



THE QUARTERLY COMFORT



Throughout 2018 the Dunlop Flooring team have been working hard developing new products that we know you're going to love.

This issue shines a spotlight on our new range of Engineered Timber 5G Click "Riviera Oak" and the addition of four new contemporary colours to our popular Smoked Oak LVP range. Both ranges are supported by newly developed display stands - making it easier for your customers to view the products instore.



As always, our newsletter gives us the opportunity to acknowledge our staff and the tremendous contributions that they make to this business.

This issue we'll chat with our WA State Manager Donna Finn, who has been with us for nearly 14 years. We also catch up with some footy legends and see what the sales team have been up to.

As the year draws to a close, I would like to thank you all for your support over that last twelve months and wish you a very merry Christmas and a prosperous New Year!

Sean Forde
Managing Director

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A Colour to Complement Any Space

Four New Luxury Vinyl Plank - Smoked Oak Decors

These contemporary new colours have been developed using the most fashionable tones in the interior design space today. The four new colours are available in our most popular wide board vinyl planks. They're going to be hot sellers with those who have an eye for colour and design!



Get Noticed Today

Your New Smoked Oak Display Stand

To complement our four new colours, we've designed a new display stand to hold our expanded Smoked Oak Luxury Vinyl Plank collection. This new stand not only makes it easy for your customers to view our entire range whilst also accessing brochures, but is also more compact than the previous stand, taking up less of your store's valuable space.

Contact your Dunlop Sales Representative for more information.





Introducing Riviera Oak

Timber That Leaves a Lasting Impression

Our various engineered timber products have always delivered a premium look and the rugged character of real hardwood floors - minus the hassle. However, Dunlop is always looking for opportunities to push the boundaries and make our products even better.

Our new state-of-the-art Riviera Oak range makes installation easier than ever. Built with a 5G click locking system, Riviera Oak panels can be installed twice as fast as older systems. The boards come ready-to-go with a plastic tongue that just clicks into place for a strong, reliable hold.

Available in eight colours, our Riviera Oak collection affords the luxury of choice; whether you're looking for a rich, warm hue or a more muted, neutral tone.

Key Features & Benefits

- Fast and Easy Installation
- Built to withstand the flow of daily life
- Layered to Last
- Coated for Surface Protection
- Acoustically Sounded
- Gentler on the Environment
- Low Maintenance



Your Engineered Timber Display Stand

Our new engineered timber display stand is sure to give your store a breadth of style and draw a customer's attention. We have designed the stands to hold both our existing tongue & groove engineered timber range as well as our new Riviera Oak range, making it easy for you to interchange between which Dunlop product you would like to display.

Contact your Dunlop Sales Representative for more information.



Spotlight On... Donna Finn

Meet Donna Finn, our Western Australia State Manager. Bringing with her a wealth of experience in the flooring industry, Donna has undoubtedly proven that she is highly competent and constantly exceeds the expectations that come with her role.

Originally from Victoria, Donna worked as a Teacher's Assistant & Gym Instructor while raising her children. Donna moved to Western Australia in 1988 and shortly after purchased a floorcovering business – Alan Greg's Carpets in Morley.

Donna and her husband, Richard, would come to operate this business for almost 14 years.

In 2001, Donna joined the Dunlop family as a Sales Representative and has been with us for 17 years – WA State Manager for 5+ years. Donna loves the people she works with - especially her retailers which she is proud to call her good friends. She has had the pleasure of knowing many mum & dad businesses and the opportunity to watch their children develop in the flooring industry.



Q&A with Donna Finn

What is your proudest moment at Dunlop?

My proudest moment is being acknowledged by my peers for the work that I have done over the years in different areas. I enjoy working behind the scenes to ensure that, as a team, we are knowledgeable on all technical aspects of our products to support sales.

What makes you a good salesperson?

A good salesperson to me is simply knowing your product. The product must complement the business to help them grow and needs to be further supported with training, marketing collateral and ongoing care. The essence of finding the right product for the right business is being a good listener.

What is your favourite part about working with Dunlop?

Seeing the constant success and evolution of our business over the years as we never stop looking to grow and improve across all areas. I like the challenge of finding new ways to be creative within our industry and my personal field.

If you could have any superpower, what would it be and why?

If only I could travel through space. I'd arrive earlier – no more waiting in airports. I'd be home quicker – not sitting in traffic. I'd also be able to have more visits with family & friends.

If you could do another job for just one day, what would it be and why?

Chairman of the Australian Cricket Team – In one day I couldn't do too much damage, but it would be a day that Australia was playing England at Lords. I would have top access to watch the test in comfort > could I have 5 days please!

What is the one thing you can't live without and why?

My husband Richard. He has worked extremely hard all our lives as an installer and within our own business. I would be unable to work the hours I do without the everyday support he provides me with a smile on his face.

Spotlight On... William Geoffrey's

William Geoffrey's was established in 1969 by Geoffrey Cox & William Zimpel in Hay Street Perth. They built a floor covering premise at Osborne Park in 1984. Peter Cox, Geoffrey's son, continues to run the business alongside his son Shaun who joined the business in 1996. Peter's wife Dianne & daughter in-law Melissa (Molly) both assist with the administration side of the business.

