



SUSTAINABILITY REPORT 2020

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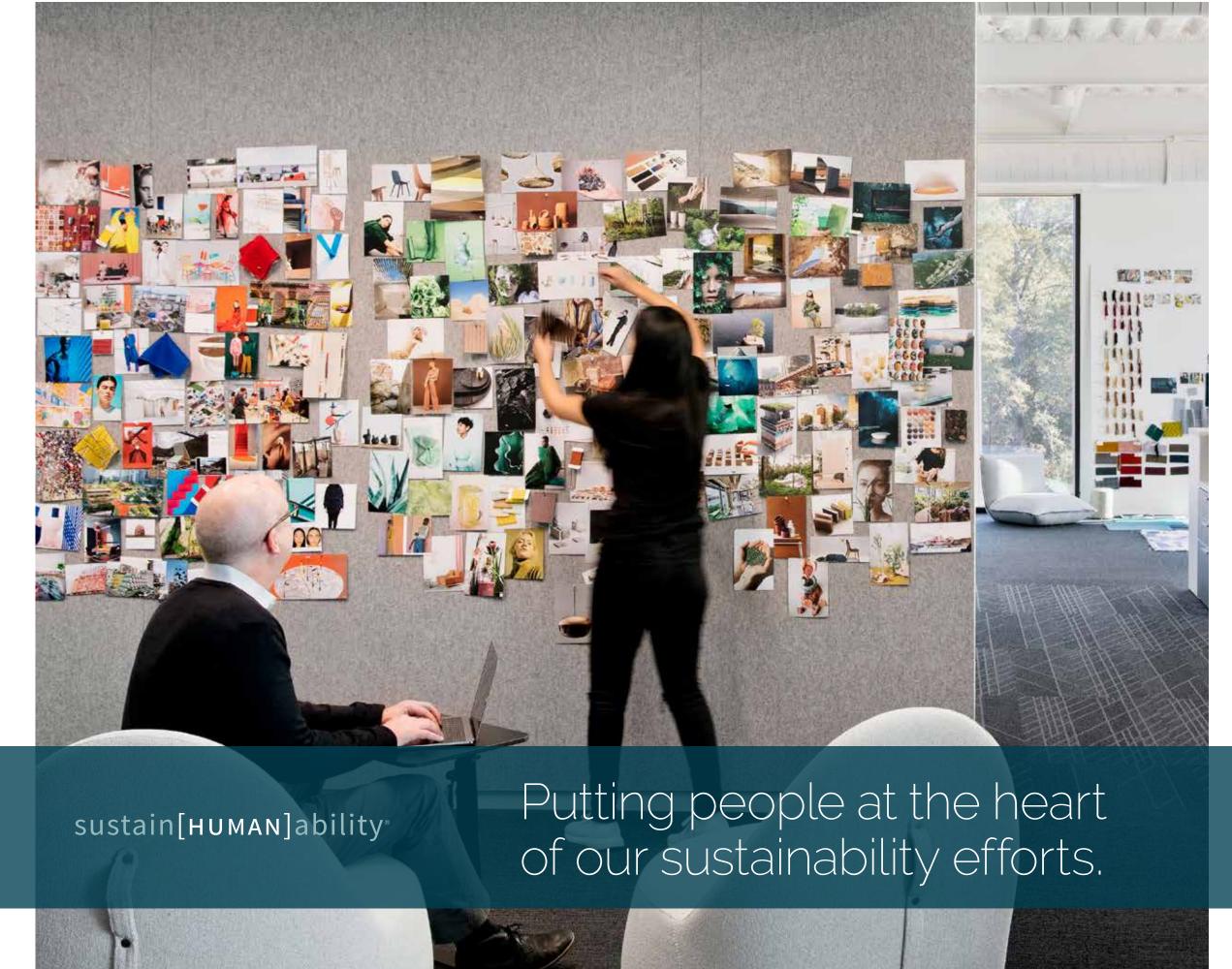
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COMPANY OVERVIEW

What does sustaining human ability mean?

At Shaw, it means keenly focusing on the ingredients that go into products as well as the impacts of sound, moisture, cleanability and other design considerations because we know the spaces where we learn, create and come together to solve our greatest challenges impact our wellbeing. We're addressing environmental health and human experience at the same time.





Dear Stakeholders,

2020 was the most challenging year many of us have ever faced — personally and professionally. COVID-19 took an emotional and physical toll on billions of people globally. It caused business and supply chain disruptions and impacted almost every part of our lives. And it will influence current and future generations, shaping our perspectives, expectations and values in ways we can't yet predict, as did the Great Depression, World War II and other monumental events throughout history.

Combine that with mounting political and racial tensions, natural disasters and other life-altering events we may have experienced as individuals, and it can be tough to see the good that may have come out of the past year. But what strikes me is an even clearer view of what matters and how resilient we can be when we come together.

It's the Shaw Way.

Amid tremendous turmoil, Shaw and its 20,000 associates worldwide persevered. We cared for each other and came together as a high-performance team. When we succeed as a company, we create a better opportunity for our associates to achieve their full potential and for our customers to thrive. Our performance-driven culture enabled us to achieve aggressive business outcomes and to create a better future for our associates, our customers, the company and the communities in which we operate. It's the Shaw Way.

At Shaw, everything we do is driven by the needs of those who buy, sell and use our products and services. Despite the uncertainty of 2020, this customer-centric approach drove us to:

- accelerate innovation to meet current and future market needs
- seek even more ways to provide compelling and distinctive customer experiences
- invest in further digitizing our enterprise in order to service our customers with speed and accuracy
- further automate manufacturing and logistics in order to efficiently meet customer and market demands; and
- strengthen our supply chains in order to minimize customer disruption.

Like most businesses around the world, we experienced supply chain disruptions and inventory challenges as the market — particularly the residential market — returned more quickly than expected and as we navigated the ever-evolving impact of COVID-19 on communities in which we operate (and thus with our associates).

Through it all, we upheld and advanced our 20-year commitment to sustainability delving deeper into our commitment to the wellbeing of people and the planet.

I've never been more proud to work for Shaw, and as I enter my new role of CEO, to work alongside my colleagues worldwide to continue to put people at the heart of sustainability.

Tim Baucom

President and CEO

COVID-19 RESPONSE



The year 2020 brought with it incredible challenges — not least of which was a global pandemic.

The Shaw community, like communities everywhere, faced the fear and uncertainty that came with COVID-19. Through the dramatic changes of 2020, we maintained focus on people at the center of our decision making, aligned with our sustain[HUMAN]ability strategy.

Our commitment to supporting our associates and their families, our customers and our communities led us to create and update policies and procedures to protect people. In particular, we gave our associates new choices to make the best work decisions for them and their families.

SUPPORTING OUR ASSOCIATES...

Shaw associates are the foundation of our organization and all that we do. In response to COVID-19, we made numerous changes aligned with the recommendations of public health experts. Our focus has been to help relieve the stress and concerns of our associates regardless of position or geographic location.

Our policies have focused on:

- **Cleaning:** We implemented frequent, enhanced, extensive cleaning methods.
- Social distancing: Operations and office spaces were adapted to accommodate six feet between associates whenever possible.
- Temperature checks: Each facility and associate has been encouraged to check temperatures prior to work.
- **Masks:** All associates are required to wear masks in all areas where six-foot social distancing could be compromised. Shaw provides face masks at all facilities and also supports and encourages the use of cloth face coverings from home, if preferred.
- **Meetings/travel:** We limited in-person meetings and avoided non-essential travel.

An internal team continues to monitor the public health guidelines and local situations at our locations around the world. We are prepared to adjust our response as circumstances warrant — always aimed at providing the support that is best for our associates and their families, our customers and our communities.

OUR CUSTOMERS...

Thanks to the dedicated team of associates across Shaw and the commitment of flooring dealers, we have continued to provide products and services through the pandemic while taking care of customers safely and effectively. While there have been delays in the global supply chain, we remained in close contact with customers to be responsive to their most pressing needs.

Additionally, our commercial flooring division is participating in the GSA's Disaster Purchasing Program, which is an avenue for state and local entities to access flooring products for COVID-19 responses, such as temporary medical facilities.

