



Legacy  
**DRIVEN**

Innovation  
**FOCUSED**



**Crafting Our Future.**  
**Sustainability Report 2023**

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Collection: Beljn™ by Crossville®

## Letter from the VP of Sustainability & Technical Services

Dear Valued Customers and Partners,

As we embark on another year of innovation and progress at Crossville®, I am proud to reflect on our long-standing commitment to sustainability and share our latest initiatives. With over a decade at Crossville and a career rooted in advancing tile industry standards and sustainability, I am excited about the direction we are heading.

Our sustainability journey spans almost 40 years, beginning with foundational practices like waste recycling and our pioneering tile take-back program. Over the years, we've expanded our focus to include environmental and material ingredient transparency, responding to the evolving needs of our customers and the industry.

A big focus of my work is leading efforts to consolidate our decades-long history of sustainability practices into a clear narrative that is accessible for both customers and the public. Today, the most pressing question we face is about our carbon footprint. We also understand that carbon reduction is the next major frontier in sustainability for our industry.

At Crossville, we have set an ambitious goal to reduce our carbon emissions by 30% by 2030, based on our 2014 baseline. To bridge the gap until we achieve these reductions, we are proud to announce the launch of our first carbon neutral tile collections. We are also enhancing our operations to continue improving efficiency and exploring numerous opportunities for improvement. Partnerships with industry peers and our suppliers are a crucial part of understanding and mitigating our impacts.

Our work is vital not only for the environment but also for architects, designers, and future homeowners who are envisioning a world of zero-carbon buildings. As new regulations and standards emerge, we are urging the industry to consider the entire lifecycle of our products, including their durability and the social impacts of material sourcing and operations. It is imperative that we understand the full scope of the impact of our products and offer solutions that support a better future.

I invite you to learn more about our sustainability efforts and our commitment to a sustainable future by visiting our website. Thank you for your continued support and partnership!

Sincerely,



Noah Chitty

VP of Sustainability & Technical Services

AHF Products



# Introduction

## About this Report

This report shares a snapshot of stories and highlights progress since our last sustainability report, published in 2019. This is the fourth sustainability report released by Crossville. In 2023, Crossville was purchased by AHF Products, a leading manufacturer of hard surface flooring in North America. However, the information and data contained within this report is only representative of the tile manufacturing operations of Crossville. The quantitative data in this report is indicative of calendar year 2023 unless otherwise noted.

## LEED Credit Eligibility

Porcelain tile products manufactured at the Crossville campus in Crossville, TN are eligible for LEED v4 and v4.1 Credits and Pilot Credits related to Materials & Resources (MR) and Indoor Environmental Quality (EQ). For more information, and links to the relevant documentation needed, please refer to our publicly-available [Credit Analysis Document](#).

## We Are Crossville

Exceptionally durable and non-toxic porcelain tile, crafted from natural materials, can last 50 years or more, offering inherent sustainability benefits. From the floors of [O'Hare International Airport's pedestrian tunnels](#) to the walls of Macy's flagship Herald Square location in New York City, the porcelain materials of Crossville help define beautiful spaces while marrying performance and sustainability.

Established in 1986 as America's first large-format porcelain tile manufacturer, Crossville, located in Tennessee, is a leading American manufacturer of sustainable porcelain materials that advance the frontiers of tile design. From developing cutting-edge performance innovations that turn mere surfaces into "breathing" living environments to becoming the first US tile manufacturer to announce short term carbon reduction goals, Crossville has been at the forefront of innovation in the tile industry.



