

SMART work

Interface Flooring
Systems
Sustainability
Newsletter
Volume 1, Issue 1
July 30, 2002

Interface Pioneers the Way Toward a Sustainable Future

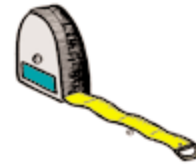


Welcome to the first edition of SMART work, Interface Flooring Systems' sustainability newsletter. Our goal is to share with all of you the various projects and innovations that Interface is employing to reduce the environmental impact of our production and administration activities, as well as fostering an understanding and desire for sustainability in our communities. Each quarter you will discover the latest news on Interface's sustainability initiatives and be updated on our progress throughout the year.

There are other carpet companies out there trying to claim the position of leadership in sustainability. While we applaud any genuine efforts and breakthroughs that would benefit us all, it seems too often they only talk the talk, trying to capitalize on a popular cause. Instead of relying on a short-term, band-aid type of solution, we are looking at the bigger picture - a more holistic approach. We continue to strive toward Ray's dream and goal to leave zero footprint by the year 2020 one small step at a time. Our manufacturing and product design philosophies are leading us there. We continue to seek the best options for us and the planet - new yarn systems, renewable sources for energy, improvements in manufacturing techniques, new design flexibility, new uses for old products and ideas. Just look at the idea of random installation and its link to biomimicry. Products like Entropy truly fulfill the promise of carpet tile by allowing for maximum design flexibility, faster installation, less waste, easy replacement for longer lifecycle and eliminating the need for attic stock. Our

modular solution is the way of the future - for every floor. Our goal is to see modular products everywhere and in doing so, we will do right by the environment and realize Ray's powerful vision of becoming the first truly sustainable enterprise.

Claude Ouimet
Senior VP, Sales & Marketing
Interface Flooring Systems



How To Measure Success

QUEST (Quality Utilizing Employee Suggestions and Teamwork) has been Interface's primary waste reduction program since its inception in 1994. Through QUEST, each company under the Interface, Inc. umbrella has developed various initiatives to reduce waste at each facility through recycling, improving manufacturing processes, etc. Each facility develops "Local Indicators" to categorize areas in which improvement is needed as well as a means of measuring improvement.

Interface Flooring Systems' facilities in Georgia and Canada have made valuable contributions to sustainability through QUEST. While QUEST's greatest impact has been in material reduction, there are many other aspects to the program. It also includes reducing the use of non-renewable energy to support operations, controlling how we dispose of waste and product quality issues among others.

The success of QUEST is directly related to our associates' dedication at every level of the company. With every achievement, we continue to look deeper into our activities to discover how we can continually improve. It was only natural that Interface sought registration to ISO 9001 (Quality Standards) and 14001 (Environmental Standards). Like QUEST, ISO has become a way of life for our associates, ensuring commitment and consistency toward achieving Interface's environmental goals.

Since 1994, Interface has reduced water consumption by **75%**; nonrenewable energy by **30%** and nonrenewable materials by **12%**!

Interface Flooring Systems Achieves ISO 9001 Registration

In May of 2002, Interface Flooring Systems facilities in Troup County, Georgia achieved registration to ISO 9001:2000 through Underwriter's Laboratories, Inc.

ISO 9001:2000 establishes the requirements for a quality management system for any organization that needs to demonstrate its ability to consistently provide products that meet its customers' needs and any applicable regulatory requirements while also increasing customer satisfaction. According to the standard, a product is any service, processed material, hardware or software, intended for, or required by, a customer. Its main objective is to help organizations establish and maintain best practices for every job function that will be covered under the ISO 9001 registration.

"ISO is not a biannual event. It's something we do every day. And we're already thinking toward the surveillance audits this fall."

Tim Aplin
ISO Program Coordinator

For Interface, being ISO 9001 registered means clarifying our commitment to providing the highest quality products and services in the industry. And, because one of ISO's requirements for maintaining registration is continuous improvement, implementing a Quality Management System as directed by ISO 9001 provides external recognition of our devotion to ongoing growth and development. By improving the quality of our products, we become more efficient and less wasteful, ultimately impacting our sustainability initiatives and our financial goals. Tim Aplin, ISO Program Coordinator states, "You have to continually get better at what you do. ISO is not a biannual event. It's something we do every day. And we're already thinking toward the surveillance audits this fall." Right now, an immediate, key benefit of ISO 9001 registration for Interface and its customers is the reduction of cus-

tomers complaints. Manufacturing consistently better products and providing attentive customer service increases customer satisfaction and enhances customer loyalty.

For more information on ISO 9001, look under Marketing Collateral / Interface Flooring Systems / Sustainability in the Marketing Encyclopedia.



Second ISO 14001 Audit Is Another Success!

Interface Flooring Systems in Troup County recently completed its second surveillance audit for ISO 14001 (Standards for Environmental Management System) and passed with flying colors. Conducted by Underwriter's Laboratories, Inc., the audit included several different departments in both facilities and for the second time, Interface was not cited for any nonconformances.

Congratulations and thank you to all associates who work hard every day to ensure that Interface maintains its registration in ISO 14001 and ISO 9001.

