



It's the most wonderful time of the year!

As we enter the silly season, let's seriously celebrate what we've accomplished at Dunlop Flooring in 2022. We've launched some amazing new products, worked with the Australian government, received approval from the National Asthma council and the list goes on!

Since the last quarterly comfort, we participated in the Australian Floor Style conference, which was a great opportunity to show off our flooring ranges. Our Queensland team have been busy showcasing Dunlop Flooring products and promoting our sustainable initiatives at various roadshows. We even sent a few lucky members of our team to the Carpet One Conference on Hamilton Island!

In Victoria, our charity work continues with our recent involvement in 'Share the Dignity' for women in need. Plus, a couple of volunteers from our Dunlop team gave up their time to help the homeless and disadvantaged at Sacred Heart Mission. We are making it our goal to give back to our community and help make someone's day a little brighter.

Finally, we'd like to take this opportunity to thank our retailers for everything you've helped us achieve this past year at Dunlop Flooring. It's been an incredible effort and even the smallest contributions have been invaluable to the success of our business. Let's keep the momentum going into next year and continue to get stronger, faster and better!

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Dunlop Flooring
380 Dohertys Road,
Truganina VIC 3029
dunlopflooring.com.au

Customer Service
1800 622 293

'Tis the season to be closed – Christmas Shutdown

It's almost that time of the year again where we'll be taking a break during this festive season!

We will be closed from midday on the 22nd of December and returning on the 3rd of January. For more information on our delivery schedule, please contact customer service on 1800 622 293.

Coming Soon!

Soon you can choose who, how and when, through Customer Service!

We've listened to your feedback and we're looking forward to introducing our new automated calling system in the new year. Soon when you call Customer Service, you will be prompted to select whomever you need.

So, what will this mean for you?



- ✓ **Time Efficiency:** Save precious time and increase value and productivity to your day
- ✓ **Reduced Response Time:** Get your questions answered
- ✓ **Better team communication and collaboration:** Get a direct line with the right person
- ✓ **Customer Satisfaction:** An overall better service for you

ORDER YOUR HIGHLAND OAK TODAY!

Heartridge's Highland Oak Hybrid Planks uses the latest multi-layered technology, which offer the same natural beauty of solid timber but in a quick and affordable way for our customers. They are scratch resistant, easy to install, and require minimal maintenance.



A DURABLE SURFACE TO STAND THE TEST OF TIME

Dunlop Wearshield provides the extra protection your planks need for your home. The innovative low gloss polyurethane UV Cured protective layer with ceramic beads is spill, dent and scratch resistant – so you can easily care for your floors and enjoy them for many years to come.



BACKED WITH DUNLOP ACOUSTIC UNDERLAY

Our Hybrid Planks are backed with a Dunlop Acoustic Underlay, a high performance underlay designed to reduce noise in the home and add warmth underfoot.



SUSTAINABLE FLOORING THAT LEAVES A LIGHTER FOOTPRINT

We are committed to helping the environment and making our homes a healthier place. Awarded the Best Practises PVC Certification by Bureau Veritas, each Heartridge Hybrid Plank is low in VOC's and phthalate free, helping improve air quality in the home.

CONSTRUCTION



A durable surface to stand the test of time

Low gloss polyurethane UV Cured protective layer with ceramic beads

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



COLOUR RANGE

Arlington Grove	Sterling Fall	Smokey Isle	Regal Cove
Autumn Harvest	NEW Woodford Glenn	NEW Dalmore Ash	NEW Kempton Oak

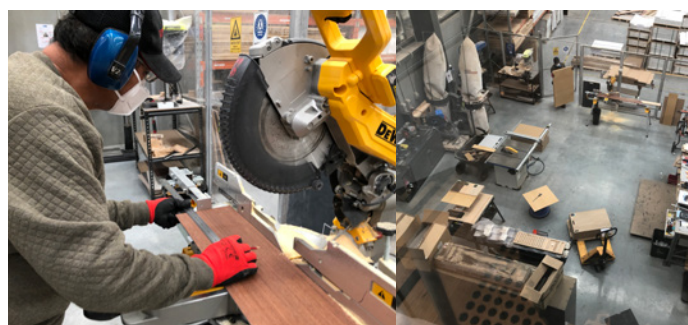
Prepare your store for 2023 with Dunlop!