AND OUR COMMUNITIES

Shaw reacted quickly to respond to new and immediate needs as the impact of COVID-19 was felt across our communities. When the need for critical shelter and infrastructure became a priority across the country, we responded by delivering urgently needed flooring products for temporary medical facilities in cities such as Reno and New York.

Our communities faced new and urgent needs in the face of the global pandemic — so too did the focus and priority of our community giving. Personal protective equipment (PPE) and cleaning supplies rose in importance and decreased in supply — so Shaw donated 3-D printed face shields and N95 masks to healthcare providers, manufactured our own hand sanitizer and disinfectant, and sewed cloth face masks.

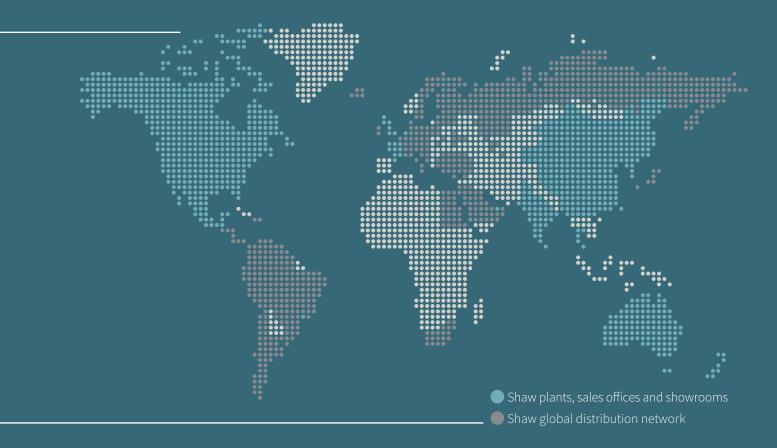
Shaw honored the dedication and heroism of healthcare workers by donating meals from local restaurants and by rolling out the red carpet (literally) to celebrate their frontline efforts.

Schools, families and communities have had to make major adjustments to keep children learning and to get them back to their classrooms as quickly and safely as possible. Shaw donated tablets to local school systems to provide remote sessions for speech and occupational therapy for students in need of devices, and we donated PPE and other safety supplies to local schools as they returned to in-person education in many areas in fall 2020.

CORPORATE PROFILE

Shaw Industries Group, Inc. offers a diverse portfolio of carpet, resilient, hardwood, tile & stone and laminate flooring products, synthetic turf and other specialty items for residential and commercial markets worldwide via its brands Anderson Tuftex™, COREtec®, Floorigami®, Patcraft®, Philadelphia Commercial®, Shaw Contract®, Shaw Floors™, Shaw Sports Turf®, Southwest Greens® and more.

Headquartered in Dalton, Georgia, Shaw has annual revenues of \$6 billion and is a wholly-owned subsidiary of Berkshire Hathaway, Inc. The company employs more than 20,000 associates with offices; R&D, manufacturing, warehousing and distribution locations; product showrooms; and/or salespeople throughout the U.S., as well as Australia, Belgium, Brazil, Canada, Chile, China, France, India, Mexico, the Netherlands, Singapore, United Arab Emirates and the United Kingdom.



-BY THE NUMBERS -

We are 20,000+ individuals bound together by a common vision to create a better future. By combining deep market knowledge with new ways of thinking, we drive innovation into our business and set the standard for next generation manufacturing.

OUR VISION

Creating a Better Future For Our People, For Our Customers, For Our Company and For Our Communities.

OUR MISSION

Great People. Great Products. Great Service. Always.

OUR VALUES

Honesty, Integrity and Passion.

















RESIDENTIAL FLOORING

ANDERSON TUFTEX™



FLOORIGAMI®



COMMERCIAL FLOORING

patcraft.



ShawContract®



SPECIALTY MARKETS









SERVICES







Dear Stakeholders,

sustain[HUMAN]ability — Shaw's efforts to put people at the heart of sustainability — is more important now than ever. When we began using the phrase a couple of years ago to encapsulate our approach to sustainability over the past 20 years, we couldn't have imagined how much it would have resonated in 2020.

The pandemic laid bare the fragility of our economies and the inequities and disparities within our societies. But we also learned the resilience of our natural systems if actions are taken now to address sources of pollution and harm. And the resilience of people as workspaces and public spaces were rapidly redesigned, as work from home became a new norm for millions of people around the world, and as virtually every aspect of our lives was disrupted.

It's about people AND the planet.

Our steadfast commitment to our sustain[HUMAN]ability strategy became more relevant than ever as we continued our work to minimize our impact on the environment and maximize human potential. It's about people AND the planet.

As a global manufacturer, we recognize our responsibility to minimize our impact on the environment, but perhaps more important is how our products impact human experience.

As part of our promise to design products focused on the **health & wellbeing** of the planet and its people; to be a positive force in the global effort to mitigate **climate change**; to fuel the **circular economy** with safe, sustainable, cradle-to-cradle inspired products; and create positive social change and **a more just world for all**, I'm proud that:

- Almost 90 percent of the products Shaw manufactures are Cradle to Cradle Certified.
- We assessed more than 1.8 billion pounds of materials for material health in 2020.
- We achieved our goal to reduce greenhouse gas emissions 40 percent by 2030, **nine years early**.
- We quickly adapted our support of our associates and our communities to provide what mattered most amid a global pandemic.

We invite you to join us in our continued journey to create a better future and a better world, a world in which we collectively value and invest in the health & wellbeing and the success of all people and our planet.

Kellie Ballew

Vice President of Global Sustainability

EXECUTIVE SUMMARY



Our shared commitments — our promises to each other — unite us and guide us into the future we envision. Shaw promises to:

Design products focused on the **health & wellbeing** of the planet and its people.

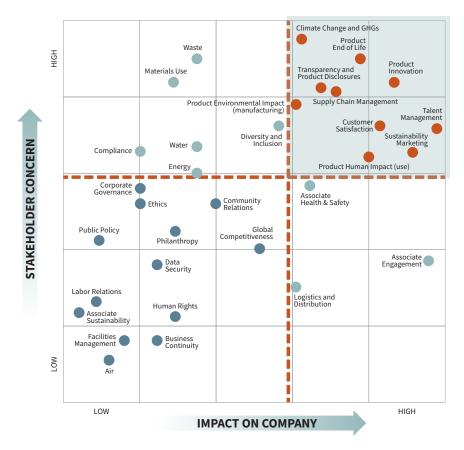
Be a **positive** force in the global effort to mitigate climate change.

Fuel the **circular economy** with safe, sustainable, cradle-to-cradle inspired products.

Create positive social change and a more just world for all.

with every step and every action, we see opportunities to grow — stronger, wiser, kinder — to sustain[HUMAN]ability®

In 2018, we engaged with diverse stakeholders and conducted a review of current and emerging priorities. That formal process resulted in our current materiality assessment. In 2021, we will conduct a materiality assessment and will reassess our current 2030 goals to ensure our efforts and ambitions meet today's and future market expectations.



Throughout this report, we have aligned our corporate efforts with the corresponding UN Sustainable Development Goals (SDGs) as reflected by the use of the SDG icon where relevant. As we reassess goals in 2021, we will also more purposefully align our efforts with the SDGs for which we can have the most meaningful impact.

CURRENT 2030 GOALS

Water Intensity: reduced by 50% (2010 Baseline)

Energy Intensity: reduced by

40%

(2010 Baseline)

Emissions Intensity: reduced by

40%

(2010 Baseline)



Waste intensity: reduced by

100%

(2008 Baseline)



Shaw manufactured products that are Cradle to Cradle Certified®

100%



OSHA incident rate:

Zero Accidents



Achievements

Through our focus on the interconnected aspects of sustainability, we have made significant strides and continuously identify further opportunities to partner with our customers and others to Create a Better Future.

Our solid foundation helped us navigate the tumultuous year that was 2020 and allowed us to tackle the great puzzle that is sustainability as we continue our 20+-year sustainability journey.

NO MATTER WHERE OR BY WHOM A PRODUCT OR INGREDIENT IS MADE, IT IS HELD TO THE SAME HIGH STANDARD. SHAW'S COMMITMENT TO CRADLE TO CRADLE AND UNITED NATIONS GLOBAL COMPACT PRINCIPLES ARE EMBEDDED IN OUR SUPPLY CHAIN THROUGH OUR SUSTAINABLE SOURCING POLICY AND PRACTICES.

