



2023 IMPACT REPORT



A Message from our President, Matt Kahny

At Dal-Tile, innovation and responsible stewardship drive our mission. We constantly challenge ourselves to excel, setting a high standard with sustainable practices and ethical business conduct.

Our Promise platform underscores our dedication to three essential pillars: environmental stewardship, employee well-being, and transparency in business operations. We are committed to crafting beautiful tiles responsibly, every single day.

Our Planet

We are dedicated stewards of our global impact, leveraging our resources to shrink our footprint, reduce our waste, and reinvigorate our industry with solutions and sustainable product designs. For example, we recover and reuse 84% of all process wastewater in our US - and Mexico - based facilities. In addition, we have reduced our carbon footprint by over 17% from 2018 to the present. In our view, sustainability is not just a vision; it is something we must tangibly bring to life every day through our finished products and responsible manufacturing processes.

Our People

Responsible practices must extend beyond products and processes, to include our commitment to our Dal-Tile team members. Although we are a team of over 10,000 employees across North America, our goal is to create a corporate culture that offers a "community feel" where everyone's contribution is valued and opportunities for personal and professional growth abound.

Our aim is to attract and retain talented individuals by continually upholding high standards in health, safety, diversity, inclusivity, and integrity. We offer comprehensive health and well-being programs

for all employees and prioritize workplace safety and professional development.

Dal-Tile regularly acknowledges the contributions of our dedicated team members through initiatives like our quarterly Presidential Awards and our Celebration recognition platform. We support our employees with mentorship and training opportunities and foster the growth of our female employees through the Dal-Tile LeadHER program.

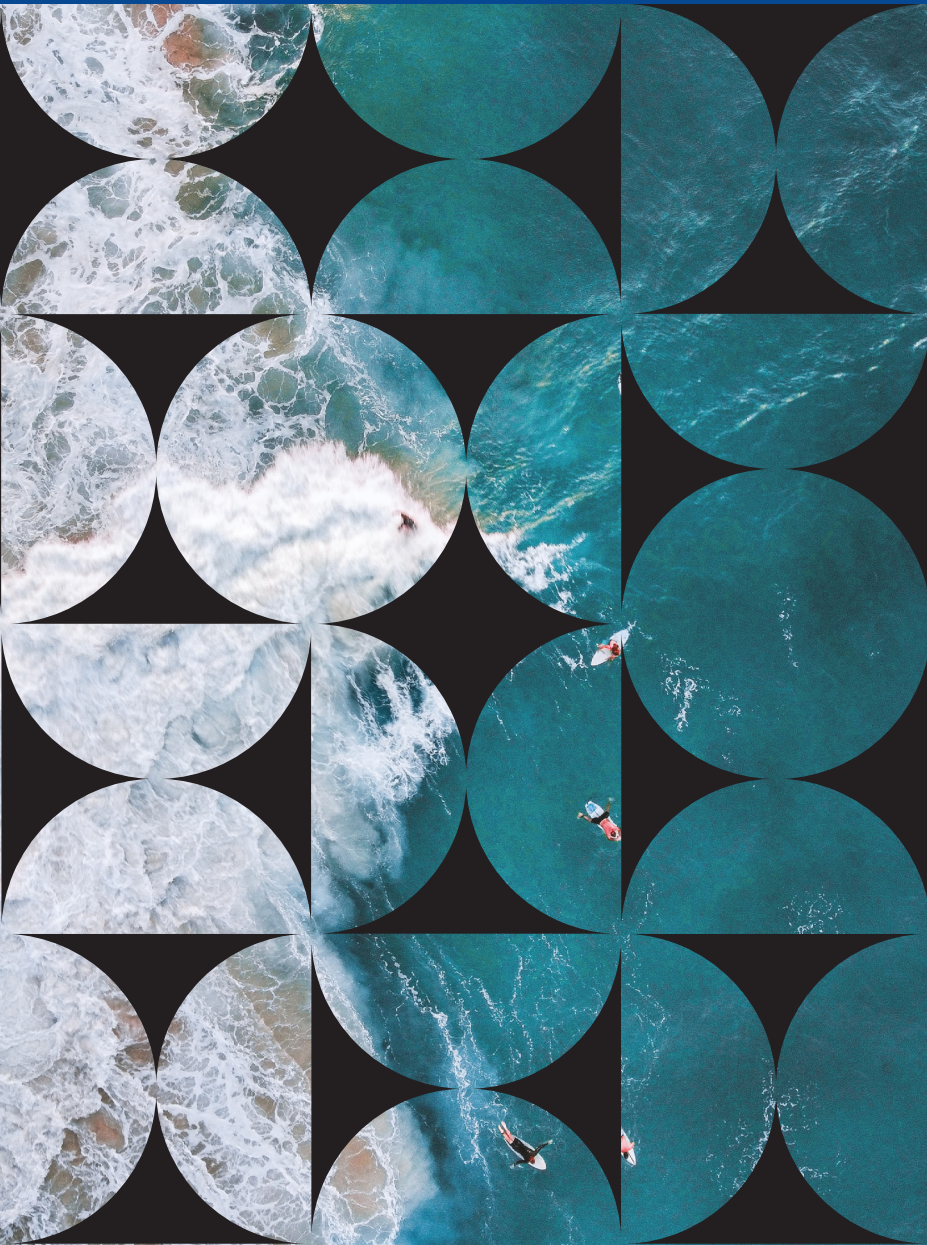
Our commitment to helping others extends beyond our workforce. For decades, we have been dedicated to enhancing the lives of those in the communities where we operate, partnering with organizations such as Gary Sinise®, Habitat for Humanity®, the Salvation Army®, and local schools.

