



THE QUARTERLY COMFORT



That's a wrap for 2021!

It's been another crazy year. Just as things were looking up after a chaotic 2020, our worlds were turned upside down again in 2021. In Sydney and Melbourne, everything we took for granted was put back on hold. We missed all the simple things like spending time with colleagues at the office, face-to-face meeting with our customers, and getting to celebrate special occasions in person.

For our Melbourne crew at head office, it was back to virtual meetings and working from home. At the same time, our team in Wetherill Park NSW were working under strict health and safety guidelines while still tirelessly producing underlay for the rest of the nation.

However, the carpet and flooring market continued to amaze with sustained growth and considerable demand from homeowners who chose to spend their savings on renovating and updating their homes instead of chasing the sun and traveling overseas.

Having such a high demand for our products sometimes overwhelmed supply, which was compounded by production delays in China and record-high ocean freight rates, as the global demand for consumer products skyrocketed.

In the face of those challenges and general uncertainty over the last 12 months, we are truly grateful for the unwavering support we received from all our loyal customers across Australia. We look forward to bringing you new products and exciting innovations in the year to come.

Thank you so much for choosing to support our business and our people throughout 2021.

I wish you and your family a very Merry Christmas and a safe, healthy, and prosperous New Year!

Sean Forde, Managing Director

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Dunlop Flooring
380 Doherty's Road,
Truganina VIC 3029
dunlopflooring.com.au

Customer Service
1800 622 293

Australia's Trusted Brand in Flooring

'Tis the season to be closed – Christmas Shutdown

We are overjoyed that the festive season is upon us and we can't wait to spend some much-needed time with our family and friends.

Dunlop Flooring will be shut from Thursday 23rd December and returning on Tuesday 4th January 2022. For more information on our delivery schedule please visit: dunlopflooring.com.au or call customer service on 1800 622 293.

Dunlop Flooring on the road

One of our company's core values is that we are *Committed* to doing everything possible to meet our customers' expectations. Chris (QLD State Manager) & Alastair Read (National Commercial Sales Manager) have swapped their slacks for shorts and helped our despatch team accommodate for our increasing demand for Underlay. Well-done to our multi-talented team!



ALASTAIR



CHRIS



**LONG TIME NO SEE!
SORCHA, EMILY, JESSICA, SARAH**

Welcome back to our team! We've missed you

After months of working from home, we couldn't wait to get back into the office. Our lovely Customer Service team are back together with such zest and are ready to finish the year with a bang!



Dunlop Flooring is excited to announce a brand new...

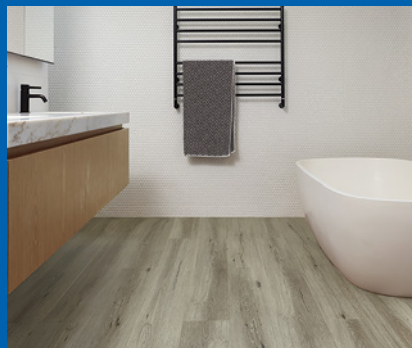
Sensitive Choice Accreditation



A panel of experts from the National Asthma Council Australia rigorously reviewed and identified our Frontier and Heartridge:



2.5mm Vinyl Planks



5mm Luxury Vinyl Planks



Hybrid Planks

As a better choice for people with asthma and allergies.

Not only are our products eco-friendly, but it's also a healthier choice for asthma and allergy sufferers. Backed by the Sensitive Choice program, we are Australia's only National Asthma Council Approved Vinyl & Hybrid Floors. Our products are phthalate-free & low in VOC's, contributing to cleaner air quality.

Our all-new range of Hybrid Planks



Hybrid Plank range is created using the latest innovative technology on the market. The planks are effortless to install and, thanks to the unique, hybrid construction and composition, you don't need to oil, sand or refinish the boards.

Check out the Hybrid range on our website:
www.hearridge.com.au/hybrid-plank-flooring

Talk to your local sales rep today and get ahead on ordering samples!