ALMOST 90%

of the products Shaw manufactures are Cradle to Cradle Certified®

Shaw and its associates contributed

\$6.9 MILLION+

to nonprofit/philanthropic organizations in 2020

Shaw provides

1 MILLION+
hours of training hours annually

Shaw has reclaimed and recycled

~1 BILLION LBS

of carpet since 2006

~1.8 BILLION

pounds of material were assessed for material health in 2020

Shaw has reduced its carbon footprint by

MORE THAN 50%

compared to 2010 (scope 1 and 2)

SUSTAINABLE SPACES PLACES PEOPLE PLANET

The spaces where we live, learn, create and work to solve our greatest challenges have a significant impact on our wellbeing.

That is why we're focused on the ingredients that go into products and the impacts of sound, moisture, cleanability, occupant comfort and other design elements. Our goal is to create a better future — a future comprised of spaces and places that support the wellbeing of people and the planet.





On average, people spend approximately 90% of their time indoors.

With this being the reality for so many of us, it's no surprise that the definition of sustainability has broadened beyond traditional operational measures (such as energy, water and recycled content), to an increased interest in material health and how commercial and residential spaces impact people.

There are a number of factors pointing to and driving this market shift. Sustainable building programs and design standards have evolved to embrace and consider factors such as material health and noise alongside other building performance metrics. At the same time, new standards have emerged such as FitWel and the WELL Building Standard, with a stated mission to improve human health and wellbeing in buildings and communities throughout the world. The U.S. Green Building Council's latest LEED certification (LEED v4.1) includes a focus on material health, and there is a proliferation of new certifications and reporting tools available to assess or disclose chemical ingredients. This shift is not limited to the building industry. Global retail brands, including outdoor and online retailers and others, have unveiled chemical strategies in the past few years.

BEHIND THE EVOLUTION

NGOs (non-governmental organizations, i.e. nonprofits and advocacy groups) are publishing reports, engaging with media and fostering relationships with elected officials and like-minded organizations who are advocating for policy changes.

Industry and mainstream media are elevating the focus on wellness in the built environment. And, there is an increase in consumer consciousness of wellness topics. What was once the territory of niche media has now become common coverage for more broad-based print media, TV news and radio.

Discussions about chemicals of concern that were previously limited to technical conferences or solely focused on food, cosmetics and consumer products are now common topics within the built environment sector.

With greater access to information, consumers are increasingly curious about what ingredients are going into their homes, workplaces and schools.

Our pioneering 20-year commitment to Cradleto Cradle* principles has long provided a framework that focuses on material health and the ingredients that go into our products. We're proud that almost 90 percent of the products we manufacture are Cradle to Cradle Certified* because we believe that everyone should have access to sustainable products for their homes and workspaces. This multi-attribute design philosophy and certification program provides a guiding vision for our multifaceted, interconnected approach and third-party verification of our efforts.

It's a journey we've been on for decades, but the market is ever-evolving; new information emerges daily; and technology frequently changes. This presents an opportunity to continually think about how we can best create a positive human experience with our actions.

So, our sustainability efforts not only include ongoing evaluation and improvement of our operational footprint and material health assessments, but also an ever-broadening range of topics, from moisture to sound abatement, through the sustainability lens.

We take seriously our responsibility to help make spaces as comfortable as possible, as sustainable as possible, and — of course — as beautiful as possible.

Why? So that the possibilities of what people can achieve within the confines of four walls or the boundaries of a sports field are limitless!

MATERIAL HEALTH



Everyone should have access to sustainable products for their homes and workspaces.

At Shaw, our approach is to:

- Aim to know as much as possible about our products
- Seek third-party certification
- Employ a sustainable sourcing policy
- Empower product innovation and design teams

KNOWING OUR PRODUCTS

We aim to know as much about our products as possible — what goes into them and thus what might come out of them. That begins with raw material choices. Our technical development groups use an enterprise-wide raw material approval process, and sourcing ensures purchase orders are not issued without completing this review process.

We use the Cradle to Cradle Certified Products Program material health assessment methodology to characterize the hazards of chemicals present in a product and to assess any relevant routes of exposure to hazardous chemicals during the intended use and end-of-use phases of a product's lifecycle. Chemical composition data for materials is required down to the 100 ppm level (0.01%) to generate full assessment ratings. This program's material health rating system was developed to identify the continuum of risk.

Almost 90 percent of the products we manufacture are Cradle to Cradle Certified, and we follow this internal evaluation process as well as hazard screening and risk assessment for all new raw materials, regardless of whether the final product is pursuing or already certified to the Cradle to Cradle Certified Products Program standard.

SEEKING THIRD-PARTY CERTIFICATION

Shaw values third-party verification and validation of our sustainability efforts both as a way to simply communicate a product's sustainability attributes and to avoid the skepticism that often comes with self-disclosed information. Cradle to Cradle certification — with its focus not only on safe ingredients, but also the effective use of raw materials and energy and water resources, and labor and community practices in the supply chain — is a key piece of the puzzle in our approach to creating sustainable products. Importantly, it also resolves the tension between the desire to know more about what is in our products and the need to protect intellectual property.

We also ensure our products meet indoor air quality emissions performance for VOC (volatile organic compounds) emissions using Green Label Plus, FloorScore and GREENGUARD certification programs. Shaw is one of the first manufacturers to achieve the Assure Certified™ standard and certification for rigid core luxury vinyl tile (LVT). Assure was established to create a uniform standard of quality for all Rigid Core LVT. Certification allows manufacturers globally to demonstrate that their vinyl rigid core flooring has been manufactured to the highest standards and meets all requirements for indoor air quality, rigorous performance, and absence of heavy metals and ortho-phthalate content.

In addition to these third-party certifications, we also provide product ingredient and disclosure information via Health Product Declarations (HPDs) and Declare labels, to be responsive to marketplace expectations for manufacturers to be more transparent about the materials used.

IMPLEMENTING SUSTAINABLE SOURCING POLICIES

We strive to ensure that the products we source from others are held to the same high standards we set for our own operations, and our global sourcing group is an active participant in this effort. Our sustainable sourcing work stands to not only benefit Shaw and its customers, but also industry more broadly than flooring through our vast supply chain.

ENGAGING PRODUCT R&D AND DESIGN TEAMS

Shaw's product research and development, design and technical teams stay abreast of trends — not only in color, texture and technical capabilities, but market demand for sustainable products. Cradle to Cradle design principles are fundamental to our product innovation.

PRODUCT CERTIFICATIONS AND DISCLOSURE

















CLEANABILITY



The simple and straightforward "wash your hands" mantra that we've all been hearing since kindergarten, and with more frequency and fervency since the beginning of COVID-19, has a lot in common with what we know about the best approach to flooring.

A number of questions have arisen: What's the new expectation for cleanability? How do we balance a desire for intense disinfection with material health? How can we continue to ensure that ingredients have been evaluated for human health and environmental impacts to avoid unintended consequences?

The selection of appropriate ingredients in our products is part of Shaw's systems approach to help ensure our floors are designed for humans and the environment, along with designing products for cleanability and identifying effective cleaning processes and products.

CLEANING: BACK TO BASICS

Essentially — regular cleaning is the most effective known strategy to combat the spread of germs.

For carpet, that means regular vacuuming and periodic hot water extraction (160 degrees). For hard surface flooring, that means dry mopping regularly and periodically auto-scrubbing with a pH neutral floor cleaner.

COMMITTED TO INNOVATION AND MATERIAL HEALTH

Recognizing that the world is constantly learning more about the coronavirus and exploring new solutions, Shaw's teams continue to monitor for any changes in CDC recommendations, EPA's list of approved products, and industry standards. Additionally, we continually innovate to ensure our flooring and cleaning products as well as the services we offer meet current and future market demands.

According to the CDC, COVID-19 does not spread easily via contaminated surfaces. Flooring is considered to be a low-touch surface by the CDC in contrast to high touch surfaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, and keyboards.

As we pursue future innovations and continuous improvement, we will continue to be thoughtful in our choices and make well-informed decisions that take into account potential human and environmental impact.

DESIGNED FOR EASY CLEANING

Shaw products are designed and tested to ensure that they can effectively be cleaned and disinfected and they maintain performance, color and shape when recommended cleaning guidelines are followed.

