. Later that same day, our client called in a panic, having just realized the problem. We were able to advise her that the issue was already taken care of and the cost of overnight deliveries would not be required. The client expressed her appreciation in an email saying we'd gone 'above and beyond the call of duty.' But to us, it's just what world class customer support is supposed to do."

DIANE CROW, TANDUS STRATEGIC SUPPORT MANAGER

We do whatever it takes. We call it **Tandus Connexion™**.

Which is just a way of describing how we work with our customers. It's all about **understanding your needs,**

THE BEST FLOORCOVERING; THE RIGHT APPLICATIONS.

knowing our capabilities, and making the right connection between the two. It means finding the right floorcovering for the application and **cutting costs for clients.** It's about

MAKING CONNECTIONS BETWEEN YOUR NEEDS AND OUR CAPABILITIES.

providing carpeting anywhere our customers are doing business and **offering complete service,** from stocking

programs and custom manufacturing, to installation and maintenance. It's also about buying carpet back at the

GLOBAL REACH, SERVICE, AND SUPPORT NO MATTER WHERE YOU DO BUSINESS.

end of its useful life and recycling it into new carpet. At Tandus, we take complete responsibility for our products

and our customers.

WALK ALL OVER US.

At Tandus, we not only make the best carpet; we make the right carpet to address the specific needs and requirements of particular applications. We manufacture carpet across many categories, including luxurious broadloom for dressing up private offices, structured back products for high-traffic corridors, and modular that allows access to infrastructure and systems in raised floor areas and reduces costs in the open plan by simplifying reconfigurability. We can also make custom products, as well as find and install any other kind of flooring you might need. Tandus is committed to providing a complete floorcovering solution.

PROOF POSITIVE: DESIGN THAT SOLVES PROBLEMS.

inunison is an example of design philosophy in action. We didn't see why interior designers should be limited by carpet choices. So we developed a way to make four product categories – modular, woven, broadloom, and six-foot – work together with designs, patterns, and coordinated colors that can be unified, customized, and personalized. So now designers have more freedom to express their vision, while maintaining continuity from the back office to the boardroom, using one supplier, one floorcovering partner.

IT'S NOT ABOUT HOW MUCH YOU SPEND.

IT'S ABOUT HOW MUCH YOU SAVE.

Procuring, installing, and maintaining floorcovering is no simple matter. Decisions involving multiple locations, vendors, and suppliers have to be made. Scheduling could mean shutting down critical operations and then getting them back up again as soon as possible. At Tandus, we look at the entire process holistically, and always with an eye towards saving you money. We know it's important to come in on time and on budget. But even more, we coordinate services, streamline procedures, and standardize processes. We make products that are easier and less expensive to maintain. And we'll even pay you for your carpet when it's at the end of its useful life and turn it back into new carpet. It's all about reducing the total cost of ownership for our customers.

PROOF POSITIVE:
LOWERING THE COST OF OWNERSHIP.

"One of our national customers didn't realize that there was a wide variance in the cost to acquire and install floorcovering from one of their locations to another. Because we have an extensive tracking and reporting process, we were able to show them – even though they didn't request this information – not only how much they were spending on products, but also on other related service costs, as well. Our initiative and strategic approach enabled us to point out areas where project costs could be significantly reduced, resulting in enormous overall savings."

FRANK WISEMAN, TANDUS ACCOUNT EXECUTIVE



WE ARE DOWN THE STREET AND ACROSS THE GLOBE.

Whether you're a multi-national corporation with dozens of offices around the world or just starting a roll out with your first branch in Asia, Tandus takes the worry and hassle out of getting floorcovering where you need it. From delivering samples, to managing logistics, dealing with duties, insurance, and freight, and ensuring on-time installation, we have the relationships, experience, and global manufacturing and service operations to get the job done, even in the most challenging of circumstances. Whether it's the Petronas Twin Towers in Kuala Lumpur or the Green Zone in Baghdad, anywhere from Beijing to Abu Dhabi, our customers receive the same high quality products, flawless service, and superior warranty, no matter where in the world they are, or plan to be.