Chicago O'Hare International Airport | Chicago, Illinois



Credit: Crossville Tile | LinkedIn

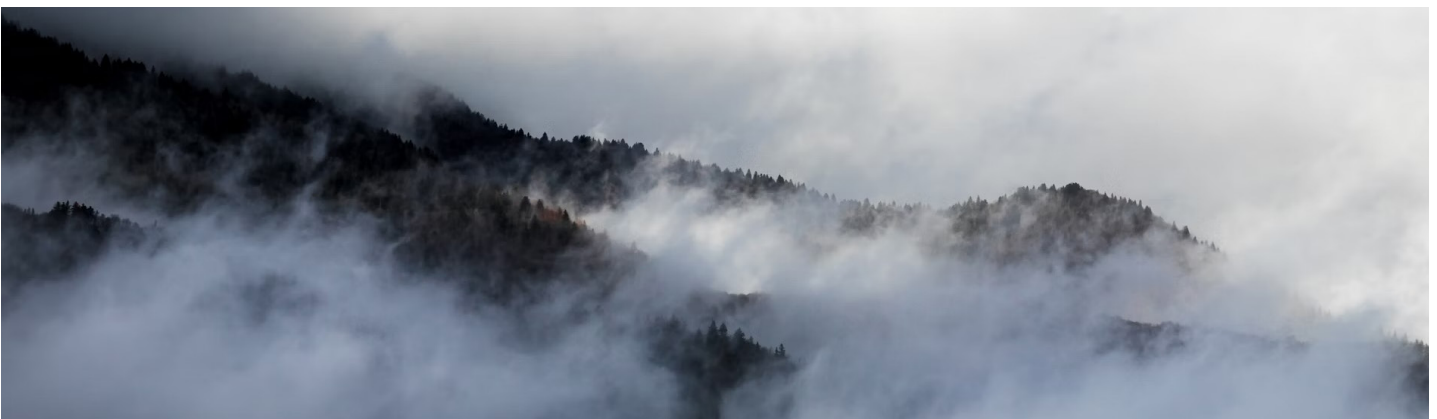
In 2023, Crossville joined the AHF, LLC family of flooring brands. For 150 years, the brands of AHF Products have stood for innovation, creative new ideas, fine craftsmanship, and impeccable quality.

Crossville is proud to be on board with this amazing company of nationally recognized and trusted flooring brands.

## Our Mission and Values

Our mission is to provide our customers with creative and sustainable design solutions—rooted in technical mastery, designed for long-term function, and finished with style and beauty. Through our people-first values we are able to forge lasting partnerships built on integrity and respect.

We are also deeply proud of being U.S.-owned and operated, with a central Tennessee location that allows us to offer immediate supply and often lower freight costs compared to imports. Our operations support a vital network of domestic workers, positively impacting our community, employees, and their families. Crossville has over 500 employees. We exceed U.S. environmental standards with third-party certified, eco-friendly practices, controlling all aspects of our processes to ensure sustainable manufacturing. These core values and beliefs allow us to better serve our customers, foster strong community relationships, and lead the industry in sustainable and ethical practices.



Credit: Brice Cooper | Unsplash

## Four Flags of Sustainability

We are guided in our sustainability efforts by the principle that a product that comes from the earth should have minimal impact on the earth. All of our efforts support our Four Flags of Sustainability that ultimately fosters a built environment that serves the well-being in our lives at home, at work, and beyond.



**Carbon Reduction**



**Waste Management**



**Transparency**



**Partnership**

Flag	Purpose	Priority Areas
<b>Carbon Reduction</b>	Mitigating climate change has positive impacts on the health of humans and the natural environment.	<ul style="list-style-type: none"> <li>• Creating goals</li> <li>• Purchasing offsets</li> <li>• Product initiatives</li> </ul>
<b>Waste Management</b>	Byproduct and second-grade materials innovation saves us money and reduces landfill space, positively impacting local communities.	<ul style="list-style-type: none"> <li>• Wastewater recirculation</li> <li>• Recycling packaging</li> <li>• Recycling pre- and post-consumer materials</li> </ul>
<b>Transparency</b>	Third-party verification builds trust and creates value for customers in a landscape of increasing sustainability regulation.	<ul style="list-style-type: none"> <li>• Material ingredient transparency</li> <li>• Environmental transparency</li> </ul>
<b>Partnership</b>	Early participation in industry initiatives related to sustainability certification and disclosure demonstrates nimbleness and preparedness to better meet the needs of customers.	<ul style="list-style-type: none"> <li>• Sustainability certifications</li> <li>• LEED &amp; other ratings systems</li> <li>• Material libraries</li> </ul>



Retro Active 2.0

# Sustainable Tile Design

Ceramic tile is made from natural clay that comes directly from the earth. The production of tile dates back to 24,000 B.C. and is recognized as one of the oldest industries in the world. The identity of Crossville is deeply intertwined with the natural world and the rich legacy of human craftsmanship in material production.