Shaw also provides resources for our commercial and residential customers that demonstrate how to properly clean and maintain our products.

WHICH PRODUCTS ARE SAFE TO USE ON MY FLOORING?

Recognizing that while many products have been approved by the EPA and recommended by the CDC, some disinfectant products may impact the appearance and performance of flooring products. Shaw has evaluated a number of products and determined that their use will result in no finish or color loss of our products when used in accordance with their application instructions.

In light of ongoing market interest and confusion regarding cleaning amid COVID-19, that information was distributed to customers throughout 2020 and also is available online at shawinc.com/clean.

As opportunities to innovate across these varied realms of cleanability arise, we will continue to be thoughtful in our choices and make well-informed decisions that take into account any potential human and environmental impact.



WHAT ABOUT ANTIMICROBIALS?

to Cradle to Cradle® design principles (including its rigorous focus on material health and toxicology assessment of our ingredients), we are thoughtful in our choices and make well-informed decisions that take into account any potential human and environmental impact.

Based on current research and available materials, Shaw does not offer flooring products with antimicrobials added for the purpose of achieving a health-based product performance outcome. This is intentional

WHY?

The addition of antimicrobials in products hasn't been proven effective in inhibiting all microbe growth or killing all microbe types.

They can provide a **false sense of security** — inadvertently discouraging proper cleaning methods or leading to inappropriate material selection for the space.

As a result, customers, product certification programs, NGOs and advocacy groups, along with sustainability leaders (our customers) across various segments of the built environment openly discourage and de-select products that use added antimicrobial chemicals or products that are marketed as having a antimicrobial-caused health benefit or performance.

ACOUSTICS



Even when sitting alone in a quiet spot, there is still noise — the hum of an appliance, music in the background, a bird chirping outside the window, traffic in the street, or the low rumble of an airplane overhead.

These are the constant sounds of our everyday lives, and research shows that sound has a powerful impact on us.

IMPACT ON PEOPLE

Sound affects how we feel, how we work, how we sleep and how we learn. Too much noise can lead to stress, fatigue, lack of focus, anxiety and lengthy healing times.

Prolonged exposure to loud noises can raise our blood pressure, accelerate breathing, and cause irritability and anxiety. It can affect our quality of sleep. It can increase our sensitivity to pain, as well as impair our comprehension, memory and reading ability.

IMPACT ON BUSINESS

From student apartments and hotels to offices and hospitals, sound can positively or negatively impact how people experience a building.

According to a survey of multifamily property managers, noise is the third most frequent complaint made by residents. And these complaints aren't just idle chatter: 20 percent of residents say they would move if there were noisy or annoying neighbors.

Depending upon the sound environment in a restaurant, someone may leave early or stay for dessert, and 50 percent of people who work in office cubicles say noise interferes with productivity. Time will tell how these pre-COVID statistics may shift as businesses continue to focus on space use and acoustical performance.

TRENDS

Increased demand for hard surface flooring and the preference for open floor plans and communal work/study space can mean a bit of a trade-off when it comes to noise.

Not surprisingly, building certifications are evolving and increasingly taking acoustics into account when evaluating a space's performance. The U.S. Green Building Council LEED v4.1 now includes a focus on airborne sound and in-room sound for commercial buildings, schools and healthcare facilities. And the International WELL Building Institute has set benchmarks for the numerous ways a building and its systems can support human health and wellness, including through sound abatement.

Even without such certifications, owners, managers, housing directors and contractors recognize the value in noise abatement when creating a superior, competitive building. The good news is that there are materials and tools in the marketplace that can help us understand and mitigate noise.

WHY IIC RATINGS ON PRODUCTS AREN'T ENOUGH

Floor covering products are labeled with an IIC (Impact Insulation Class) rating. IIC ratings represent impact sound transmission. Impact sound is the sound that comes from the impact of an object on a floor or ceiling: footsteps, dropped objects, jumping, dancing and the countless things that can seem purposefully annoying over time. Impact sound is sound that is transferred from one room to another below or next door.

The higher the IIC rating, the less noise you hear. The target IBC codes require a 50 IIC rating. However, IIC ratings on a product are not enough. They don't tell the whole story. Floor and ceiling construction play a critical role in determining IIC.

Recognizing this gap in the marketplace, we've conducted extensive testing to provide an estimated IIC rating based on specific floor and ceiling construction, paired with particular flooring types and installation methods where underlayment is and isn't used. This testing produced not only an IIC number but a sound file that allows you to hear the difference.



MAKING A SOUND CHOICE

At Shaw, we extensively researched, tested and patented the award-winning acoustics tool — Sound Advisor® — to provide customers with data and a sound file that lets them actually *hear* the difference between different flooring options

Using the tapper device employed to obtain IIC ratings, we created innovative audio files to bring meaning to the data previously available to product specification teams and others.

By bringing science-based decisionmaking to building design, room design and product selection, we empower customers to make the right choice for their needs.

We're already seeing trends that will shape how we advise designers and facility managers through product selection. This information will also shape how we develop products in the future.

To learn more: www.soundadvisor.com.



SUPPLY CHAIN



We are committed to ensuring that no matter where in the world a product or ingredient is made or sourced, it is held to the same high standards that Shaw sets for itself.

What we purchase matters — whether in our day-to-day lives as individuals or as a global manufacturer. At Shaw, we have the ability to influence markets and our supply chain with the significant purchasing power of a \$6 billion global company.

Each purchase we make sends a signal to the market regarding what we value. We support our communities by prioritizing local sources whenever possible. In 2020, 54 percent of our overall supplier spending occurred in the 28 U.S. states where we operate Shaw facilities.

Since 2018, our sustainable sourcing policy has incorporated the Ten Principles of the UN Global Compact as well as bringing even greater transparency into our supply chain by requiring disclosures about the ingredients that go into the products we make and sell. This extends the positive impact Shaw is making beyond our own operations to a vast array of suppliers providing goods and services to Shaw.

Each step we take to understand the materials used, or help our suppliers improve their sustainability performance, has a ripple effect that can create a wave of change — not only for Shaw's

products but for the industry. Through close collaboration among our sourcing, product development and management, sustainability, compliance teams and others, we remain focused on refining and improving those processes as part of our commitment to continual improvement.

We also bring our focus on diversity and inclusion to the way we manage our supply chain. We can have a significant impact on the businesses in our community by providing equal access to Shaw's purchasing opportunities to all qualified suppliers. To promote supplier participation that is reflective of our customers and communities, we intentionally expanded our supplier diversity program to include small-, women-, veteran-, minority- and LGBT-owned businesses. Our success and theirs is interconnected. Our supplier diversity spend is consistently increasing. In 2020, it was almost 34 percent of allowable spend.

THE UN GLOBAL COMPACT

Shaw is a proud signatory to the United Nations Global Compact, a set of principles for corporations to uphold and protect human rights, labor, environment and anti-corruption standards. The UN Global Compact and its principles align with our culture and operations. As such, we also incorporate those principles into our supplier expectations.

Shaw is among more than 9,000 companies and 3,000 non-business entities from 160+ countries worldwide to sign the UN Global Compact — including many of Shaw's customers and business partners. We share a deep commitment to doing what is right by people and for people.

The principles include taking a precautionary approach to environmental challenges, taking steps to promote environmental responsibility, encouraging environmentally friendly technologies, working to effectively abolish child labor, supporting and respecting the protection of internationally proclaimed human rights, and others.