For more information on ISO 14001, look under Marketing Collateral / Interface Flooring Systems / Sustainability in the Marketing Encyclopedia.

Why does Interface use only premium fiber suppliers?

Interface believes innovation is THE source of increasing customer value and Interface was founded on innovation. We believe our goals are achieved by working with the world's leaders in their core expertise, particularly when it comes to something as important to carpet as fiber. We combine the latest premium fiber innovations with Interface modular innovations to deliver superior lifecycle value. This flexibility and access to the latest technology accelerates the delivery of improved flooring solutions to our customers. While the fiber industry continues to move up the stairway of sustainability and performance, technology has not reached the top. In the meantime, we will not be locked into one, unchangeable fiber choice but will choose from Dupont®, Solutia™ and Aquafil's top of the line fibers.

For more information, look for the Fiber Supplier Brief under Marketing Collateral / Interface Flooring Systems / Fiber / Face Construction in the Marketing Encyclopedia.

RAY WATCH

- 8/4** Morning presentation ASID management meeting Sedona, AZ
- 8/26 - 9/4** Johannesburg Summit Johannesburg, South Africa

Mr. Anderson's schedule is subject to change so check the Communications section of the Marketing Encyclopedia under Interface Inc. in Community Relations for the most up-to-date information.

If you need a document but don't have access to the Marketing Encyclopedia, call 1-800-336-0225, ext. 6511 for help.

ReEntry: A New Beginning

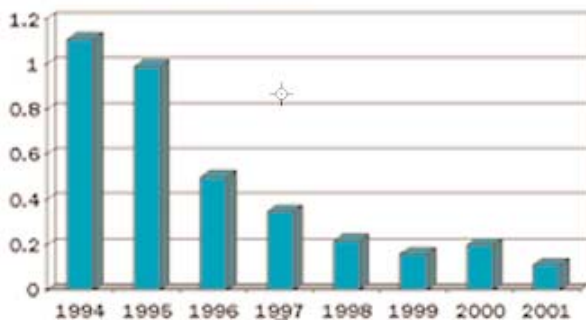
In its new home with Interface Americas, the ReEntry program has undergone a bit of remodeling. Since its inception in 1995, ReEntry has helped to divert over 3,000,000 square yards of carpet from landfills; that's equal to more than 22.75 million pounds. And we have donated over 239,000 yards of tile for reuse throughout various charities and other not for profit organizations. These numbers speak for themselves, but David Whitley, Director of Sustainable Practices, and Susan Lewis, Sustainable Service Manager, have implemented significant changes to make this good program even better.

One of the biggest challenges that the ReEntry team, the sales force and the dealers face is awareness. Most customers do not think about where old carpet goes, what the costs are and that they are paying those hidden costs when they replace their carpet. While old carpet belongs to the customer, Interface takes on the responsibility of making sure the old carpet does not end up in the landfill. The carpet that is kept out of the landfill is either cleaned and reused in buildings for nonprofit organizations, recycled or used to create energy. While "waste to energy" is not Interface's preferred method of dealing with reclaimed carpet, it currently is an available solution for broadloom or tile that is not suitable for making GlasBac RE.

Solid Waste to Landfill

Pounds per Square Yard

46% reduction since 1994



In 2001, Interface diverted and recycled 1,315,879 pounds of carpet tile!

"We have hooked up with an outside source to help process our carpet tile waste and help us convert it into a recycled sheet material that we use to make GlasBac® RE backing," says David Whitley. With more and more products that use GlasBac RE being introduced, it's imperative that Interface not let any usable vinyl backed tile products slip by. ReEntry is a key initiative to providing feedstock for our GlasBac RE recycled content backing. It is important to note that during the Interface recycling process, the valuable nylon face is removed from the carpet prior to recycling the backing, thus providing a purer post-consumer vinyl, which can be recycled repeatedly without nylon contamination limiting the vinyl content. GlasBac RE backing from Interface Flooring Systems contains a minimum of 50% post-consumer recycled content, resulting in a total product recycled content of at least 40% with a minimum of 20% post-

consumer recycled content.

One organization working toward a solution for a more viable, cost-effective means of marketing and distributing recycled materials and products is CARE. CARE consists of several state governments, the Environmental Protection Agency, private industries such as Interface, recyclers and other interested parties working with the Carpet and Rug Institute to find ways to recycle carpet and keep it out of the landfills. Together, these groups have a goal of diverting 40% of manufactured carpet from landfills by 2012. To that end, Interface has stated that it will consider recycling carpet tile through our ReEntry program for other manufacturers on a case-by-case basis. "This is something we have never done before but the problem is an industry problem and we have to work together to find a solution" says David.

Interface now issues certificates of appreciation to customers who utilize the ReEntry program, identifying how many pounds of carpet they helped to divert from the landfill. Through Interface's own ReEntry program and the collective efforts of others, we will narrow the gap between the amount of carpet manufactured and the amount reclaimed as we continue trying to close the loop on manufacturing carpet products.

Look in the Marketing Encyclopedia under Marketing Collateral / Interface Flooring Systems / Sustainability for more information on the ReEntry Carpet Reclamation program.

