



COMMERCIAL FLOORING FOR

## GOVERNMENT

FLOOR COVERING SOLUTIONS

*Milliken*

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■ This isn't the private sector. So the first question has to be: Is Milliken ready to deal with that?

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■ In a word: Yes. Our range of products and services, long history of working with governments at all levels, and our strong commitment to ethical behavior and integrity make Milliken the perfect fit.



# We know government business backward and forward.

## **Because we've been doing it for a long time.**

Milliken has been around for more than 150 years, and during that time we've learned a few things. Our varied divisions hold over 2,200 U.S. patents, and more than 5,000 worldwide. Milliken innovations have led to clarifying agents so people can see what's in their Tupperware, and flame retardant fabrics that protect firefighters, just to name a few.

**We aren't new to government work.** Milliken makes high-performance fabrics for military personnel and wound-care treatments for the Department of Defense. We've handled full-service renovation and new construction floor covering installations for federal, state, and local entities — and for the military, too. We keenly understand the expectations governments at each of these levels have for suppliers. We have plenty of experience dealing with preferred government price schedules, procurement procedures, and regulations.

## **Your people spend all day with our products.**

100% of our modular carpet products meet Red List Free standards (per the Living Building Challenge),

and are third-party verified. We are the only carpet company who can make that claim — evidence of our strong commitment to healthy ingredients and transparency. Milliken also supports the WELL Building Standard™, with its focus on the effects of buildings and behaviors on people, rather than on the building as an end in itself. The next wave of sustainability will be about much more than simply an end-of-life story, and Milliken has long embraced such an approach. We are a people-focused company: The health and wellness of the people who use our products has always been a guiding principle for us.

## **And there's more too. Take a look inside.**

We've provided a snapshot of myriad Milliken services and performance benefits. If you're looking for modular carpet, broadloom, LVT, protective flooring, or all of the above, we've got you covered. Turnkey doesn't just apply to services. And, if you're looking for a floor covering company that has worked extensively with government clients for more than 40 years, we've got you covered there too.

Start here: At the beginning of a truly big picture.

## Deep Science & Innovation

We invented a way to make Tupperware® clear, fabrics that protect firefighters yet keep them cool, advanced moisture management for wound care. That same innovative, rigorous approach goes into our floor coverings. You get much more than just carpet.

## WellBAC™ Cushion

At Milliken, cushion backing is standard. This isn't the case with most other modular carpet manufacturers. Cushion performance gives us industry-best moisture management, and increases durability by 40%-50%.

Thinking sustainably, longer life means less discarded old carpet, which lowers fossil fuel and energy use.

## Color & Fiber

DDI, Solution Dyed Nylon, Continuous Dyeing — just three different rungs on the same ladder: Three ways to *chemically bond color and fiber*.

We make all three. But let's focus on DDI (*Digital Dye Infusion*) for a minute. It's a more accurate term than "print" because we don't "print" color onto fiber — DDI *bonds color directly into the fiber at the molecular level*. The result is exceptionally colorfast and durable.

## Product Breadth

Milliken makes everything you need:

- Modular Carpet Tile (DDI, SDN, and continuous dye)
- Broadloom Carpeting
- Luxury Vinyl Tile (LVT)
- Protective Flooring

## We ship our product on pallets, not in boxes.

Why should you care? There's less waste, for one thing. Plus, it speeds up installation.

Everything matters.

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## Transparency

All Milliken modular carpet products manufactured in North America are Red List Free, with third-party verification in addition to Cradle to Cradle Certified™ Silver.

Milliken believes it should be easy for people to find out *exactly* what's in the products they're buying. We are an active participant in the International Living Future Institute's Declare® program — voluntary labeling designed to fully disclose the ingredients in a manufacturer's products. ILFI is also the umbrella organization responsible for the Red List — the worst-in-class materials prevalent in the building industry.

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## That was a ton of information.

Yes it was. Because every company has its quirks and complexities. Every company is unique. There is never only one right answer. Milliken is dedicated to finding the one that's right for you.

Milliken™

WHO WE ARE

THE MILLIKEN APPROACH

## Contracts & Services

### Government Expertise

We know what we're doing when it comes to the government. Milliken has experience working with state, local, and federal agencies, as well as the military and GSA — including preferred price schedules and procurement.