SUPPORT
and respect the
protection of
internationally
proclaimed
human rights



ELIMINATE discrimination in the workplace



ENSURE
that your company
is not complicit in
human rights
abuses



7 SUPPORT a precautionary approach to environmental



JUPHOLD
the freedom of
association and the
effective recognition
of the right to
collective bargaining



4 ELIMINATE all forms of force and compulsory labor



5 ABOLI



PROMOTE greater environmental responsibility



ENCOURAGE
the development
and dissemination
of environmentally



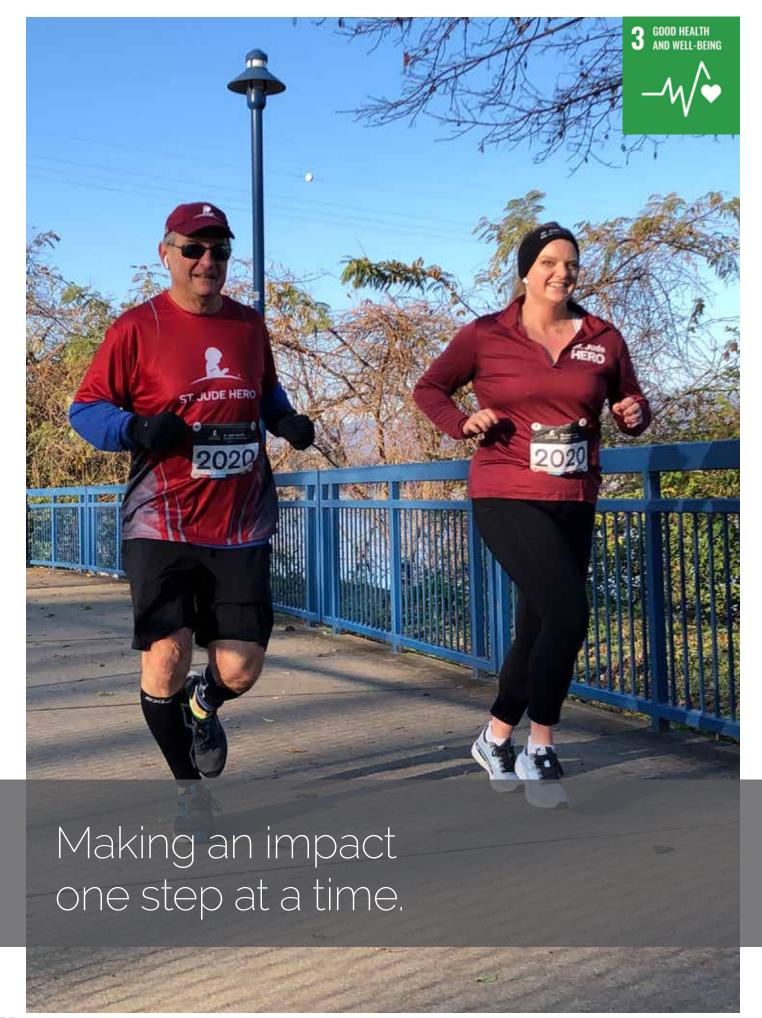
10 WORK
against corruption
in all its forms,
including extortion
and bribery

SUSTAINABLE SPACES PLACES PEOPLE PLANET

Through civic involvement, community giving and philanthropy, expansive STEAM education programs and strategic sourcing to local and diverse suppliers, we stand to leave a lasting positive impact in the hundreds of communities where we operate...and beyond.

We strive to create better futures for people and the environment we share.





GIVING & VOLUNTEERING

Shaw supports many non-profit organizations that are adept at providing education, basic needs, health and more. Our work, side-by-side with these experts, is focused on sharing our resources to help solve problems. This approach was never more important than in 2020 as we pivoted to respond to the unique challenges of COVID-19 together.

In a year that presented new obstacles, Shaw associates along with the company donated more than \$6.9 million to community organizations.

Many of our long-standing philanthropy efforts focused, as in prior years, on local education (STEAM — Science, Technology, Engineering, Arts & Math), workforce development and United Way affiliated agencies in the communities where our associates live and work.

Shaw's signature partnerships with two nationally recognized organizations that share our commitment to the people in our community also adapted and continued. Shaw's work with both United Way and St. Jude Children's Research Hospital® is multifaceted and includes close collaboration, associate participation and financial support.

UNITED WAY

Shaw believes strongly in supporting United Way's mission to "improve lives by mobilizing the caring power of communities around the world to advance the common good." Recognizing that the pandemic only intensified the needs in our communities, Shaw helped lead the way by quickly pivoting to conduct the 2020 employee giving campaign in a safe, socially-distanced manner. Our employees rose to the challenge, and along with the company contributed nearly \$2.5 million.

ST. JUDE CHILDREN'S RESEARCH HOSPITAL

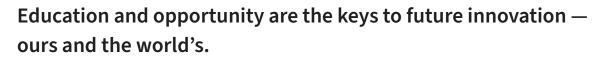
Shaw's partnership with St. Jude Children's Research Hospital continues to strengthen as we support their mission to help children battling cancer and other life-threatening diseases. Their impact has been significant as treatments invented at St. Jude have helped raise the overall childhood cancer survival rate from 20 percent when the hospital opened in 1962 to more than 80 percent today.

And St. Jude won't stop until no child dies from cancer. Families never receive a bill from St. Jude for treatment, travel, housing or food—because all a family should worry about is helping their child live.

Shaw's partnership with St. Jude, which began in 2012, includes multiple programs, each of which has been embraced by our associates, partners, and customers.

We have established co-branded product lines, and are an annual sponsor and exclusive flooring provider for the St. Jude Dream Home® Giveaway and participated in other fundraisers. Shaw customers and associates frequently take part in the St. Jude Memphis Marathon Weekend, the St. Jude Walk/Run to End Childhood Cancer, and other fundraising events. The events took place virtually in 2020, and Shaw employees surpassed previous fundraising records resulting in the "Top Corporate Team Fundraiser Award."





From reading to robotics, kindergarten to college, Shaw supports education efforts that will help create the workforce of the future — fostering greater innovation at Shaw, bolstering local economic development and spurring rewarding careers. While our activities adapted to the circumstances of 2020, our commitment continued.

Shaw sees this investment in people as important as any we make in new equipment or technology. We partner with several organizations that are doing the work on the ground to help people develop job skills, technological expertise and leadership strengths. Depending on the specific needs of each organization, we provide financial, learning and development expertise and in many cases extensive mentor and volunteer support. Our community education investments are focused where we see the greatest need in our community and our business: Science, Technology, Engineering, Art and Math (STEAM) skills. We work with local schools and community non-profits on after-school programs, summer camps and competitive robotic teams from elementary through high school and beyond.

MIDDLE SCHOOL

In 2020, the company worked to support the development of the Junior Achievement Discovery Center of Greater Dalton. The 15,000 sq. ft. facility, slated to open in 2021, will serve 13 school districts and more than 13,000 middle school students across Northwest Georgia. Students who visit the Discovery Center will have the opportunity to learn from a simulated economy about business and the career opportunities available in their community.

Although they could not take place in 2020, Shaw's commitment to the in-person STEAM-focused summer camps that have been in place since 2011 will continue post-pandemic.

HIGH SCHOOL

Shaw leaders serve as guest speakers and we provide funding for laboratories and projects with the College and Career Academies and other high school programs. Shaw leaders also coach and mentor Shaw-sponsored FIRST® Robotics, FIRST® Technology and FIRST® Lego Competition teams. Many of these programs, which foster innovative problem solving and technical acumen beginning

in elementary school and continuing through high school, were moved to virtual platforms in spring of 2020, but will resume inperson in 2021.

Shaw's partnership with the Great Promise Partnership (GPP), which began in 2015, continues to expand throughout northwest Georgia and into Savannah. GPP helps students complete high school while gaining real-world job skills at a Shaw facility. High school students in our communities also have an opportunity to participate in Shaw's formal apprenticeship program, which introduces students to mechatronics and manufacturing careers.

AND BEYOND

For students pursuing training beyond high school, Shaw provides and supports mechanical, electrical and maintenance skills training—including through classroom teaching, computer-based learning, and lab instruction at Georgia Northwestern Technical College in addition to our expansive co-op and trainee programs.

Shaw supports young adults with disabilities through a program called Project SEARCH with Cross Plains Community Partners. Since 2012, Shaw has partnered with Cross Plains for this ninemonth employment preparedness program for individuals with intellectual and learning disabilities. Shaw sponsored participants in 2020 located at United Way partner agencies where they received invaluable training and workplace skills, preparing them to enter the workforce. Upon completion, graduates may be placed into jobs within their local community that fit their skills and abilities.

Across these efforts, Shaw encourages participation from diverse and underrepresented groups to ensure that all students have the opportunity to identify their passion and aptitude for STEAM careers. Mentorships and coaching from Shaw associates is instrumental in these programs, ensuring that students can see themselves and their future potential.



SUSTAINABLE SPACES PLACES PEOPLE PLANET

We are more than a flooring company — we are 20,000+ people who are united in creating a better future for our customers, for our people, for our communities and for our company.

Our approach to talent management, diversity and inclusion, education and training, and health and safety reflects our strong commitment to our associates. It's one of the many ways we sustain[HUMAN]ability.