## Integrating Natural Elements Indoors and Outdoors

To celebrate the natural origins of our raw materials, Crossville draws on inspiration from biophilic design. Biophilia is a term coined by E.O. Wilson, a famous naturalist, to describe humanity's desire to commune with other living things in nature. The design trend reflects that desire to connect with nature by incorporating natural elements throughout the design and removing barriers between interior and exterior spaces.

Crossville offers exterior tiles (noted as EXT finish) that have increased traction and are freeze/thaw-resistant and UV-resistant. No other surfacing solution stands up to the tasks like porcelain tile.



Outdoor Kitchens and Dining Areas | Credit: Hestan Home

For further biophilic trend inspiration, refer to our [2021 Global Trends report](#).

In 2022, Crossville highlighted a spectrum of green tones which could compliment nature-inspired projects.



Color Blox 2.0™ in Spring Sage

## Ethical and Local Material Sourcing

The clay used to create ceramic tile is plentiful and often found close to tile factories, which keeps extraction, transportation, and fuel costs at a minimum. This also corresponds to lower emissions from transportation. In an analysis of 2020 data, at least 85% of the raw materials by weight are sourced within 200 miles of the manufacturing site. Additionally, based on an analysis of 2023 purchasing data, 94% of all materials by weight are sourced from within the United States. We are proud of our efforts to source locally, which creates good-paying jobs and strengthens our community's economy while reducing environmental impact through shorter supply chains.

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Crossville has also adopted [AHF Products' Supplier Code of Conduct](#), which demonstrates our commitment to ethical and transparent sourcing of materials. The Code of Conduct covers topics related to Ethics, Labor, and Environment compliance and best practice. All raw material suppliers will be asked to sign the Code of Conduct. Our aim is to foster a business environment where integrity, responsibility, and ethical practices are upheld in every part of the supply chain.

## Transparency in Sustainability

A significant portion of our sustainability work at Crossville involves the development of transparency documents, which share the impacts and benefits of our products. These documents allow customers to make informed purchasing decisions, which we know is a critical part of sustainability change-making, alongside reducing our company's impact on the environment.

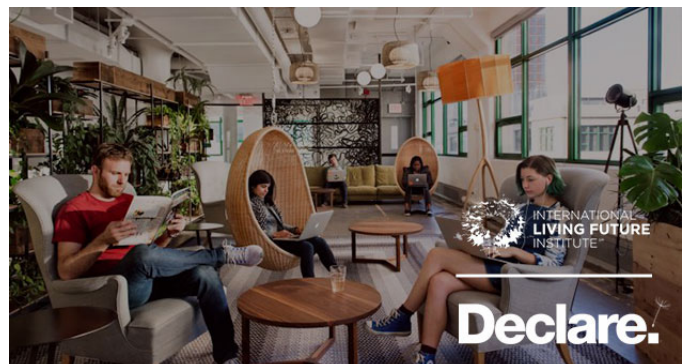
In 2022, Crossville was honored with the highest Leader rating in the MindClick Sustainability Assessment Program (MSAP) for its exemplary use of environmentally and socially responsible practices throughout the product lifecycle. The Leader rating from MindClick underscores the dedication of Crossville to reducing environmental impact and supporting designers in making eco-friendly choices. This accolade aligns with our ongoing efforts to provide innovative, sustainable resources for the architecture and design communities. Our Leader rating is published in the Design for Health library.