#### Some specifics:

We have state and local (Sourcewell) — and federal (GSA) — contracts in place. Each one is specifically tailored to meet the needs of government at the federal, state or local level, non-profits, municipalities, plus K-12 as well as higher education systems.

### Turnkey Services

**Streamlined project management:** We are a one-stop shop — your single point of contact. Our team can handle coordination of all stakeholders for each of your projects. Processes are standardized and repeatable, based on your specific needs.

- Coordination of quantity estimates, site visits, proposals, order processing, and delivery.
- Visualization — We'll provide renderings of your space and layout.
- A keen focus on proactive communication.
- We manage all jobsite scopes of work, such as removal, disposal, floor preparation, installation, occupied renovations, etc.



### A Global Presence

Milliken has a global reputation as a provider of world-class products.

- Sales associates worldwide intimately know the language of local business — local cultures, markets, and distribution channels
- We manufacture on 4 continents — reducing shipping costs, environmental impact, and decreasing turnaround time
- Showrooms and sales offices worldwide present a wide range of product, price points

## Ethics & Sustainability

### Milliken was named a 2019 World's Most Ethical Company® for the 13<sup>th</sup> consecutive year.

We are proud to be one of just eight companies to receive this honor every year since Ethisphere's inception in 2007.

### Sustainability

Milliken has long pursued a multi-faceted, holistic approach to sustainability. We actively use renewable energy and maintain a zero waste-to-landfill policy throughout the US. We fully support the WELL Building Standard™ and its strong focus on the effects of built environments on the people inside.

All Milliken modular carpet products are NSF/ANSI 140 certified at either the Platinum or Gold level.

Most of our products receive "severe" TARR ratings, a result directly attributable to our cushion backing. Our carpet tile has a substantially longer usable lifespan than any hardback carpet product. It will need to be replaced or discarded less frequently. It's a basic piece of our holistic sustainability approach.

### The buck stops here.

We mean what we say. And we believe in what we do.

#### Our customers like our products.

Otherwise we wouldn't have many customers. But they also like the way we do business. Here's an example: When we say our moisture management is the best in the industry, that's because it is. We tend to be relatively quiet about it, because Roger Milliken thought that was the right way to do business. We still think so.

WHAT WE MAKE

PRODUCTS & PERFORMANCE

## Site-Related Solutions

### Moisture Management

How many moisture claims has Milliken had over the past 20 years? That's easy: ZERO.

#### A (Short) Science Lesson

Water vapor essentially just wants to evaporate. It rises naturally until something gets in its way. Hardback carpet is an impenetrable barrier, and won't let water vapor escape. Condensation will eventually create liquid water under the carpet, leading to mold, mildew, and adhesive failure.

Unlike with hardback products, water vapor travels freely through our cushion backing and evaporates naturally through the tile seams. What does that mean for you? **No moisture testing. No RH or pH limits. Fully warrantied.**

### Non-Reactivity

Milliken requires little or no floor prep. Manufacturers of PVC hardback usually want old adhesives removed. Why? To eliminate the possibility of a nasty chemical reaction. Milliken cushion-backed carpet is chemically inert. **Chance of a reaction? Zero.**

**Chemically abated floor? No problem.** Use Milliken's Barrier Coating and take on zero risk. It's quick, easy and warrantied.



### Time/Cost Benefits

- Superior moisture management allows installation to begin as soon as 30 days after new pours are complete
- No moisture testing is required, there are no pH or RH limits
- For renovations, virtually no floor prep is required
- Potential for catastrophic moisture-related failures is *essentially zero* — no interruptions to workflow, no expensive repairs

## Health & Wellness

### Air Quality

**Dark, wet spaces lead to mold and mildew.** Milliken moisture management virtually eliminates this possibility, alleviating air-quality concerns or the chance for mold issues to migrate to other building systems like HVAC. **No solvents and no grinding** negates air-quality concerns due to prep-related VoCs and airborne particulates.

