

# Source One<sup>®</sup>

One program.  
One source.

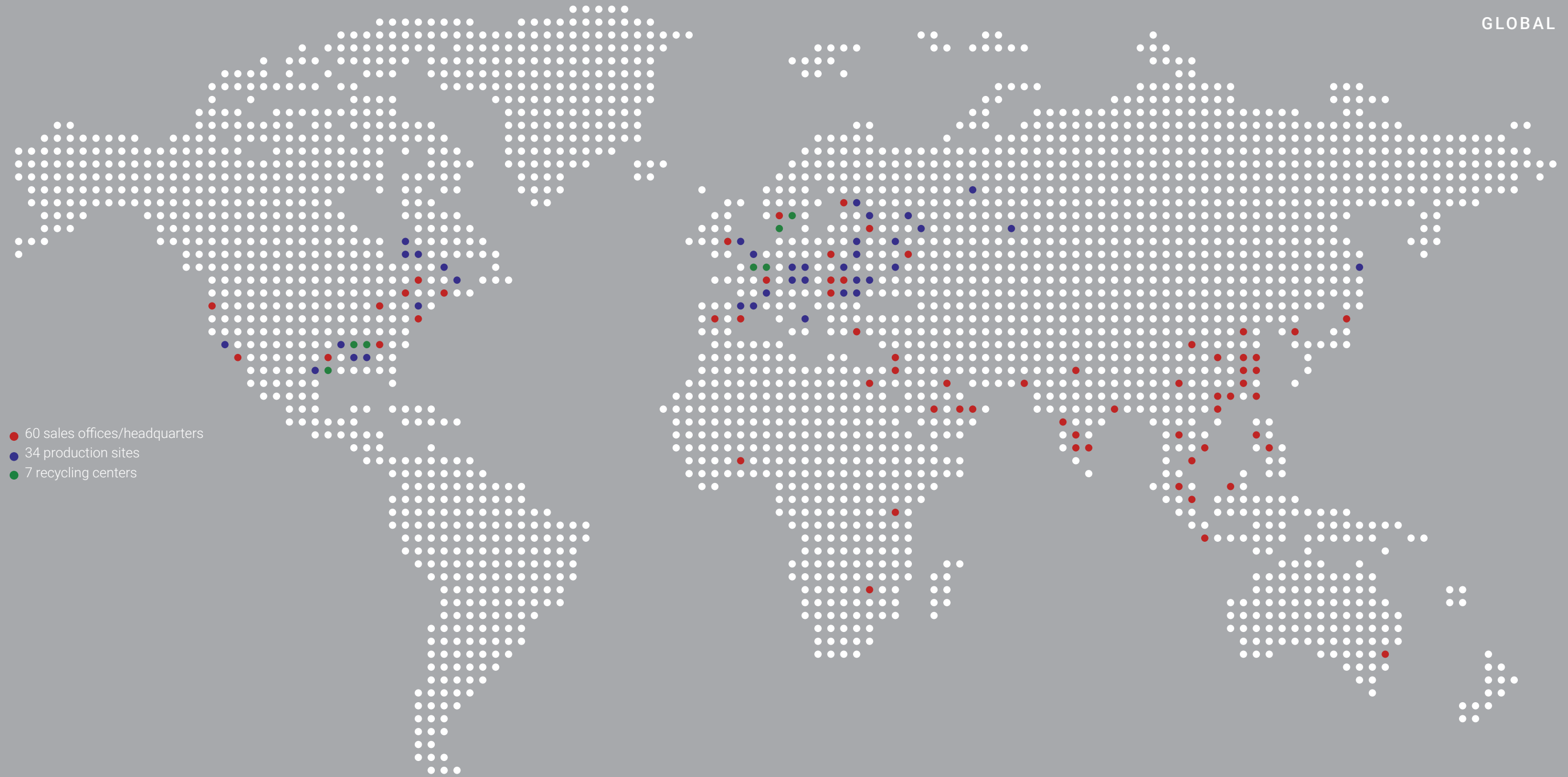
 **Tarkett**

We are more than a flooring company. We are craftsmen, designers, makers and dreamers working together with a greater purpose.

Our mission goes far beyond simply covering floors. We are innovators and pioneers of sustainable solutions, always reaching further to bring our clients' visions to life. We champion creativity, thrive on collaboration and never stop dreaming.

Yes, we make beautiful floors. But that's just the beginning. We are Tarkett; creators and thinkers with endless innovation.





Tarkett is a global leader in innovative flooring and sports surface solutions that generates value for our customers in a sustainable way.

As part of the Tarkett family, we have a broad reach and offer an extensive portfolio of flooring products including vinyl, linoleum, carpet, rubber, wood, laminate, synthetic turf and athletic surface.

With over 11,000 employees and 34 production sites, the Tarkett family of brands provides 1.3 million square meters of flooring every day for hospitals, schools, housing, hotels, offices and sports venues.