Crossville provides standardized declarations on product environmental impacts and material health information to allow designers and architects to clearly evaluate each product. This includes EPDs, Declare Labels, and HPDs. Our full library of sustainability documents can be found on the [Sustainability page on our website](#).

A **life cycle assessment (LCA)** is a study of the impact of a product on the environment from sourcing through manufacture, distribution, use, removal/disposal and renewal (through recycling or other means). The results of the LCA are published in an **Environmental Product Declaration (EPD)**, which is similar to a nutrition label on food and allows designers and architects to clearly evaluate the sustainability of a particular product over its entire life cycle.

A **Health Product Declaration (HPD)** provides detailed product content and health informational for materials used in the built environment. The **Declare Label** discloses that our products are free from ingredients on the Living Building Challenge Red List, which are identified as hazardous by the International Living Future Institute.



## Partnerships for Sustainability Performance

Collaboration is a fundamental value at Crossville. In terms of environmental impact, Crossville participates in numerous sustainability programs that showcase our initiatives, from rating systems to promoting healthy performance. This includes participation in industry rating systems and certifications on sustainability, as well as providing data to relevant digital libraries.

### Industry rating systems & certifications

Crossville was one of the first US tile manufacturer to earn the Tile Council of North America's Green Squared Certification for all of its US-produced tile lines. All of our Tennessee manufactured products are Green Squared® certified by SCS Global Services. Green Squared is a multi-attribute sustainability standard developed specifically for tiles and tile installation materials. Products and processes are evaluated in five key areas: product characteristics, manufacturing operations, corporate governance, innovation, and end-of-life product management.

The Living Product Challenge from the International Living Future Institute is a program that denotes building products as healthy, toxin-free, socially responsible, and beneficial to both people and the environment. Products are evaluated on seven performance characteristics, known as Petals: Place, Water, Energy, Health + Happiness, Materials, Equity, and Beauty. Crossville 2.0 products including Retro Active 2.0™, Color Blox 2.0™, and Shades 2.0™, are Petal Certified, having met requirements in each category, and therefore contribute to Living Building Challenge spaces. Learn more in the Living Product Challenge in the case study on the next page.

Crossville porcelain tile surfaces can also contribute to the U.S. Green Building Council's latest LEED requirements. Additionally, all Crossville® products are WELL Building Standard™ version 2 (WELL™ v2) contributors.

### Digital Libraries

Sustainability information on Crossville products can be found in the Mindful Materials, Design for Health, and Ecomedes libraries.



#### **Retro Active 2.0™**

Living Product Challenge Petal Certified  
Green Squared Certified

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# LIVING PRODUCT CHALLENGE™

## Living Product Challenge Case Study:

Retro Active 2.0, Shades 2.0, and Color Blox 2.0

The Living Product Challenge from the International Living Future Institute is a program that denotes building products as healthy, toxin-free, socially responsible, and beneficial to both people and the environment.

### PLACE

Restoring a Healthy Coexistence with Nature and Community

At least 85% of raw materials by weight are sourced within 200 miles of Crossville, Tennessee.

### WATER

Creating Products that Respect and Restore the Water Balance of a Given Place and Climate

Crossville utilizes a closed loop recycling system to collect materials and water from various manufacturing processes.

### ENERGY

Relying on Renewable Resources

The energy team at Crossville is consistently looking at ways to use alternative forms of energy and has been testing ways to better capture and recirculate heat from its manufacturing process.

### HEALTH + HAPPINESS

Creating Products and Environments that Optimize Health and Wellbeing

In a survey, employees provided positive feedback on the company’s performance as an employer, workplace conditions, access to outdoors and the reputation of the company as a “Responsible Corporate Citizen”.

### MATERIALS

Creating Products that Conserve Resources and Regenerate the Global Ecosystem

Since carbon-sequestering and bio-based alternatives are not available at this time, the raw materials we use are deemed the lowest impact possible.