PROOF POSITIVE: IN ASIA, FOR ASIA.

As part of our ongoing efforts to provide better service and reduce costs to our customers, Tandus has had operations in Asia for a decade. We currently have a staff of 65, at offices in Shanghai, Beijing, Hong Kong, Singapore, Bangalore, and Dubai, with representation in 22 countries through a distribution network of 32 independent distributors, and manufacturing in Suzhou, China. "All of the product we're producing in Asia for the Asia market uses the same materials, is tested to the same standards, and is the same quality as what we produce in the United States," notes Roger Ray, President, Tandus, Asia. "We can provide the exact same quality product, logistics, installation, and warranty at our customer's offices in Jakarta as in New York. We take all the pain out of the process."



A COMMITMENT TO COMMUNITY AND THE

ENVIRONMENT.

Tandus is constantly examining all the ways we can be a better corporate citizen, from how we protect the environment to how we engage with our community. In 1994, we invented the industry's first closed-loop recycling program; since then, we have diverted 10 to 15 million pounds of waste carpet from landfills each year – more than 130 million pounds so far – and turned it into new carpet. In the early 1990s, we initiated Creative Minds, a first-of-its kind program in our industry that allows employees to obtain their high school equivalency, on company time, in the plant, while being paid their regular wage. We support many non-profits and encourage our employees to do the same. Our customer's community-minded goals are also important to us. So if there's a way we can help, please ask. We'll undoubtedly say, "Yes, we can."

PROOF POSITIVE: YOUR COMMUNITY IS OUR COMMUNITY.

Cristo Rey builds academically-demanding high schools in inner city areas to give kids from tough backgrounds the opportunity to learn, gain work experience, and build a better life. When contractor Ryan Companies needed help building a new Cristo Rey school in Minneapolis, Target's Commercial Interiors division asked their suppliers to help. Tandus didn't hesitate. According to Joe Perdew, President, Target Commercial Interiors, "Tandus saw that we were passionate, and they immediately became equally passionate about the project." Tandus's commitment resulted in a savings of more than \$100,000 to this project. All of which is a worthwhile investment in a brighter future for a whole bunch of kids who deserve a chance.

POSTSCRIPT

LEAVE NO TRACE™

Throughout our history, Tandus has been forging a groundbreaking path to sustainability. We are proud of our many significant, real accomplishments, and know that we have made a positive and lasting difference in the world.

However, we fully understand that sustainability is a long, perhaps never-ending, journey. We realize there is much more to do and are committed to following and finding new roads to sustainability.

You will see and hear more from us as we search for innovative and better ways to reduce our impact on the environment. For example, we're continuing to reduce energy use and evolving to renewable energy sources; reducing water use and returning only clean water to the environment; exploring bio-based materials for our products; and developing ways to use less materials overall. And, even more:

Instead of just buying trees and buying credits to offset carbon emissions, we'll be solving the root of the problems.

We will continue to take responsibility for any vinyl-backed products we have ever made. We call it "mining buildings instead of the earth for resources®."

We will explore the most forward thinking solutions, whether they come from Tandus Technologies or other resources, worldwide.

We will use creative science to explore how nano-technology can make carpet more than just a floorcovering; that, perhaps, can become self-cleaning, or that can actively work to improve indoor air quality.

At Tandus, our goal is nothing less than unwavering, environmental accountability. As we focus on where we are going and what we are creating, we are equally focused on eliminating our environmental footprint.

At Tandus, our culture is about making a difference, and our environmental commitment is to LEAVE NO TRACE, becoming givers to, rather takers from, the Earth.

EXPECT INNOVATION

Tandus creates floorcovering solutions that enhance spaces for learning, working, healing, and living through inspired design, leading-edge technology, unprecedented achievement toward sustainability, and an absolute commitment to continued leadership.

For more information on Tandus's commitment to the environment, please visit: www.tandus.com/sustainability

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EXPECT INNOVATION

DESIGN

TECHNOLOGY

SUSTAINABILITY



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