Before we wrap up for the year, remember to stock up on your favourite ranges with strap sets, brochures, finger samples, or even a new display stand. We will get your samples delivered straight to your store.



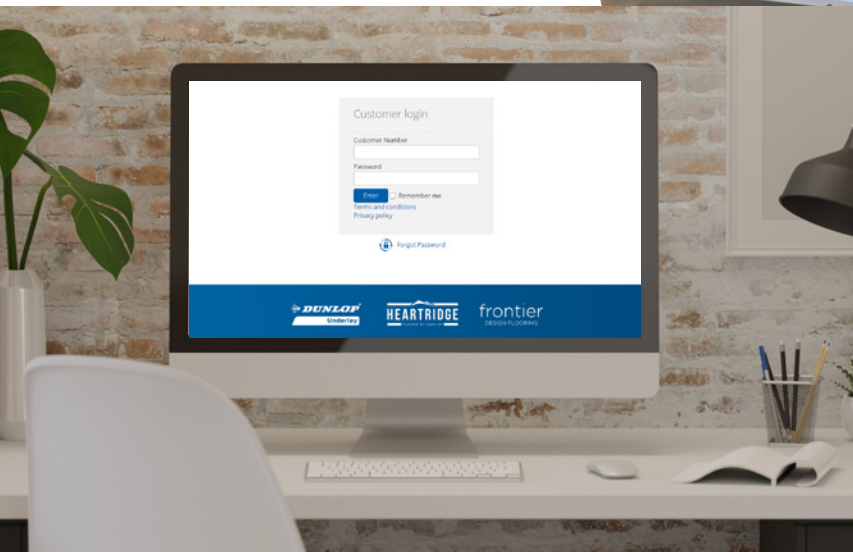
Need some custom samples?

We've also got you covered! Our custom samples are made with quality materials and craftsmanship, right here in Melbourne.



Ever wondered about all the products we stock?

Take this chance to request a full Dunlop Flooring Product Catalogue today. Simply speak to your Dunlop sales rep today!



DFO Dunlop Flooring Online

Finally, if you're not already registered on DFO, sign up today.

We have been working on improving our online self-service portal and are excited to launch this in the new year. With DFO 2.0, it will be faster and easier to order your products online along with many fantastic innovations.

Have you completed Dunlop Academy?

If not, take this opportunity to sign your team up for some training on our Underlay and Hard Flooring products.



Scan the QR code to sign up



Nexus 870 – Vinyl Plank Hard Set Adhesive

Tried and tested for
the best outcome with
Dunlop Vinyl Floors

Available in
4L & 15L tubs



Don't forget to Stick with proven performance.

At Dunlop Flooring, we are very proud to recommend Nexus 870, a true hard-set Vinyl Adhesive, which ensures a high-quality finish. Nexus 870 Vinyl Plank Adhesive has been specially formulated to work perfectly on many types of flooring substrates and in various environments and climates.

Designed for a hard-set installation

Nexus 870 Vinyl Plank Adhesive is specifically designed to make installation of Dunlop Vinyl floors easier. Formulated with excellent plasticizer resistance, it provides a quick initial grab and allows for direct stick application to ensure the best finish and long lasting performance.

A true hard-set adhesive

Nexus 870 once fully cured has no residual tact, this differs from pressure sensitive glues that never set. As a true hard-set adhesive, it has been designed to inhibit growing and shrinking so you can be rest assured that you have an adhesive fit for your products and fit for your home.

Formulated for high performance

Nexus 870 Vinyl Plank Adhesive is a high-performance polymer blend that delivers best in class cohesive strength and shear strength, making it perfect for both commercial and domestic application.

Order directly from Dunlop Flooring!

Nexus 870 Vinyl Plank Adhesive is available in two sizes: 4 and 15 litre tubs, with a coverage of 4-5m² per litre. Nexus 870 can be purchased directly from Dunlop Flooring with your next vinyl plank order. Ensure that you have the right amount of adhesive for your installation. One simple delivery and job done!

So next time you have an installation job, avoid the headache
and use Nexus with your Vinyl Planks.

State Highlights

VIC

Australian Floor Style Roadshow

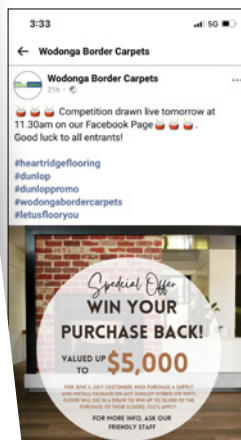
We were excited to get an invite to the Australian Floor Style conference in October, which was held at the Crown Casino in Melbourne.