In 2011, Crossville became the first manufacturer to achieve certification of its tile waste recycling programs through SCS Global Services, an independent, third-party leader in verifying sustainability claims.

### EQUITY

Supporting a Just, Equitable World

Our new Supplier Code of Conduct covers topics related to Ethics, Labor, and Environment compliance and best practice.

### BEAUTY

Celebrating Design that Uplifts the Human Spirit

Crossville incorporates beauty into its products by drawing inspiration from nature, ensuring each design connects people to the natural world. RetroActive 2.0, designed by Michelle Lamb, features colors inspired by elements like Gulf waters, Antarctic landscapes, and lush forests, creating an instant connection with the outdoors. Shades 2.0 offers subtle beauty derived from earth and water, with new colors like Midnight and Russet, and patterns inspired by leaf veining. Color Blox 2.0 revitalizes a classic line with water and plant-inspired hues, including Little Boy Blue and Spring Sage.

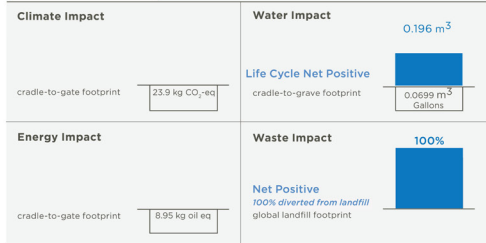
## Living Product Challenge 2.0

Crossville

Retro Active 2.0, Shades 2.0, and Color Blox 2.0



2/3 Place	<b>Petal Certified</b>  <b>14/20</b> Imperatives Achieved	<b>Life Expectancy:</b> 60 Years <b>End of Life Options:</b> Take Back Program, Recyclable <b>Functional Unit:</b> 1m <sup>2</sup> of Porcelain Tile
2/2 Water		
1/2 Energy		
3/3 Health		
3/4 Materials		
1/4 Equity		
2/2 Beauty		



**Declare.**

LBC I-13 Red List:  
 LBC Red List Free  
 LBC Red List Approved  
 Declared

100% Assessed

Quartz, Aluminum Oxide, Water, Calcium Oxide, Sodium Oxide, Potassium Oxide, Titanium Dioxide, Zircon (ZrSiO<sub>4</sub>), Silicon Trioxide, Talc, Magnesium Oxide (MgO), Zinc Oxide, Potassium Oxide (K<sub>2</sub>O), Silicic Acid (H<sub>4</sub>SiO<sub>4</sub>), Zirconium(4+) salt (1), Diethylene glycol, Triphosphoric Acid, Pentasodium Salt

Verified By: WAP Sustainability

CRS-LP001  
EXP. 05/01/2025

INTERNATIONAL LIVING FUTURE INSTITUTE™ [living-future.org/lpc](http://living-future.org/lpc)



**Shades 2.0**  
Living Product Challenge Petal Certified  
Green Squared Certified

# Full Circle Sustainability

Every stage of a tile's life, from sourcing to manufacturing to disposal, carries an associated carbon footprint. We are proud to consider sustainability throughout the lifecycle of our tile, demonstrated by our prioritization of local sourcing, ongoing evaluation of how to improve facility efficiency, and creative methods for reuse and recycling at end of life.



## End-of-Life Tile Recycling Program

For over 15 years we have offered innovative solutions to our customers, and the broader industry, for tile recycling. Our pioneering Tile Take-Back Program helps collect and recycle millions of pounds of fired, post-consumer porcelain tile every year. The materials that feed this program include previously installed tile from the Crossville distribution network, post-consumer tile from other manufacturers and projects, as well as our own scrap.

Recycling tile in the production process allows for diversion of tile from the landfill and minimizes our demand for new, raw materials. Every piece of tile Crossville produces is made with at least 4% pre-consumer, recycled content.