A durable surface to stand the test of time

Ceramic bead coating finish - Provides extra protection against scratches, stains and UV damage

0.55mm wear layer - Offering added durability, suitable for a busy home or commercial settings

Décor layer - A true to nature timber design film

SPC core - 6.0mm stone plastic composite waterproof core which is stable, strong and solid



Backed with Dunlop Acoustic Underlay

1mm high density underlay for softness, warmth and quietness underfoot



Sustainable flooring that leaves a lighter footprint



Backed by the Sensitive Choice program, our Hybrid Plank products are phthalate-free & low in VOC's, contributing to cleaner indoor air quality.



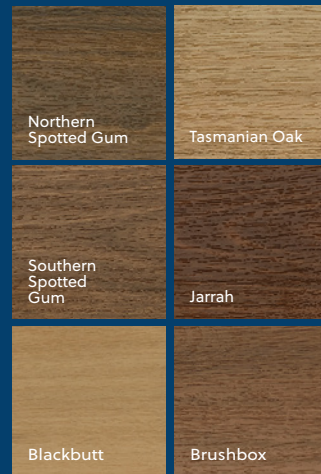
Awarded certificate of compliance (COC). For Best Practice PVC by Bureau Veritas for all Hearridge Hybrid and Vinyl Plank flooring products.



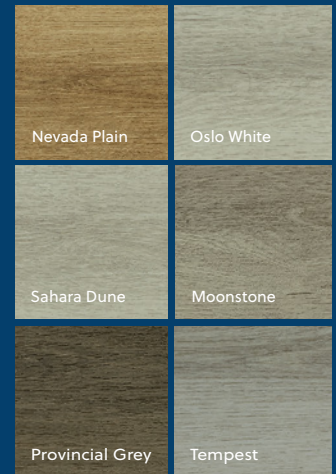
1.8 Hybrid Range Australian and Natural Oak

We're especially thrilled to launch our newest and first-class Hybrid range. Combining our most popular Australian and Natural Oak colours with the latest flooring technology makes it the perfect flooring solution for any home.

Australian

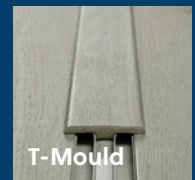
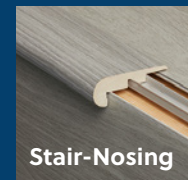
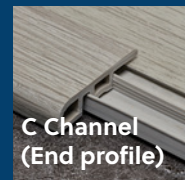
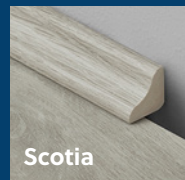


Natural Oak



Matching Accessories Available

The perfect finish for your Hybrid Floor with colour matched accessories.



District Vinyl and Hybrid still going strong!

Following on from the huge demand for our Frontier District Collection last year, we're delighted to announce that it's become a serious contender in the hard flooring market. Drawing inspiration from the latest European and Australian trends, this stunning range features extremely realistic timber designs and uses the highest quality materials to offer a product that's suitable for use throughout your entire home, even wet areas. Available in both Vinyl Plank and Hybrid, the District Collection offers versatility and easy installation.

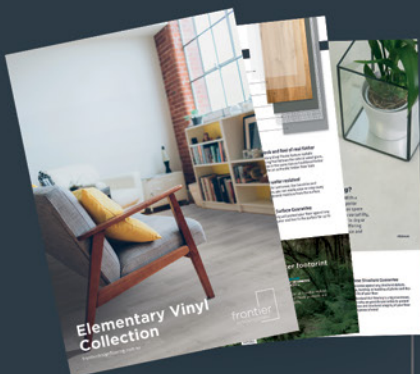
Samples are available in planks or panels, but for custom built options talk to your sales rep today!



**We are fully stocked
for all your Elementary
Vinyl needs.**

The Elementary Vinyl Flooring collection boasts eight beautiful vinyl designs and four modern stone-look tiles, which are on-trend and all the rage with homeowners and designers alike. To help you make the right choice, we've created a new brochure with everything you need to know about this stylish and versatile collection.

Check out the Elementary range on our website:
www.frontierdesignflooring.com.au/elementary-vinyl-plank/





Riviera Oak meets 'The Block'

We love when we see our customers getting the most out of our products, and we're especially thrilled when our products get used on national television shows like 'The Block'! This year our flagship brand, Heartridge, was featured with our Riviera Oak. Good to know our fellow blockheads have good taste!