It gave us the opportunity to showcase our Hard Flooring and Underlay products across our ranges, which received great feedback.

Congratulations to our NSW sales team, Wayne O'Brien and Nick Carruthers, on a fantastic night!



Congrats to this couple for winning our Conference Special offer!



Wodonga Border Carpets

Our very own Peter Weir, Victoria State Manager, worked with Wodonga Border Carpets to help draw the winner of their July and August Dunlop 'supply and install' promotion. Backed by a local radio advertisement, the draw was done live on their Facebook page. This promotion was received very well and introduced new customers to the store.

Great work Pete and the Marketing team for their work on the in-store posters, flyers, and radio script for the store owner Marty! We love coming up with creative campaigns for our stores, so if you have a similar promotion in mind, please speak to your local sales representative for more information.

Share the Dignity – It's in the Bag Charity

With the festive season fast approaching, we were honoured to participate in the "Share the Dignity" charity, hosted by Cotter Floors. This worthy charity collects new or excellent condition handbags, backpacks, tote bags, and new essential hygiene products to be hand-delivered to women in need. It's such a great cause and we were thrilled to be a part of it. Congratulations to Cotter Floors for doing such a great job in his hosting duties!



It all starts with a welcome, a meal, a relationship

Every day, the Sacred Heart Mission helps hundreds of people who are experiencing homelessness or disadvantage to find shelter, food, care, and support. Last month, our two Dunlop superstars, Anne and Natalie, volunteered their time to help at the Sacred Heart Dining Hall in St Kilda, Melbourne. When we asked Natalie about her experience, she said:

"It's a great feeling when you can give back to the community. In times like this, it's the least you can do to make a difference in someone's life"

This is just one of many ways to get involved, so for more information go to sacredheartmission.org



New Shots from our HeartrIDGE Hybrid Photoshoot

Our team recently had a photoshoot for our HeartrIDGE Hybrid range and, as you can see, these colours look beautiful in any space. You can use these photos for your website, socials, and brochures. If you want us to share these images with you, please contact your Dunlop Sales rep today.

Thinking of a new career in 2023? Great news, Dunlop are Hiring!

VIC Customer Service Representative

Do you have a people-first attitude? Are you great at communicating? Then maybe a job as a Customer Service representative is right for you! At Dunlop we are focused on delivering exceptional customer service to our community. Our strength is the diversity of our people.

To Find out more call 1800 634 314 or email customerservice@dunlopflooring.com.au



NSW

Melbourne Cup Luncheon

It was a lovely time at the Melbourne Cup Luncheon where we were able to celebrate with our valued architects, retailers, developers, and contractors along with Belgotex Floors, Bremworth, Modieus and Tuftmaster Carpets. Congratulations to Julianne Shahin (Tuftmasters) who won the best dressed at the function!



QLD



Working together for a Sustainable future

Dunlop Flooring is always putting sustainability at the forefront. Over the years, we have worked hard to develop sustainable initiatives for the manufacture and supply of hard flooring and underlay in Australia. Our team in QLD continue to promote this message through our Sustainability Roadshows. Our last roadshow was hosted at The Pavillions Alan Boarder with a special guest speaker from the National Asthma Council Australia – Adele Taylor. Well done to our QLD team for all the time and effort you put into this event.

If you would like us to come to your state, please email Chris Smith at: csmith@dunlopflooring.com.au

An island escape with Carpet One

Last month a few lucky members from Dunlop got the chance to swap their office view for a beautiful sunset at Hamilton Island at the Carpet One Conference. We were thrilled to be invited to this fantastic event with the chance to showcase our products, plus other exciting new things coming your way. Congratulations to all the winners of the Carpet one awards.

We'll be back to claim ours next year!



Future-proofing our Business for Growth

Once again our team came together with the Lighthouse group, hosted by Mark Emerson. Over the last 7 months, the Dunlop team have we've given them the opportunity to scale, transform, and grow through leadership.