## Innovations in Reuse and Recycling

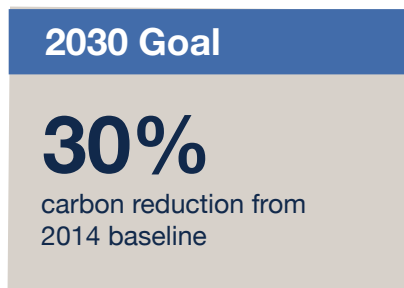
Due to our products consisting of inert material, our tile is naturally recyclable at end of life. Our plants recycle all of their own fired tile and green scrap as part of our efforts to decrease virgin raw material usage and create a more efficient production process. Beyond reincorporating material into our production, we encourage extending the life of our tile through creative applications, such as concrete fill, drainage, composting supplement, and mosaic.

# Environmental Impact

Our company's environmental impact has always been top of mind, with two of our Four Flags of Sustainability targeting carbon reduction and waste management. The founders of Crossville recognized that a product that comes from the earth should have minimal impact on the earth, making it of the utmost importance that we manage our impact in order to continue sustainably consuming these natural resources for years to come.

## Reducing our Carbon Footprint

Consideration of both product and company impacts is key to implementing our long-term sustainability strategy. Optimizing our products and facilities helps us work towards meeting our goal of a 30% carbon reduction by 2030 (from a 2014 baseline). This new goal builds off our success in 2019 of realizing a 10% reduction in energy usage, demonstrating that a path of carbon reduction in our facilities and operations was possible.



*"We are actively examining various methods to advance energy reduction initiatives within our operations. This includes evaluating emerging technologies that enhance energy efficiency, all while ensuring that our commitment to quality remains uncompromised."*

*- John Pauley, VP of Operations*

## Product

We consider the carbon footprint of our tiles from cradle to grave, or inception to demolition, recycling, or destruction, through life cycle assessments (LCAs). This work enables us to purchase carbon credits and offset the emissions associated with the entire product lifecycle, for select product lines. LCAs require regular updates, as processes change over time. This year, we completed an update on our LCA from 2017 in order to more accurately account for the current product pathway. Impacts per kg of product increased, but that is directly tied to improved data quality. More granular data was incorporated this year, as opposed to relying on estimates. We are constantly aiming to improve upon data quality to determine the best representation of our impacts.

In 2023, we announced two new carbon neutral collections and plan to expand these offerings in the future. Civilization and Native Metal were the first carbon neutral tile collections created by Crossville, with Beljn™ recently joining the family. Our carbon neutral tile is made in the United States and reflects the beauty and serenity of the Appalachian Mountains of Tennessee, where we're proudly headquartered. Civilization has six natural incarnations of basalt featuring unique crystalline visuals and the subtle movement found in these unique rock formations. Meanwhile, Native Metal captures the luxury of patinaed minerals and ores in porcelain and resin tile. Beljn boasts a strong combination of aesthetics and technology, increasing versatility while harnessing old school styling. Combining durability and place-based design, with stringent sustainability considerations, make our carbon neutral tile collections stand apart.



**Civilization™**



**Native Metal™**



**Beljn™**

“We want our customers to know that when they buy Crossville tile, they are not only purchasing the most sustainable floor or wall finish available, but they’re also making the most responsible purchasing decision from a low carbon, life cycle standpoint.” – *Noah Chitty, VP of Sustainability & Technical Services*

Our definition of carbon neutral is more expansive, and more expensive, but we see this as an opportunity to drive the entire tile industry forward. Where competitors simply buy carbon credits for the product stage’s embodied carbon, Crossville is committed to making the entire product lifecycle carbon neutral from cradle to grave. We cover the carbon footprint from inception to raw material sourcing, to transportation of those materials, manufacturing, delivery, building life, to recycling or disposal. We realize our impact cannot be reduced immediately and view the purchasing of offsets as a near-term effort to take full responsibility for our emissions.

## Company

One critical step in reducing our corporate carbon footprint is measuring our impact and assessing our progress each year. We have prioritized this work, beginning calculation of our footprint in 2014, and completing five greenhouse gas inventories since. Crossville most recently assessed calendar year 2022, covering scopes 1, 2 and 3, and we are in the process of calculating impacts for 2023.