Our guiding philosophy is to achieve business success ethically and safely. We hold ourselves to rigorous standards and continually assess all aspects of our operations.

Environmental, social and ethical issues are priorities across Dal-Tile. Our approach focuses on three core principles: investing in our people to help them fulfill their potential and support their holistic well-being; protecting the environment through conserving resources, using naturally-occurring raw materials and producing durable, long-lasting products, and ensuring ethical practices with everyone with whom we transact business. In all of our actions, our goal is helping to create a better today and tomorrow for people and the planet.

Matt Kahny, President of Dal-Tile, LLC





2023 Achievements

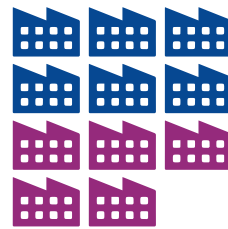
- From 2018 to present, we have reduced our carbon footprint by over **17%¹**.
- Overall, we recover and reuse **84%** of all process wastewater in our U.S. and Mexico-based facilities.
- We've prevented over **125 million** gallons of wastewater from entering local municipal water treatment facilities.
- **Over 99%** of our tile collections contain recycled materials.
- We have sent **millions of pounds** of materials to state-approved beneficial reuse programs.
- Since 2018, we've reduced our overall energy consumption by **11%** at all sales service centers and distribution facilities.

Highlights



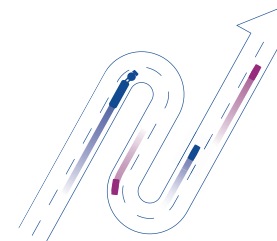
In the past seven years, nine manufacturing facilities have achieved Mohawk's Internal

Zero Landfill Certification.



6 out of 11

of our manufacturing facilities are zero-discharge facilities (meaning they recover and reuse a full 100% of their process wastewater).



Recovered and reuse
300 millions of pounds

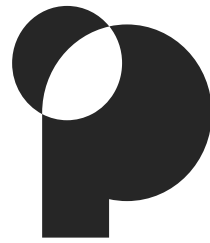
of recycled and/or reclaimed material per year.



341 tons

of cardboard and office paper, averaging 68 tons per year since 2018.

¹ See [Carbon Substantiation](#) for details.



OUR PROMISE

Award-Winning OUR PROMISE Sustainability Platform

Dal-Tile’s comprehensive OUR PROMISE campaign is a robust communication and education endeavor aimed at showcasing the environmentally friendly and sustainable aspects of the brand’s products and processes to all customer segments. This extensive messaging program is seamlessly integrated into every stage of the customer’s shopping journey, from the initial digital interaction to the in-store experience.

Initiated in 2022, Dal-Tile has diligently worked on this campaign, offering a sneak peek during the 2023 International Surface Event (TISE) and International Builder Show tradeshows, as well as featuring prominently in all tradeshows throughout the 2023 year and into 2024. The campaign garnered significant attention and was honored with the prestigious “Best of Sustainability / Disruption” at TISE 2023.

OUR VALUES

1.