In 2001, Interface diverted 2,372,435 pounds of framescrap to be recycled. In the first quarter 2002, Interface has diverted 1,506,000 pounds of framescrap. That's almost half the total amount diverted in 2001 overall!



Interface Flooring Systems was recently recognized by the **Center for International Standards & Quality** at Georgia Tech in Atlanta, GA for achieving ISO 9001 and 14001 registration. The Center recognized industries across the state of GA who had achieved one or both of these registrations. Of all the companies represented, very few were registered to both and none of those were other carpet manufacturers.

Coming Next Time:

- Cool Fuel
- Cool Carpet
- The Evolution of Carpet Tile
- Biomimicry

Random Makes a Good Thing Better

The rationale of random patterning and installation is so simple, yet it solves complex flooring issues. Interface created the random category based on the concepts of biomimicry, modeling the seeming disorder of natural systems to achieve high performance products that make the most efficient use of raw materials and processes.

Interface's first random product, Entropy®, was designed in accordance with how nature covers its own floors. Although each leaf on a forest floor varies in color, size and shape, they are not incongruous. Their similarities allow them to complement one another while their differences provide enough contrast to make them visually pleasing. Likewise, Entropy, and Interface's latest random products – Transformation™, Cubic™ and Frequency™ have a variant pattern and multiple hues within each colorway so that, while no two tiles are the same, they look great together when installed in a completely random fashion.

The benefit? Maximum flexibility. There is no "wrong" way to install a random product; so, should a tile need to be replaced or a space reconfigured, even a non-professional can do it. The variant patterning and coloring are very forgiving of soil and stains, lengthening its lifespan even more when properly maintained. And because a random product is made using mergeable dye lots, there is no need for attic stock. The random method also saves time and reduces installation waste. Random products allow modular floorcovering to maximize its inherent attributes – flexibility, performance and design. Ultimately, it just makes the best sense.

EARTH DAY 2002

To celebrate Earth Day, Interface Flooring Systems in Troup County distributed 900 trees to associates to be planted. In addition, 93 associates avoided 1,063 driving miles by participating in the Carpool Challenge that day. Carpooling, however, is an everyday thing at IFS. For the past two years we have averaged over 25,000 miles!



Cubic™



Frequency™



Transformation™



Entropy®



Modular Flooring – The Building Blocks of Sustainable Communities

As you may recall, Interface became acquainted with Auburn University's Rural Studio project and its co-founder, the late Professor Samuel Mockbee, last year. Rural Studio was conceived as a method of improving the lives and supporting the communities of rural Alabama citizens by providing them with new homes while simultaneously giving 2nd and 5th year Auburn University architecture students a hands-on learning experience. To minimize cost the students use mostly waste materials such as discarded tires, wood, tin sheets, etc. We featured their work during NeoCon 2001 and invited Professor Mockbee to provide a special presentation for our customers.

Naturally, Interface was very excited to take the next step and donate materials and money for the Rural Studio's new Outreach Program project. This group of students worked on a home for Lucy and Anderson Harris and their four children in Mason's Bend, AL. After considering and eliminating various scrap products from carpet manufacturing such as yarn bales, scrap bales and fluff as building blocks for the walls of the house, the group hit upon the idea of using reclaimed carpet tiles. Before making a final decision, the group performed numerous tests, including fire and water resistance as well as thermal properties and indoor insulation quality, to ensure that the tiles would be a suitable solution. Ultimately, the group decided to use the carpet tiles as their wall structure using a series of steel columns, threaded rod and a wooden box beam to compress the tiles.

The Rural Studio team also designed Interface's NeoCon 2002 display in space 10-140 of the Chicago Merchandise Mart, showcasing the Lucy House project along with Interface's latest modular products.



Top: Rural Studio workers with resident Lucy Harris

Bottom: Side view of Lucy's house during construction.



Recycled Content Claims: The Facts Behind the Figures

Just because it says 100% recycled content on the packaging or in the ad does not guarantee that what you see (or hear) is what you get. Consumer desire for environmentally conscious products is often unequal to consumer knowledge regarding the basis for a manufacturer's claims. To protect consumers, the Federal Trade Commission has devised and continues to update the Environmental Claims Guidelines (or Green Guides) to control the messages conveyed to consumers.

A couple of things to look for when sizing up a product or service:

Claims should be specific and clear. Does the claim refer to the product, the packaging or both? "100% recycled content" could mean that a portion of the material in a product or packaging is 100% recycled but the average consumer interprets such a broad claim as relevant to the entirety of the product. Interface's GlasBac® RE, for example, contains a layer of 100% recycled content but there is currently no backing available that is comprised of 100% recycled materials, although some claim to be.

Claims should be backed up with specific technical information. You should not have to create your own story regarding a product or service's environmental attributes. The appearance of environmental symbols, seals of approval or wording such as "eco-friendly" do not mean that a product is truly supportive or protective of the environment.

Want more information? Go to the Marketing Encyclopedia and look under Marketing Collateral / Interface Flooring Systems / Sustainability for the complete FTC Guidelines Sustainability Brief.