The family are passionate supporters of the West Coast Eagles and Peter is an avid golfer come rain or shine. Shaun & Molly have three children, a son Mitchell and twin girls Belle & Tia who keep them busy. Another family tradition is the provision of two cooked lunches each day – something Dianne continues to make herself.

William Geoffrey's are long-time supporters of Dunlop Flooring - first using foam under the original name of Jorber & Jorber. They carry a range of Dunlop underlay products to cover the extensive variety of carpets they stock in their warehouse. They are also enthusiastic recyclers of underlay to keep it from going into landfills.

In 2019, they will celebrate 50 years in the floor covering industry, something only a few family businesses have been able to achieve.



Presenting Our AFL Footy Tipping Legends!

The Footy Tipping Competition is an annual tradition at Dunlop and gives our retailers the opportunity to win spectacular prizes during finals fever. The Dunlop team is ecstatic to see the participation in our contest steadily increase year by year with over 300 contestants in 2018.

Join us in congratulating this year's Footy Tipping Legends!

Congratulations to our 2018 Footy Tipping winner, Peter Lees, All Decor Geraldton WA, for taking first place and earning himself an Apple iPhone X (64GB) - RRP \$1500.



Congratulations to our runner-up and definition of "so close, yet so far away", Lee Brett, Pooraka SA, who won a Bose SoundTouch 20 Wireless Music System - RRP \$450.

Last but not least, congratulations to our very own bronze medalist, Theo Boundris, Zappia Carpets SA, for taking home with him a Fitbit Alta HR - RRP \$200.



Product Highlight

Engineered Timber - Foxtail

Wildecorn Show House

Whether you're renovating or building a new dwelling from the ground up, the colour and quality of the flooring is an important decision. For inspiration, look no further than Wildecorn Homes who have chosen our Engineered Timber – Foxtail for one of their beautiful display homes, creating an alluring space.

As a natural product, each engineered timber plank has a unique appearance that will mature with age. The intricate details of the timber grain, colouration and finishing of each board will ensure floors remain beautiful for many years to come.



Bonds Store - Chadstone

Nothing makes us prouder than seeing our products perfectly complement the interior design of a commercial store. Chadstone Shopping Centre's Bonds store certainly showed off their sophisticated taste by also choosing to install our Engineered Timber in Foxtail. A certain warmth is immediately felt as the store draws you in with its gentle ambience. The Chadstone Bonds store truly demonstrates how our engineered timber products can make any space feel like home.





Power to the Women

Dunlop Flooring's Annual Ladies Day

In its fourth year, the annual Dunlop Flooring Ladies Day is designed to celebrate and empower the wonderful women in the flooring industry by recognising their enduring passion and commitment. Anna and Anita did a fantastic job in organising a quaint Parisian afternoon tea at the Sheraton Hotel's Little Collins Kitchen in Melbourne. Guests were treated to a beautiful display of both sweet and savoury treats accompanied by chic tea cups and custom decorated Dunlop Flooring cupcakes. And, of course, bottles of champagne were eagerly embraced. After all, it wouldn't be a celebration without a few glasses of bubbly!



National Sales Team Training – Adhesives

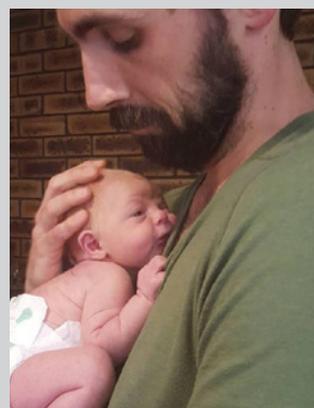
Dunlop is committed to ensuring our employees have the appropriate skills and knowledge to support our retailers in every aspect. Over the course of a week, our entire National Sales Team gathered in New South Wales to partake in an extensive adhesive training program. The objective of our national meeting was to gain a better understanding of proper adhesive installation techniques and to explore which products complemented our hard flooring.

The long days were topped off with dinner at our Wetherill Park office which allowed our sales team to come together and catch-up over a few drinks.



Congratulations Donna!

Donna Finn, our WA State Sales Manager, announced the arrival of her first grandchild, baby Osten Owen William Finn, on Thursday, October 11. Osten weighed a healthy 3.8kgs. The Finn family has shared a touching photograph of Osten enjoying some quality father-son bonding. Mum, Dad and Bub are now safe and sound at home.



DFO Dunlop Flooring Online

This self-service portal is your gateway to a number of useful online services for your business. It provides easy and convenient access to the latest information and allows you to conduct transactions with us in a secure online environment.



Fire Rating & Test Certificates



Create Underlay & Hard Flooring Orders



View Past Order History



Thermal Property Specifications



Credit Claim Requests



Acoustic Rating & Specifications



Technical Product Information



Point of Sale Requests



Price Lists



Footy Tipping



Recycling Pick Up



Redeem Products on Floorbuys

To access the portal log onto dunlopflooringonline.com.au or, to register, call Customer Service on **1800 622 293**.

Not Registered Yet?

Register today and go into the draw to win a Sheridan Egyptian Towel Gift Set valued at \$120!

Promotion is valid for **new** DFO registrations **only**. Offer ends 31/12/2018.



We're on Social Media!

Don't forget to follow our **Dunlop Flooring**, **Dunlop Underlay** and **Heartridge** social media pages to keep up to date on the latest trends, news and product imagery.