Zero-compromises on ethical standards.

2.

Policies that prioritize health, safety and respect.

3.

Robust education and training to provide opportunities to everyone.





Helping Heroes R.I.S.E.

"Freedom and security are precious gifts that we, as Americans, should never take for granted. We must do all we can to extend our hand in times of need to those who willingly sacrifice each day to provide that freedom and security. While we can never do enough to show gratitude to our nation's defenders, we can always do a little more."

- Gary Sinise



• **Sharif Muzayen**
U.S. Marine Corps Corporal & Police Officer (Ret.)



• **Jason Church**
U.S. Army Capt. (Ret.)



• **John Borders**
U.S. Army 1st Sgt. (Ret.)



• **Jose Armenta**
U.S. Marine Corps Cpl. (Ret.)

Over the past several years, Dal-Tile has had the privilege of teaming up with a wonderful foundation dedicated to helping many of our nation's most-deserving heroes. The Gary Sinise Foundation's R.I.S.E. (Restoring Independence Supporting Empowerment) program provides mortgage-free, specially-adapted smart homes for severely wounded service members and first responders. Once again in 2023, Dal-Tile had the honor of donating tile for these homes. In each of the home builds, the hero visited their nearest Dal-Tile showroom and selected the tile options for their forever home.

The fully customized homes make a tremendous difference in the lives of the men and women who have served, given so much on behalf of their country, and who continue to persevere against their physical challenges. It is a great feeling to see the joy these heroes experience when they see their new homes for the first time. Dal-Tile is very grateful for the opportunity to help honor and serve our heroes and their families.

For more information on the Gary Sinise Foundation's R.I.S.E. program, please visit: <https://www.garysinisefoundation.org/rise>



• **Ian Prescott**
U.S. Army Sgt. 1st Class (Ret.)



• **Ryan Davis**
U.S. Army Sgt. 1st Class (Ret.)



• **Shane Parsons**
U.S. Army Sergeant (Ret.)



• **Mark Priebe**
Police Officer (Ret.)

LEADHER

The LeadHER initiative establishes a community of interest around women in leadership, increases connections and promotes professional growth.

Historically, the workforce within the flooring industry has been predominantly male. However, over the last few decades, workplace demographics have changed and become more diverse. Companies are increasingly recognizing the importance of having talented leadership that reflects that diversity.

Hilary Frank (Regional Vice President of the Midwest Sales Region) and Whitney Welch (Vice President of Commercial Sales), have grown their careers at Dal-Tile. In 2022, they launched the LeadHER initiative to help other women teammates grow as leaders within the company. "Through the program, we're mentoring and developing women to excel in their current positions while preparing them to take on other leadership roles with greater responsibilities across the organization," Frank said. "LeadHER is designed to create a women's focused community of interest within

Dal-Tile." The two established a steering committee for the initiative, which includes women leaders director-level and up, from all around the business.

In 2023, we continued to invest in and expand the LeadHER program with quarterly speakers and panels, achieving a record year of mentorship participation. We expect the program to continue growing each year. On International Women's Day in March of 2023, the group held the first in a series of planned LeadHER engagement sessions for women at Dal-Tile, featuring guest speaker Shannon Bayer from Linkage.

President Matt Kahny and Senior Vice President of Sales Scott Maslowski also joined the session, voicing their support for greater connection and collaboration among women across the business.

A second engagement session was held in the second quarter, featuring guest speaker Andrea Hyre from Paradigm Shift who shared her insights. This was followed by a third-quarter session with Marsha Clark, author of *Embracing Your Power with Gender Differences*. Finally, the fourth quarter featured a panel discussion lead by the LeadHER Steering Committee.

The LeadHER program is also currently conducting its annual internal one-on-one mentoring program, with additional training and development opportunities planned. "We think that LeadHER can foster the kind of networking and knowledge sharing that will help our peers become even more engaged, increasing the pipeline of women at Dal-Tile ready to lead," Frank said. "It is a community of interest that ultimately strengthens our organization by inspiring professional growth."



Q4 Discussion by LeadHER

LeadHER Steering Committee left to right:
Marion Vancauwenbergh, Christine Phillips, Beverly Randall, Amber Leigh Martinson, Hilary Frank, Whitney Welch, Paij Thorn-Brooks, Misty Ledbetter, Shannon Story-Price, Cathleen Smith, Christina Van Dusen