# Our Capabilities

Tarkett understands that a successful project links critical business operations, integrates technology and supports a range of styles.

Our product strengths, design capabilities and Source One turnkey account management program work in harmony to create a cohesive, visually engaging whole.

Our coordinating soft and hard surface flooring collections and complementary accessories offer a truly integrated approach. Coupled with Source One, this industry differential allows our customers complete design flexibility – to move beyond a floorcovering product choice to a comprehensive design and installation solution .



**Source One** is Tarkett's customer-centric account management program. The Source One program was created in 1990 from a customer's request to issue one purchase order and have single-source responsibility for both material and labor delivery.

**We listened.**

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Source One handles the complexities of flooring transformations, from inception through completion, including:

- Estimating services
- Proposals and order entry
- Single purchase and contact point
- Product design and manufacturing
- Flexible, preferred flooring procurement
- Furniture lift
- Delivery and installation
- Existing flooring recycling
- Maintenance training
- Long-term onsite support
- Imaginations™ Custom Design Floor Program

Simply put, Source One channels all the intricate details of flooring management and installation to professional partners for a complete turnkey solution. You're free to focus your full attention on the project itself.

**It's that simple.**



# Processes

## PROJECT FLOW

Each Source One process is designed to simplify procedures, minimize costs, increase efficiencies and eliminate obstacles.

01

Quote request from client

02

Quantities estimated & proposal sent to client

03

Purchase order issued by client

04

Purchase order received & order placed

05

Source One manages shipments, installation process & project completion

06

Project accepted by client

07

Warranties issued

08

Project closeout



# Processes

## TEAM FLOW

Teamwork is the key to successful account management of any floorcovering installation. Source One provides clients with a team of professionals that contributes to the project's overall success.





# Advantages

## Total Responsibility

- Single-source responsibility for entire flooring project, including wall base, transitions, adhesives, etc.
- One source responsible for material and labor on one purchase order
- Ensures purchases adhere to client's specifications

## Responsive Service

- Advanced, computerized estimating allows for quick turnaround
- Dedicated account specialist assigned to each account
- Timely response to production, shipping and scheduling questions, usually within 24 hours

## Professional Account Management

- Coordination of ordering, shipping, handling and installation of materials
- Trained and certified installers
- Seam diagram and material layout for accurate installations
- Seamless management of any changes throughout the process

## Guaranteed Tarkett Quality

- Comprehensive warranty on material
- Single-source warranty on installation

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Source One's account management program provides customers the advantage of a worry-free solution that covers every aspect of their flooring project. Gone are the needs to communicate, coordinate scheduling and receive purchase orders from multiple vendors. We take care of it all.



# Partnerships

Tarkett is constantly in search of ways to become a better corporate citizen and environmental steward. This innovative spirit is evident in our products, our practices and most importantly, our people. We're dedicated to fostering an environment that encompasses and nurtures people from all backgrounds, ages, races, ethnic groups and lifestyles. This philosophy extends to our relationships with our dealers, suppliers and partners.

Tarkett is dedicated to utilizing qualified suppliers from all segments of the global community. We strive to engage suppliers who share our vision, philosophy and commitment. Among those businesses include:

- Certified minority-owned businesses
- Certified woman-owned businesses
- Historically Underutilized Businesses (HUB)
- Small businesses
- Small disadvantaged businesses
- Small service-disabled veteran-owned businesses
- Small veteran-owned businesses
- Small woman-owned businesses
- Zone businesses

By collaborating with us to develop efficient, innovative solutions, these suppliers also contribute to your social responsibility initiatives. Together, we want to make your transformation, and the journey along the way, not just possible, but extraordinary.





# Measuring Impact

Business metrics ensure our processes are in sync with your objectives.

By always measuring our performance, we are continually making improvements to help lessen our environmental impact, increase productivity and extend our commitment to diversity.

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We employ a strategy we call Closed-Loop Circular Design. The four components of this strategy include good materials, resource stewardship, people-friendly spaces and reuse/recycle. Our approach allows us to impact not just our own operations, but also the supply chain and end users. Our ongoing initiatives with closed-loop recycling and postconsumer reclamation continue to lead our industry.

Treating our world with the same courtesy, dignity and integrity that inform all our relationships is paramount at Tarkett.

Reporting extends to our customers so that we can help our clients achieve critical corporate real estate objectives. In order to help you meet your goals, we provide metrics on things such as:

- Floorcovering spend
- Regional product allocation
- On-time delivery\*
- Environmental impact
- Supplier diversity
- Productivity savings

\*Available when working with Source One or Strategic Account Facilitator



Source One creates transformation. It transforms ordinary spaces into extraordinary visions, used product into new flooring and complex into simple.

One program. One source. **Source One.**



For more information about Source One,  
contact your Tarkett account executive.



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