TALENT MANAGEMENT



We believe in each other and in the power of people and human ingenuity. We love working together to solve problems. We're at our best when we're iterating and innovating together.

The road to innovation is often a bumpy one, and we embrace these bumps in the road as learning opportunities on our path to success.

At the heart of that are the more than 20,000 Shaw associates who strive every day to reach their full potential, and to deliver quality products and fresh thinking to our customers — so that we can all create a better future together. Innovation is never the responsibility of a single individual or team. Each Shaw associate is a leader with the capacity to identify and promote new solutions.

In recent years, our talent management processes have identified leadership imperatives and competencies necessary for our future success as an organization and as individuals. As part of this effort, we established clear expectations for each job, function and level. These are integrated across our talent management systems to support a positive, innovation-focused environment. This also supports career planning and development for associates.

We begin setting the tone of Shaw's culture for associates even before they are hired. From the hiring process through orientation and then throughout their career at Shaw, we provide the training, tools and resources they need to succeed. In fact, we offer more than 1 million training hours each year.

We provide associates with ongoing support through education, training, development and leadership opportunities. Our Performance Experience process helps managers and associates work together to identify development opportunities that align individual goals and strengths with business needs. We also support associate development, recruitment and retention through programs such as associate resource groups, mentor relationships, volunteer activities and community events.

We recognize the value of our associates' wellbeing. In every department, every location, every area of our business, every future counts. That's why we prioritize the safety and wellbeing of our associates on the job. That includes numerous processes, training and communications efforts via our ongoing "It's Us" campaign to help ensure that we are united in safety. In 2020, our corporate incident rate (or OIR) was 2.23.

Additionally, we offer health and wellness resources and benefits that provide our associates and their families every opportunity to succeed and thrive.



GROWTH & DEVELOPMENT

Where will we find the next great idea or thought leader? At Shaw, we look everywhere: local schools, small businesses, and, of course, within our 20 000+ associates

Lifelong learning is vital to our success. From kindergarten to college and throughout our associates' careers, we support innovative education and training programs as a pathway to rewarding work and an impactful life.

We offer more than 20,000 instructorled and online, self-paced educational modules to our associates and customers

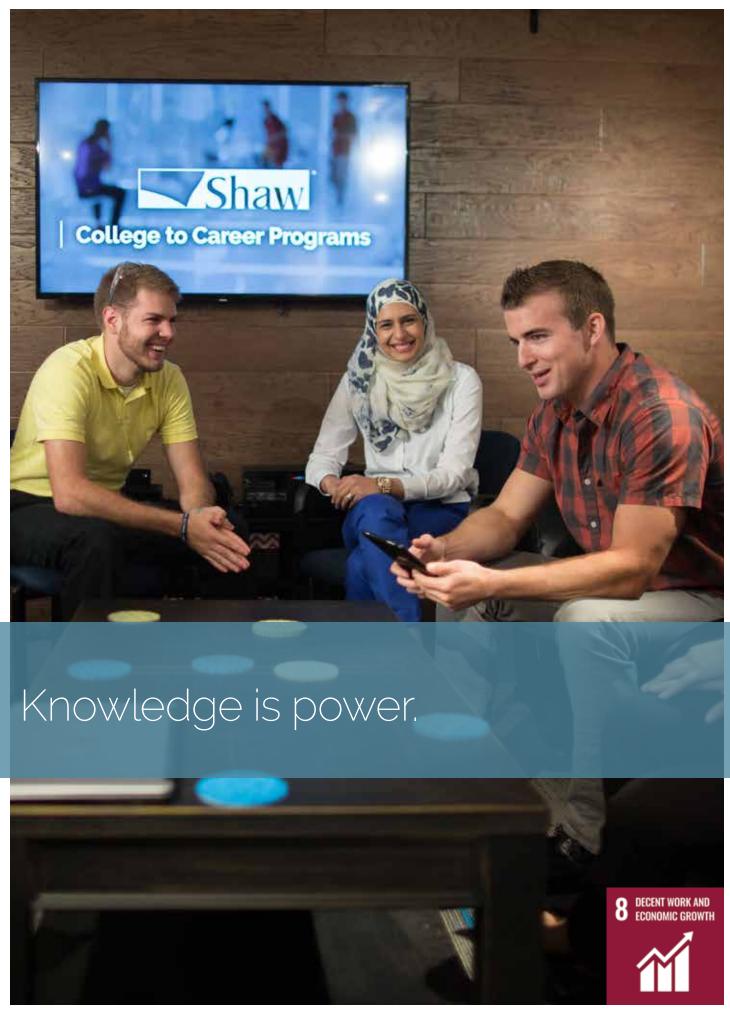
But it's not about quantity, it's about quality. We're proud to consistently receive external recognition for our robust efforts to help our associates—and customers—achieve their full potential. Since 2005, Shaw has ranked in the Training Top 125 (now Training 100). In 2020, Shaw was ranked among Elearning! Magazine's Learning! 100 for the 10th time

We offe

Internal Mobility: Our talent model provides a clear definition of what it takes to be successful in a job, function or area. This allows our associates to understand what is required to move across opportunities and assignments within the company.

Leadership & Skills Training: Our approach to talent management responds to the changing needs of our people and the changing needs of our business. By providing clarity and transparency around the knowledge, experience, competencies and personal attributes critical for each position, associates can target training opportunities aligned with long-term goals.

Multiple Career Paths: We create an environment where associates can pursue their passions through careers across a wide range of disciplines. With options for keeping skills current and planning future moves, our associates are our top source of talent for leadership opportunities at every level



At Shaw, we build bridges, skills and careers.

We strive to maintain an inclusive environment that empowers our associates to bring their whole selves to work so we benefit from each other's unique experiences and talents. This year, amid a global pandemic, racial unrest and a contentious political process, creating connections and fostering a sense of belonging was paramount — and a vital part of how we sustain[HUMAN]ability.

TRAINING

Putting our diversity principles in action, we foster associate learning through a variety of opportunities that drive greater understanding, innovation and leadership. From education on cultural fluency to serving underrepresented communities with targeted programs, Shaw's way of developing talent and cultivating leaders positively influences every facet of the organization and aims to ensure everyone knows they belong and have a critical role to play. For example, Shaw offered a platform for associates to share experiences and perspectives on racial injustice and discrimination, hosted table discussions on key diversity topics and conducted training classes on unconscious bias, microaggressions, generations in the workplace and more.

Our future workforce development programs leverage community partners and educational programs focused on STEAM (Science Technology Engineering, Art and Math) to showcase careers to underrepresented populations through mentorship, coaching and skills training. We also participate in Project SEARCH, a special internship program for people with intellectual and developmental disabilities. With every initiative, we encourage on-the-job learning in an effort to develop our associates for success and prepare them for greater responsibility. At every turn, we build bridges, skills and careers.

ASSOCIATE-LED RESOURCE GROUPS

Shaw's commitment to fostering an inclusive and diverse corporate culture is supported by Associate Resource Groups (ARGs). These affinity groups help drive engagement within the company by connecting associates with both similar and different

perspectives. Our ARGs focus on the needs and interests of female, Hispanic and Latino, Black and multicultural, LGBT+, veterans and sales associates. By connecting thousands of associates in a variety of networking and professional development opportunities, these efforts spark growth through inclusive leadership. In every facet of our approach, we strive to build an environment where diverse perspectives and ideas are heard, and value is placed on both the seen and unseen characteristics and experiences our 20,000+ associates bring to the organization. The success of Shaw and its associates are inextricably linked.

AWARDS & RECOGNITION

In 2020, Shaw Industries was once again recognized as one of the Best Employers for Diversity by Forbes Magazine. In collaboration with analytics firm Statista, Forbes identified The Best Employers for Diversity through an independent survey of 60,000 U.S. employees working for companies employing at least 1,000 people within their U.S. operations. The evaluation was based on four criteria, with the 500 companies receiving the highest total scores selected as the "The Best Employers for Diversity."

D&I AS A LEADERSHIP EXPECTATION

Shaw's business strategy is built on a foundation of diversity and inclusion. Leadership behaviors associated with this imperative are expected of associates at all levels and are connected to how the organization hires, evaluates and rewards talent. Creating an environment where all ideas can be heard and valued is critical to engage talent, grow the business, catalyze innovation, and develop strategic plans within the organization.