## Energy Efficiency in Production

Over 70% of Crossville products' impacts stem from fuel and energy consumption at our production facilities. Natural gas is a particularly important energy source in tile production across the industry and continues to contribute most to our facility footprint. We are lucky to have strong partnerships with our utility providers, who are also working towards carbon reduction goals in the coming years. We continue to seek out the best possible solutions as we work to expand our business while reducing our footprint.

Our manufacturing intensities, or electricity and natural gas consumption per square foot of tile produced, continue to decrease, a testament to our commitment to reduction. Between 2016 and 2022, our electricity intensity decreased 43% while our natural gas intensity decreased 45%.

<b>Intensity Metrics</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2020</b>	<b>2022</b>
<i>Electricity</i> kWh/sq ft tile produced	1.28	0.94	1.01	1.08	0.73
<i>Natural Gas</i> CCF/sq ft tile produced	0.20	0.14	0.16	0.18	0.11

*Includes electricity and natural gas consumption from production facilities only.*

## Waste Management and Reduction

Waste management is a core focus for Crossville. Finding innovative ways to use byproduct and second-grade materials are at the heart of our sustainability efforts.

Our initiatives include:

- Recirculating wastewater through our production facilities to reduce water consumption;
- Recycling all cardboard in our production facilities;
- Recycling unfired and fired scrap tile into new products;
- Receiving unused scrap tile through our Tile Take-Back Program; and
- Offering products with pre-consumer recycled content



# Social Responsibility

The identity of Crossville is rooted in a people-first mindset and a commitment to action. It is these values that inspire us to create positive impacts in our local communities, and beyond.

## Community Engagement and Support

Engaging in the communities in which we operate is a central element of our culture of care. In 2022 and 2023 alone, Crossville donated \$29,470 to a variety of organizations including Ukraine's Save the Children effort, the Crossville Blues Baseball Team, the Crossville Fire Department, and Kids on The Rise, a nonprofit mentoring organization for children and youth in Crossville, Tennessee.

For the past two years, Crossville has sponsored a hole at the annual golf tournament benefiting Hospice of Cumberland County. The mission of the nonprofit is to provide an enhanced quality of life for those facing terminal illness while addressing the informational, spiritual and practical needs of loved ones facing the loss of a family member.



### Crossville's We Are One Event

Various businesses in Crossville, Tennessee donated time and skills to help community members with basic needs such as haircuts, health and medical services, and family portraits.



Crossville employees volunteered their time to fill bags of food, shoes, and clothing, and Crossville contributed monetarily for those in need in the Crossville community.



## Partnership with The Common Thread for the Cure Foundation

We remain committed in our support to The Common Thread for the Cure Foundation as a Legacy Benefactor. The nonprofit organization provides financial grants to individuals in the furnishings and design industries diagnosed with breast cancer by offering financial assistance via confidential Helping Hands Grants. Every quarter of the year, we contribute a portion of proceeds from two of our glass tile collections, Glass Blox and Convergence, to the Foundation.



A group of 46 industry designers, vendor reps and their guests joined together and raised over \$7200 for The Common Thread for the Cure Foundation by participating in Glamping for the Cause. This relaxing, inspirational, and fun-filled weekend event was held at the Sage Hill Campground, Caballo site in Santa Barbara, CA, October 6-8, 2023. Proceeds from the event benefited The Common Thread for the Cure Foundation's confidential Grants for people (or their immediate families) within the furnishings and design industries who have breast cancer.

"There was a lot of coordination that went into making this happen and making it successful. Thanks to everyone who participated and donated their time and funds. This would not have been a success without them. The Common Thread for the Cure helped me at a dark time. Paying it forward while bringing a community together to share in the outdoors and wellness practices and fundraising and spreading awareness was an incredible experience. We look forward to doing it again next year." - *Sasha Ilovic, Event Chairman and Foundation Director | Architect & Design Rep / Client Development, Crossville*



Participants in the Glamping for the Cause event that supported Common Thread for the Cure.

