



March 6, 2015

Dear Valued Customer:

Recent news in the marketplace has raised questions about laminate and hardwood flooring products. Shaw has a long-standing commitment to sustainability, and we strive to build upon this legacy of leadership every day.

We carefully consider the impact of our products throughout their lifecycle on the environment and on society. For Shaw that means we examine the ingredient materials, the impact of our supply chain, our use of natural resources and the ability to recover and recycle our products. We were among the first to embrace and implement this new way of thinking about environmentally and socially responsible flooring design nearly a decade ago.

Shaw manufactures many of its own products, and we source from strategic partners in the U.S. and internationally to offer a broad portfolio of products. In doing so, we set high standards for ourselves and our suppliers, and we take numerous steps to verify that our products — regardless of where or by whom they are manufactured — meet your expectations. These steps include:

- Before we enter an agreement with a strategic partner, all products are tested by a third party. This careful review evaluates potential partners, ensuring they will credibly manufacture products to the same high-quality standards that we expect of the products we manufacture in our own facilities.
- Periodic product testing is conducted by the third party laboratories to determine whether certification and standard requirements are met.
- We conduct our own voluntary testing to evaluate the products we sell beyond the random sampling done by these third parties.

Below is an overview of key sustainability certifications and standards that our hardwood and laminate products meet, regardless of where they are manufactured.

#### **CARB Compliant**

The California Air Resources Board (CARB) implemented standards to improve indoor air quality by tightening limits for formaldehyde emissions from composite wood products. In 2012, the CARB formaldehyde standard was made even more stringent - lowering the limit to 0.05 parts per million. This enhanced phase is often referred to as CARB 2. CARB Compliance requires third-party testing. **Shaw laminate and engineered hardwood products meet or exceed CARB 2 requirements.**

#### **GREENGUARD Certification**

Shaw voluntarily submits its products for GREENGUARD certification, which is an additional test that is above and beyond the CARB 2 requirements.

All Shaw hardwood and laminate flooring products have been tested to GREENGUARD Certification criteria. The GREENGUARD Certification program from UL Environment gives assurance that products designed for use in indoor spaces meet strict chemical emissions limits, including formaldehyde.

**All of Shaw's laminate and hardwood products are independently verified by Underwriter's Laboratories as part of our voluntary participation in the GREENGUARD program.** (UL is a global independent safety science company.)

#### **Cradle to Cradle Certified™**

Shaw also has its products assessed for material health and other sustainability attributes under the voluntary Cradle to Cradle Certified Products Program. The program evaluates a product's performance in five categories:

- Material health
- Material reutilization
- Renewable energy
- Water stewardship
- Social fairness

Shaw's hardwood products are Cradle to Cradle Silver v2 — a third-party certification provided by the Cradle to Cradle Products Innovation Institute after rigorous product assessment.

#### **Lacey Act Compliant**

Shaw's commitment to sustainability includes knowing where the hardwood used in our flooring originates and verifying it comes from sustainably managed forests. In doing so, we maintain compliance with Lacey Act, which stipulates that wood must be legally sourced, harvested and delivered.

Our legacy of a strong commitment to sustainability and ethics in business, coupled with our steadfast dedication to customer satisfaction, ensures that we deliver safe products in the marketplace by meeting or exceeding our own stringent requirements, as well as those of regulators and third-party organizations.

Thank you for your business.

A handwritten signature in black ink, appearing to read "Scott Sandlin".

Scott Sandlin  
Vice President, Hard Surface