SUSTAINABLE SPACES PLACES PEOPLE PLANET

Our sustainability efforts aren't confined to the interior spaces our products occupy.

We remain focused on climate, energy, water, waste and other environmental initiatives that have been core to our sustainability journey for decades. We steadily make progress within our operations and seek solutions to our shared global challenge to protect the place we all call home — planet Earth.



CIRCULAR ECONOMY



Creating a second life for materials that would traditionally be discarded as waste.

SAFE AND CIRCULAR

Circular design encourages us to rethink business models, how we make products, and to consider the system surrounding them. But we also need to think about the materials we use to ensure that resources can be used again and again. Materials matter.

If you can choose materials that are safe and circular, you can build a better offering for your customers, while ensuring that the products and services created fit within a circular economy.

This has long been Shaw's design philosophy. Guided by Cradle to Cradle design principles, material health and material reutilization considerations go hand-in-hand for us. What began with the introduction of a single product in 1999—our EcoWorx® backed carpet tile—has become foundational to our product design. Today, almost 90 percent of the products we make are Cradle to Cradle Certified.

PRODUCT END OF USE

Our flagship EcoWorx backed carpet comes with an Environmental Guarantee — our way of saying, "We want it back." All EcoWorx products have a toll-free number or URL printed on the back — 800-509-SHAW or ShawRecycles.com. Call and Shaw will transport and recycle EcoWorx tile or broadloom carpet at no cost. Recycling EcoWorx is simple and hassle-free, making it easy to recycle used carpet — helping create a better future for people and the planet.

Through these and other efforts in the commercial and residential markets, Shaw's re[TURN]® Reclamation Program has recycled nearly 1 billion pounds of carpet since 2006. We are continually looking for new solutions to the technical, economic and logistical challenges that everyone focused on creating a more circular economy faces. Through our own research and development, industry partnerships, academic research and other innovation efforts, we strive for safe and circular solutions.

TURNING WASTE INTO A RESOURCE

But that's not the only way we're turning what was once seen as waste into a resource.

Shaw is continually finding viable uses for a wider variety of single-use plastic bottles. Plastic bottle recycling has long been a part of our circular economy efforts. We've been turning clear plastic bottles into carpet fiber for more than a decade — including recycling billions of bottles a year at Clear Path Recycling, our joint venture with DAK Americas. Clear recycled PET is converted into carpet fiber, with an average of 50 percent recycled fiber content in Shaw's Clearly Bold Platinum residential products.

At Shaw, innovation happens when we ask: 'What if?' What if we took something that is initially used for only a few hours...or even minutes...and give it a new life?

Clear PET has the highest value and widest variety of applications for recycling. Color-enhanced PET (while it may create appeal and distinction in its first use) is often unwanted by recyclers and manufacturers due to the color limitations. What if we could use the harder-to-reuse green plastic bottles? What if we used ones with a bit of soda residue or debris from the collection process?

As a result of this constant questioning that's innate to our culture, we found a way to incorporate harder-to-use green plastic bottles into our EcoLogix® backing in 2003.

But we didn't stop there. We've perpetually refined our processes over the past decade to process lower-value plastic. For example, as we invest \$250 million in our Andalusia, Ala., facility, we have expanded upon innovative technology used in other Shaw facilities to be able to process more recycled PET and to use a broader range of clear plastic bottles while maintaining the quality of the final product.

And, our research and concepting continues to result in innovative new products.

ONGOING WASTE REDUCTION/REUSE

Beyond plastic bottles, we consistently categorize, measure and channel waste toward the best possible use, whether repurposed within our own manufacturing processes, or used by other industries. Detailed insights help identify opportunities for improvement—allowing us to reduce our waste by millions of pounds. In 2020, our landfill waste intensity was 3.26 percent. Recycled input materials make up more than 12 percent (by weight) of what goes into manufacturing Shaw's products.

Shaw will continue its journey — making progress, one square foot at a time.

re[TURN][®] RECLAMATION PROGRAM

NEW NAME, SAME COMMITMENT

Our reclamation program was revamped in 2020 to include a new name, updated web content, simplified processes, additional education materials and more to enhance our 20-plus year reclamation offerings. The newly named re[TURN]® Reclamation Program continues Shaw's long-standing commitment to the circular economy.

As a result, we maintained reclamation levels of commercial carpet tile despite significant COVID-19 disruptions within the commercial property sector. Visit shawrecycles.com for more information about the program.

NXTPLAY

SUSTAINABLE. PLAYABLE. RELIABLE.

SHAW SPORTS TURF'S NXTPLAY™ PERFORMANCE PAD

include synthetic turf reclamation. While limited ir its first few years, we've established a pipeline for ongoing reclamation as market uptake of our NXTPlay performance pad continues.

playability with impressive sustainability attributes. For every field of pad produced, the equivalent of one turf field is diverted from the landfill. Launched in September 2020, the innovative, patent-pending product made from reclaimed and recycled turf fields is Cradle to Cradle Certified Bronze.



Climate change is a complex, global issue that requires a global response.

It's a topic that touches human health, agriculture and food security, water supply, transportation, energy, ecosystems and other important areas of sustainability. As a company that puts people at the center of its sustainability efforts, our carbon mitigation strategy is a key component of how we strive to sustain[HUMAN]ability.

No one person, organization or corporation can solve problems at this scale alone. Our collective contributions have a cumulative positive affect.

Together, we can make a difference.

HOW WE DO IT

Shaw's approach to energy and greenhouse gas (GHG) management is multifaceted and includes reducing energy consumption, switching to cleaner fuels and producing renewable energy at our own facilities. We also address climate change by incentivizing additional renewable energy development and usage through the purchase of certified renewable energy credits.

So what are we doing to fulfill our corporate commitment to minimizing our impact and supporting global change initiatives?

Here are a few examples. The Combined Heat & Power (CHP) plant at our Columbia, S.C. fiber production facility stands to reduce the plant's annual greenhouse gas emissions by an estimated 26,000 metric tonnes. That's an impact equal to removing almost 5,500 passenger vehicles from the road each year.

Additionally, our commercial carpet operations have been carbon neutral since 2018. This achievement encompasses all commercial carpet manufacturing facilities that Shaw owns and operates globally, including those for Patcraft, Philadelphia Commercial, Shaw Contract and STS.

THE IMPACT OF CHANGE

As a result of these efforts and more, we have reduced our GHG intensity by 40 percent compared to 2010 — achieving our 2030 goal **nine years early**. Additionally, we have cut our Scope 1 & 2 emissions in half and reduced our energy intensity by more than 27 percent (per pound of finished product) — both against a 2010 baseline.



2020

SCOPE 2 SCOPE 1







Conserving Water, Sustaining Life

42%

Water is an essential substance of life. Yet more than two billion people lack access to safe drinking water, and water scarcity already affects four out of every 10 people around the world.

As with many other aspects of the sustainability puzzle, water is interconnected with a number of other issues—including material health and energy. This is reflected in the Cradle to Cradle design philosophy's look at both water quantity (which contributes to energy use) and water quality (which aligns with our focus on material health).

The Cradle to Cradle Certified Products Program requires a product manufacturer to not only report water usage, but at the Silver level and above, process chemicals that could potentially impact runoff water quality are assessed according to the material health assessment criteria.

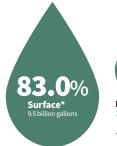
Additionally, the Cradle to Cradle certification process requires manufacturers to research ecosystem health and identified

watershed threats in waterways near our manufacturing locations, providing evidence of effective management practices to prevent industrial contamination.

We have taken significant measures to minimize water use in our operations and manufacturing processes. As a result, we've reduced our water usage per pound of finished product by more than a third in less than a decade. In 2020, we used more than 43 percent less water than if we were operating as we did in 2010. We continue to push for further improvements.

Not only have we instituted systems that reuse water and improved our facilities to save more and use less, but we also partner with organizations that work to safeguard water resources and engage people in the conservation conversation.