# Conclusion

From our products to our employees, and beyond our doors, Crossville has made significant strides since our last report. Our environmental and social practices dictate all areas of the business, and we are proud to report on the progress we have made towards our goal of crafting a better future for all. We are excited to continue on the path of creating high quality, design-focused, sustainable tile, alongside AHF Products' family of brands.

## Summary of Achievements

Maintaining a high level of transparency is engrained in our way of doing things and we continuously look for opportunities to bolster this. As highlighted throughout this report, Crossville has achieved goals across all four flags of sustainability. Adopting AHF Products' Supplier Code of Conduct, updating our lifecycle assessment, and calculating our annual corporate carbon footprint demonstrate our prioritization of the environment. We integrate sustainability internally and aim to do so across the greater tile industry, through partnerships and third-party certifications, such as Green Squared, Living Product Challenge, and LEED. And, we strive to be an active member in our local communities by way of sponsorship and financial donations. Our business is to produce tile, but we've chosen to extend that responsibility to encompass how we can make the best tile possible.



Beljn | Carbon Neutral Tile by Crossville

## Contact Information and Resources

For any questions regarding information found in this report, please refer to the [Sustainability page on our website](#).

For more information on our material ingredient and environmental transparency initiatives, visit the [HPD, Declare labels, EPD, & Sustainability Report page on our website](#).

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# Appendix: GRI Index

A selection of disclosures from the GRI Standards GRI 2: General Disclosures 2021 and GRI 3: Material Topics 2021 are presented. This content index may help orient readers to content within the report as it aligns to common voluntary reporting guidance.

GRI STANDARD	DISCLOSURE	LOCATION
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	We are Crossville
	2-2 Entities included in the organization's sustainability reporting	About this Report
	2-3 Reporting period, frequency and contact point	About this Report
	2-6 Activities, value chain and other business relationships	We are Crossville
	2-7 Employees	Our Mission and Values
	2-23 Policy commitments	Ethical and Local Material Sourcing
	2-27 Compliance with laws and regulations	Our Mission and Values & Ethical and Local Material Sourcing
	2-28 Membership associations	Partnerships for Sustainability Performance
	2-29 Approach to stakeholder engagement	Partnerships for Sustainability Performance & Community Engagement and Support
<b>GRI 3: Material Topics 2021</b>	<b>Economic performance</b>	
	201-1 Direct economic value generated and distributed	We are Crossville
	<b>Procurement practices</b>	
	204-1 Proportion of spending on local suppliers	Ethical and Local Material Sourcing
	<b>Materials</b>	
	301-2 Recycled input materials used	Four Flags of Sustainability & Innovations in Reuse and Recycling
	301-3 Reclaimed products and their packaging materials	End-of-Life Tile Recycling Program
	<b>Energy</b>	
	302-3 Energy intensity	Energy Efficiency in Production
	302-4 Reduction of energy consumption	Reducing our Carbon Footprint

GRI STANDARD	DISCLOSURE	LOCATION
<b>GRI 3: Material Topics 2021</b>	<b>Water and effluents</b>	
	303-2 Management of water discharge-related impacts	Waste Management and Reduction
	<b>Emissions</b>	
	305-5 Reduction of GHG emissions	Reducing our Carbon Footprint
	<b>Waste</b>	
	306-2 Management of significant waste-related impacts	Four Flags of Sustainability & Waste Management and Reduction
	<b>Supplier environmental assessment</b>	
	308-2 Negative environmental impacts in the supply chain and actions taken	Ethical and Local Material Sourcing
	<b>Local communities</b>	
	413-1 Operations with local community engagement, impact assessments, and development programs	Our Mission and Values & Community Engagement and Support & Partnership with The Common Thread for the Cure Foundation
	<b>Marketing and labeling</b>	
	417-1 Requirements for product and service information and labeling	LEED Credit Eligibility & Transparency in Sustainability