For more information on our Engineered Timber ranges, please visit: www.heartridge.com.au



The grass is greener at Dunlop!

We're very excited to share our upcoming products for 2022. Currently in development is our latest environmentally friendly underlay that's aptly named Renu. It's 100% recyclable and just another example of how Dunlop Flooring is putting our environment first.

Watch this space!



renu

sustainable recycled underlay



Proudly stocking the best selection of Commercial Underlay

Designed for high traffic commercial applications, our Dunlop Commercial Underlay products have successfully supported thousands of contract installations, large and small, worldwide.



Duralay
Counterflame

No matter what you are looking for, Dunlop Underlay has it covered.
Our entire range of Commercial Underlay can:



Improve acoustics by
reducing noise transfer



Provide exceptional durability
and support

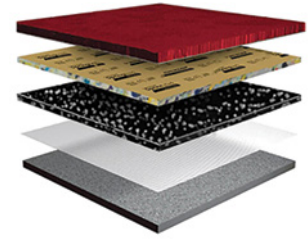


Provide superior indoor air
quality as a result of its low
chemical emissions*

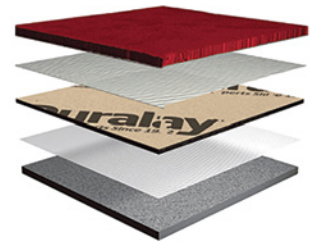
It's what you can't see that makes the difference. We have selected the very best Commercial Underlay products for your needs.



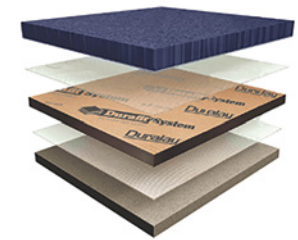
Thickness: 3mm
Density meter: 700 KG/M³
Acoustic Performance: 46dB
Water Vapour Resistance: 196Sd



Thickness: 5mm
Density meter: 542 KG/M³
Acoustic Performance: 28dB
Thermal Insulation: R 0.31



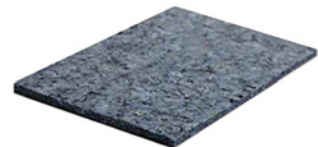
Thickness: 7mm
Density meter: 400 KG/M³
Acoustic Performance: 44dB
Thermal Insulation: R 0.31



Thickness: 7mm
Density meter: 120 KG/M³
Acoustic Performance: 29dB
Thermal Insulation: R 0.16



Thickness: 9mm
Density meter: 95 KG/M³
Acoustic Performance: 39dB
Thermal Insulation: R 0.26



Designed for IMO boats and ships
Thickness: 6.25mm
Density meter: 256 KG/M³
Acoustic Performance: 32dB



Order your Dunlop Commercial Underlay product at dunlopflooringonline.com.au, or contact your local sales rep.

Got some feedback? We would love to hear from you!

At Dunlop Flooring, we continuously strive to improve our products and services just for you, so your feedback is valuable to us. Please take our quick and easy survey and go in the draw to win a Garmin Forerunner 935.



**Scan the QR code
to take the survey!**

Or visit: www.dunlopflooring.com.au/customer-feedback-survey/



*Winner will be announced end of Jan 2022

Welcome to the Dunlop Family

In October, we welcomed Natalie Lam to our team as the new Product Assistant. She graduated from Monash University in 2021 where she completed a Bachelor of Commerce, majoring in Marketing Science. Natalie also brings with her a few years of retail and customer service experience, and is looking forward to learning more in her new role.

When she's not hard at work, Nat enjoys keeping active by working out at the gym and going on long hikes. She enjoys dining out with friends and never says no to karaoke. Welcome to the team, Nat!



WELCOME NAT!



Just to let you know we've moved!

Our WA friends have been busy moving into their new warehouse. It's now bigger and even better, and will help us support our customers more efficiently.

We are now located in Welshpool WA, just 20 minutes from the CBD.

Thinking of a career change in 2022?

We are always looking for people who share our values and passion for the flooring industry. If you're interested in a great career with Dunlop Flooring, we'd love to hear from you. So, express your interest at Dunlop Flooring today.

Forward your CV and Cover letter to customerservice@dunlopflooring.com.au



Our staff recap on 2021

What was the worst thing about 2021?