We asked some of our participants what they thought about their progress and here's what they had to say:



Chris Smith (QLD)

"Over the journey of a career in management and leadership, you get the amazing opportunity to be a part of some great courses in professional and personal development. It is often the one that strips it back to basics and gives you a really tight grasp on your own personal value system and direction that resonates with you the most. What this course has delivered is the meaning behind the direction, the barriers, and how we might overcome the most difficult ones we encounter in business and in our own personal life. Thanks to Mark Emerson for his delivery of this great content and expert guidance throughout."



Charlotte Baker (WA)

"The leadership program has helped me build and grow relationships with my peers at Dunlop Flooring. It has given me the support to transition into my new role and coach and support subordinates and business partners in WA. Thank you for giving me the opportunity for self-development within our Growing business."



Rebecca King (VIC)

"It's great to have such an opportunity to take the time out from our busy day to day and focus on our personal goals and development. Mark Emerson creates an environment which enables us to be open and honest and get the most of our sessions. It has also been invaluable to spend time the time with my colleagues and bounce off ideas off each other!"



Simon Vasnaik (VIC)

"The program was very useful to me. 'Strengths Profiling' is an excellent tool in understanding one's own Strengths and limitations. 'Strength based leadership' is a very effective approach in delegation of responsibilities within teams. Mark Emerson was an excellent and engaging facilitator."



Jacqueline Makies (VIC)

"The Talent Development workshop has enabled me better insight into applying my strengths to both work and personal situations. Mark Emerson is a highly motivational facilitator and I have enjoyed being part of this program."

Christmas, Dunlop Style!

It feels like only yesterday we celebrated the silly season, but here we are again! Apart from gifts, there's no better way to enjoy this time than with the three F's- Friends, Family and Food! Here are some pics of our festivities!



Dunlop Value Award Winners

When it comes to our jobs, Dunlop Flooring is Passionate & Proud, Innovative & Curious, Open & Transparent, Disciplined & Motivated, and Committed.

We would particularly like to recognise the following individuals who have gone above and beyond, and demonstrated these values in the months of October, November, and December.

December Winners

Sorcha Mepstead
"Committed"

Daniel Small and Chris Smith
"Innovative & Curious"

Michell Batac
"Discipline & Motivated"

Fire Wardens -
**Shaun Jensen, Jacqueline Makies,
Simon Vasnaik and Mitul Patel**
"Passionate & Proud"



October Winner - Josh Lanciana
"Committed"



November Winners - Customer Service Team "Committed"
Congratulations to Sorcha, Ashwini, Sarah and Jessica!

Dunlop Flooring welcomes a new member!



Emma Hammer (VIC)

We are excited to welcome Emma as our new Accounts Receivable Officer at Dunlop. Emma joins us with over 10 years of experience working in Accounts under her belt across various industries, and most recently working in Real Estate as an Admin Assistant/Receptionist. She loves taking care of her plants, baking and doing different types of crafts in her spare time. Welcome Emma to the team!



Driving in Style

Have you seen our new Dunlop Trucks around Victoria? Next time you're on the road look out for our big blue trucks. These slick new trucks will be delivering your hard flooring and underlay all over Australia!

A little bit of Badminton ain't too bad!



Last month, a group of Dunlop employees decided to get their cardio up and organise a friendly game of Badminton. Definitely a great way to work up a sweat. Next time you want to organise a fun day out with your colleagues, friends or family, perhaps you can consider something active to get the heart pumping!



THANK YOU FOR YOUR COMMITMENT TO **SUSTAINABILITY!**

SPECIFICATION FOR REBOND BALES/ BAGS

Product: Rebonded Flexible Polyether Polyurethane Foam

- ✓ Bags **MUST** be Dry
Wet Bales/Bags cannot be processed
- ✓ Weight limit of 20-25kg
- ✓ Rebond can be placed in Hessian
Bags and secured with wool bale
hooks (to be provided)
- ✓ Bags must be kept CLEAN under
cover
- ✓ Rebond should be strapped no more
than 4 straps, with strap running on
one direction of the bale