WATER WITHDRAWAL BY SOURCE

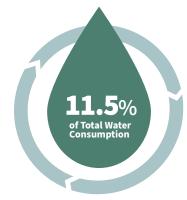


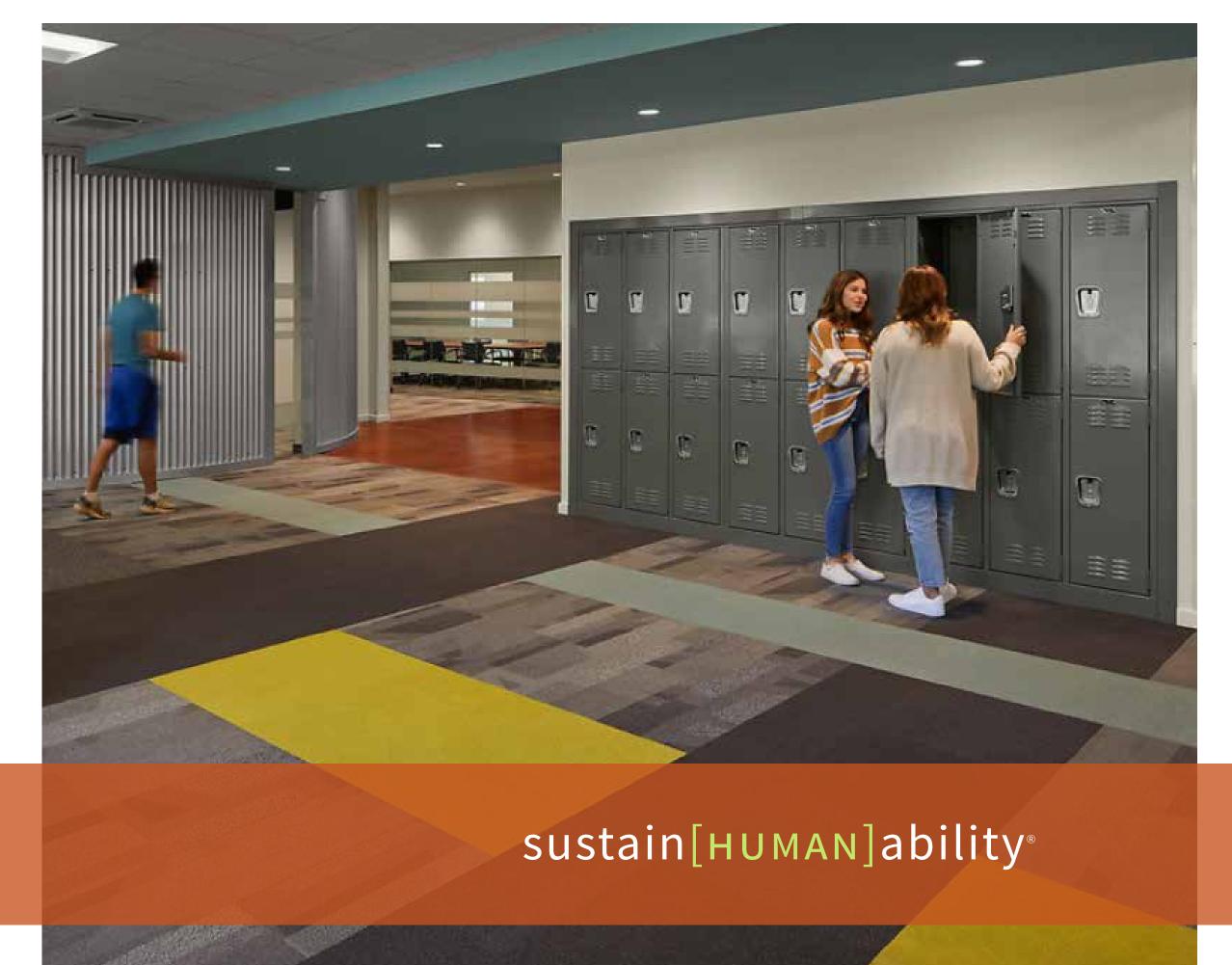




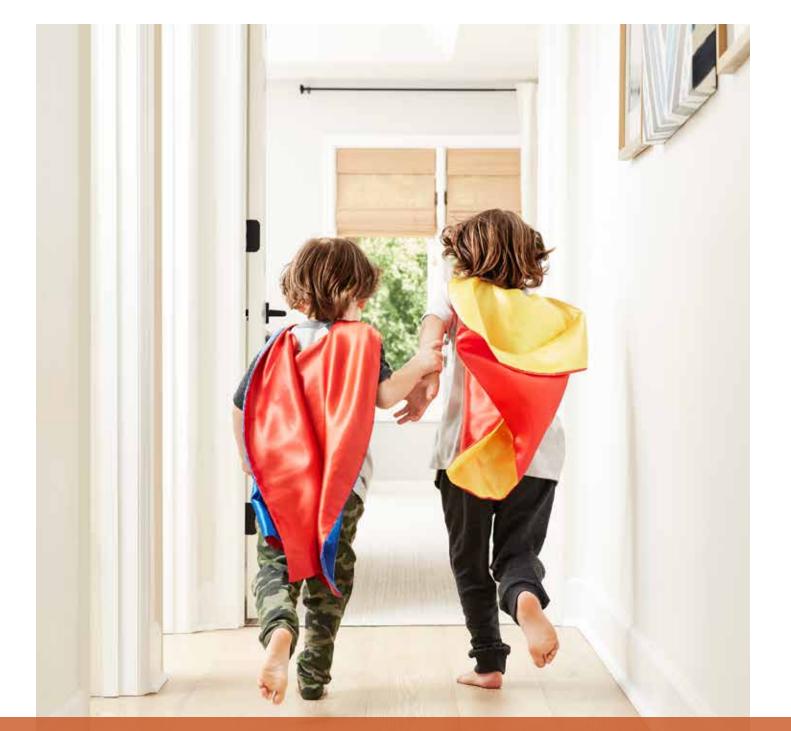
*99% as non-contact cooling water

% OF RECYCLED & REUSED WATER





APPENDIX



About This Report

ABOUT THIS REPORT



























The 17 United Nations (UN) Sustainable Development Goals (SDGs) are an urgent call for action by all countries — developed and developing — in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth — all while tackling climate change and working to preserve our oceans and forests.

Throughout this report, we have aligned our corporate efforts with the corresponding SDG as reflected by the use of these SDG icons where relevant.

REPORTING CYCLE

Our sustainability reporting follows an annual cycle based on the calendar year. This report covers January 1, 2020, to December 31, 2020. Our most recent sustainability report was published in 2020 for the calendar year 2019. Previous reports can be accessed at: shawinc.com/reports/

CONTACT

To request hard copies of this report, please email sustainability@shawinc.com. For questions regarding the contents of this report, please email Susan Farris at susan.farris@shawinc.com.

SCOPE & BOUNDARY

This report includes data from all directly-owned operations and wholly-owned subsidiaries, as well as joint ventures in which Shaw holds at least a 50 percent financial stake. Exceptions are noted where applicable. Scope, boundary and measurement methods are consistent with prior reports. There are no limitations on scope or boundary in this report.

ADDITIONAL CONTEXT

- The vast majority of Shaw associates are not covered by collective bargaining agreements. Shaw's Pro Installations, Inc. is a signatory on a number of collective bargaining agreements, however, Shaw does not track the small number of associates impacted.
- There were no significant changes in size, structure, ownership or supply chain in 2020.
- In 2020, we had no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling.
- In 2020, Shaw had zero incidents of non-compliance with regulations and voluntary codes concerning our marketing communications.
- Shaw had no incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of our key products across their lifecycle in 2020.
- All references to currency are in U.S. dollars.



This is our Communication on Progress in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

FEATURED PRODUCTS

Cover:

Shaw Floors, Variations

Page 2:

Shaw Contract, Active Shown At: Shaw Commercial Create Centre

Photo Credit: Connie Zhou

Page 18:

Shaw Contract, Mindful Play Collection Shown at Hale Junior High School

Page 20:

Shaw Floors, Nottoway Hickory II

Page 22:

Patcraft, Etched Color Shown At: Advanced Energy

Photo Credit: Acquilano Interior Architecture and Cooperthwaite Productions

Page 24:

COREtec, Wood Collection

Page 26:

Anderson Tuftex, Purrfect Harmony

Page 50:

Patcraft, Color Block

Shown At: The Howard School

Photo Credit: Freespace Architecture and Robbins Photography

Page 52:

Shaw Floors, Exquisite



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