Peter: Being in lockdown and not able to connect with team members and customers. Way toooo long!



Daniel: The uncertainty in the market, the ever changing goal posts with lockdowns and the inability to socialise with friends and family. It had been a tough ride but we are out the other end now and looking forward to moving forward with life.



Joe: The uncertainty regarding what would happen to underlay supply if the manufacturing plant developed a positive case of COVID.



Rebecca: Definitely the endless lockdowns here in Melbourne. In a way, this year of lockdowns was harder than in 2020 as last year we had held onto the hope that we would get vaccinated and life would return to 'normal' but we didn't quite get there in 2021. Fingers crossed for 2022!



Sarah: Being in COVID lockdown for 262 days! Juggling WFH with school remote learning for a 6yo with no social outings (except to Coles!) was challenging. The usual distinction between work and home life became blurred which meant that ability to switch off for that true work/home balance was challenging.



Sanjay: The lockdowns – missing out on catching up with family and friends.



Anita: Not getting to see my customers in person due to COVID lockdowns.



Simon: I missed social interaction during the numerous lockdowns and noticed a drop in energy and motivation. It got worse during 14 days of home isolation as Secondary Close contacts. I missed taking any leave/ breaks as travel plans were too uncertain due to snap lockdowns for COVID. I missed sport and outdoor activity with friends – thankfully, we have a cheerful and friendly team at Truganina to keep spirits up!

What was the best thing about 2021?



Peter: To experience Dunlop Flooring's growth in hard flooring has been exceptional. Even with both NSW & VIC in long periods of lockdown.



Daniel: With all the above in mind. We still were able to keep supporting our customers, keep positive and very importantly our customers managed to negotiate their way through the lockdowns without having to close their businesses. It was great to see everyone in the industry looking out for each other, supporting each other and helping each other through it.



Rebecca: This year I decided to focus on my health and fitness during the lockdowns instead of the cocktail making, cooking and Netflix marathons I did in 2020. At the end of a crazy two years, I'm grateful that my family, friends and colleagues are all healthy and well and really that's what is important.



Joe: The coming together of everyone to put in back up plans to cater for almost every situation.



Sanjay: The lockdowns! Spending more time with immediate family and having lazy mornings – no school run.



Sarah: Learning to appreciate the simple things and being mindful of how lucky we are.



Simon: It was a big relief to be double vaccinated and able to confidently interact with other people – the GARMIN watch was a bonus!!!



Anita: Spending some quality time with the family.

What are you looking forward to next year?



Peter: Getting on with life! Reconnecting with customers and launching Dunlop's new ranges and products. Exciting times ahead!



Daniel: There is a few things that come to mind. Some sort of normality returning to our lives, the end of lockdowns. We are launching a few new ranges of hard-flooring which we have spent the last year planning, designing and are very excited about. From a personal point of view I am looking forward to a trip back to see the family. It has been awhile.



Rebecca: Getting back to travelling Overseas! I caught the travel bug many years ago and try to head abroad every year but obviously that hasn't happened in the last 2 years. My annual leave balance has never been this high – I'm sure that won't last long!



Sanjay: Zero lockdowns! International travel.....



Anita: Seeing our new ranges being used in some large Commercial projects in VIC and Getting back on an Airplane!!!



Sarah: I look forward to travelling again back to visit family in QLD and recruiting a new CS team member to give the team extra support and allow us to continue to provide a high level of service our customers have come to expect from Dunlop.



Simon: As much face-to-face social interaction with friends & family – never realised the importance before! Interstate travel – may postpone international travel by another year.



Joe: A smooth running plant delivering 20% more than we currently produce and a National Distribution system with a DIFOT above 99.5%

50 YEARS

DUNLOP FLOORING

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



Recycling pick up



View past order history



Thermal property specifications



Credit claim requests



Acoustic rating & specifications



Technical product information



Point of sale requests



Price lists



Footy tipping



Create underlay & hard flooring orders



Product gallery

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

We want to hear from you!

We're always on the lookout for content to be featured on our social media channels and in the next issue of The Quarterly Comfort.

If you have a project you would like to share, send us your story and images to our Customer Service team at customerservice@dunlopflooring.com.au

We're on Social Media!

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