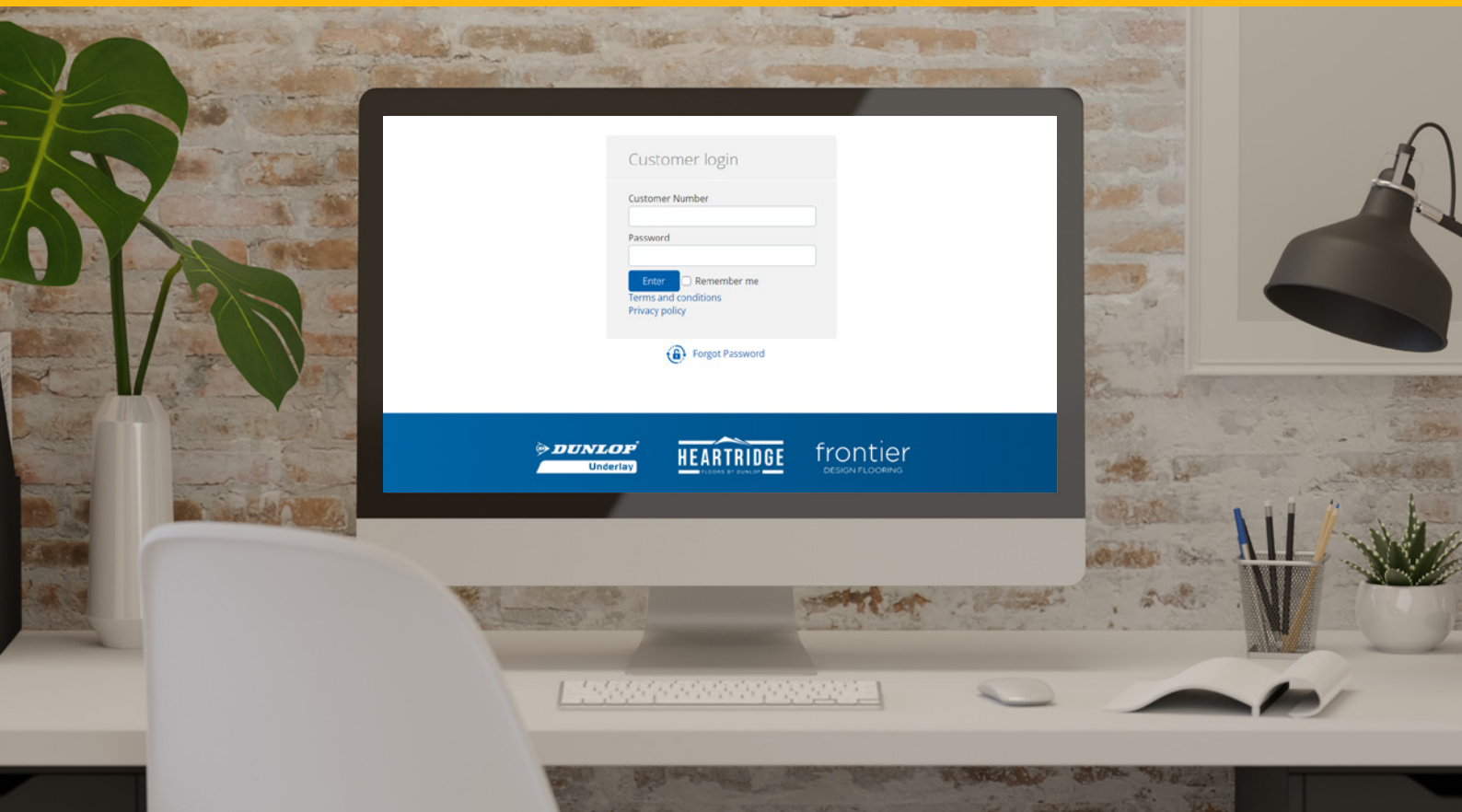


**PLEASE ADHERE
TO CHECKLIST
OR BAGS/BALES
CANNOT BE
PROCESSED**

PRODUCT MUST NOT CONTAIN ANY FOREIGN BODIES INCLUDING BUT NOT LIMITED TO:

- | | |
|------------------------------------|-------------------|
| • Latex | • Fabrics |
| • Low recovery foam (polyurethane) | • Metals |
| • Bedding | • Rubber |
| • Ferrous and non-ferrous objects | • Carpet |
| • Timber/ wood | • Tiles/ ceramics |
| • Leather | • Stones |

New DFO Coming in 2023!



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.

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.



Fire rating & test certificates



View past order history



Credit claim requests



Technical product information



Price lists



Create underlay & hard flooring orders



View Hard Flooring stock availability



Recycling pick up



Thermal property specifications



Acoustic rating & specifications



Point of sale requests



Footy tipping



Product gallery



Automated Underlay order processing

We're on Social Media!



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