### Fatigue / Comfort

**People feel better.** An independent study by the University of Pittsburgh\* shows cushion backing decreases muscle strain by 24% compared to hardback. This is crucial with the rise of sit/stand environments. People often notice a decrease in fatigue at the end of the day, and over the long term — which can lead to better moods and increased productivity.

### Acoustics

**Quieter spaces lead to better health.** Workers in open-office environments showed heightened levels of stress, according to a Cornell University study. The likely result is decreased motivation and creativity. Milliken cushion-backed modular carpet absorbs 50% more noise than hard-backed tiles, which in turn absorb three times more noise than hard flooring.



### Time/Cost Benefits

- Mold and mildew can create unhealthy environments, which in worst-case scenarios leads to illness and employee absences
- Floor prep can require the use of toxic solvents or grinding, affecting air-quality and increasing facility downtime
- Air-quality issues can migrate to other systems, such as HVAC
- Better comfort and acoustics increase productivity

\*Redfern, M. and Cham, R. (2000). "The influence of flooring on standing comfort and fatigue," *American Industrial Hygiene Association Journal*, 61, 700-708

We really do mean what we say. And, we back it up.

Let's talk about  
**MILLIKEN WARRANTIES.**

## Our warranties are extensive, and they are comprehensive.

Fourteen separate warranties apply to Milliken commercial modular products. There is (of course) a degree of overlap with what other manufacturers cover, for example:

- Face Fiber Wear
- Delamination of Backing
- Edge Ravel
- Dimensional Stability
- Tuft Bind/Zippering
- Antistatic
- Flammability

Like most manufacturers, Milliken warrants all of these conditions. But we want to draw your attention to some important areas where Milliken stands apart. Such as:

### 1 Color Pattern Permanency

Because DDI technology is often thought of as “print,” we sometimes hear longevity and walkoff concerns. Let’s address those concerns simply: Milliken is the only manufacturer who actually warrants that our carpet will exhibit no pattern loss during its entire lifetime. Because DDI is a chemical bonding process that bonds color directly to the fiber at the molecular level, it is exceptionally colorfast and durable. We stand behind all of our modular carpet (DDI, SDN, and Continuous Dyed) with a lifetime warranty for Color Pattern Permanency.

### 2 Moisture Vapor

**This is a big one.** Moisture in and around on-grade slabs can lead to costly failures and repairs. The use of lightweight concrete, and the constant desire to install flooring as quickly as possible (both on, and above grade) means moisture may very well be a serious issue. All Milliken cushion-backed modular carpet products boast a lifetime warranty against adhesive breakdown due to moisture vapor emissions. Ask other manufacturers if they offer a similar warranty. The chances are slim and none.

### 3 Cushion Resiliency

**Milliken backing uses open-cell cushion.** There is an array of benefits you’ll receive simply by choosing cushion backing over hardback. But what’s more, most manufacturers who offer cushion use closed-cell — and it tends to wear out over time. Milliken warrants that our cushion-backed modular carpet will retain 90% of its cushion resiliency during the lifetime of the carpet.

### 4 Floor Compatibility

**Milliken cushion backing is chemically non-reactive.** Many manufacturers require the removal of old adhesives. The reason: Plasticizer migration. Which means, in simple terms, that a chemical reaction can occur between the backing and the old adhesives on the floor. If that happens, your new carpet tile could start to slide around, as the adhesives dissolve into an oozing mess and stop holding them in place. Milliken guarantees no such reaction will ever occur — and we back it up with a lifetime warranty.

### 5 Staining & Soiling Resistance

**Most manufacturers warrant Face Fiber Wear,** typically defined as follows: Your carpet will lose no more than 10% of its face fiber by weight during its lifetime. Milliken warrants Face Fiber Wear. But we also warrant that carpet treated with StainSmart® will resist staining and soiling during the lifetime of the carpet. That’s definitely *not* something you’re likely to see from other manufacturers.

### 6 Floor Release

**Milliken warrants that after initial installation, our modular carpet will release from the floor during its lifetime.** If this doesn’t seem like a big deal, imagine the following scenario: Your carpet hits its end of life and you have to bring in expensive equipment (and take who-knows-how-much time) to literally *scrape the carpet tile off the floor.* It’s little things like this that make our product easier to work with — and make your life easier.

