



Spread Happiness This Holiday Season

In the whirlwind of another remarkable year, Dunlop Flooring has surged forward with incredible speed and intensity. As we approach the year end, we want to firstly extend our heartfelt gratitude to our staff members and valued partners for their unwavering support over the last 12 months.

In this issue, we are thrilled to unveil a new chapter in our Heartridge range with fresh new colours of the Riviera Oak Collection. As we step into the new year, we want to make sure you can kick-start it off with our new point of sale displays and marketing support.

But it's not just about business; it's about spreading joy and making a positive impact in our community. We've proudly celebrated a successful partnership with the Sacred Heart Mission, supporting them every month and inspiring others to join the cause.

And lastly, we also want to express our appreciation to our partners at Floorworld for inviting us to support The Pancare Foundation in their noble mission to combat Australia's toughest cancers.

We hope our business has not only met but exceeded your expectations. In the coming year, we aspire to strengthen our relationships and share in the collective success of 2024. From all of us at Dunlop Flooring, we wish you and your families a Merry and Safe Christmas Holidays. Here's to a bright and prosperous New Year!

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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 2nd of January. For more information on our delivery schedule, please contact customer service on 1800 622 293.

Longevity is the key to success, so congratulations to our team

Andrew Spence (35 years)

"At Dunlop, we operate within a set of organisational values, and we pride ourselves on exhibiting these daily in everything we do. The first and arguably the most important is Commitment - to our colleagues, customers, and community.

One employee who exemplifies this value is Andrew Spence. This year, we celebrate Andrew's 35th anniversary with Dunlop Flooring. Andrew's commitment is unquestionable, and he stands out within our business as someone committed to growth and continuous improvement. From 1988, when Andrew first started in our Melbourne factory, to today, where he leads our national sales team, Andrew has set a high standard for himself, his team, and our company. Please join me in thanking and congratulating Andrew on his service and this remarkable achievement."

– Sean Forde (Managing Director)



Rodrigo Bustamante (30 years)

"Rodrigo commenced his 30 years career at Dunlop Flooring on the Slitters at Wetherill Park and climbed up the ladder to be the Supply Chain Manager for NSW through sheer commitment, loyalty and hard work. He has a wide range of skills and knowledge of the business as he has worked in different capacities from the grassroot level. He remains calm in stressful situations and shows maturity in his decision making. He is a problem solver and uses his vast experience to find unique solutions to problems.

Rodrigo is always cheerful and able to diffuse any tension when conflict arises. He is passionate about his work and is relentless in getting his objectives achieved. He is a good negotiator and astute in managing expenses. He is meticulous in keeping records and following procedures. He is a "People" person and always has time to hear and help colleagues and friends in need. He is always approachable and amicable, which make people comfortable in his company. Rodrigo is like a fine wine – he gets better as he ages! He takes great care to maintain his health, fitness and is always well groomed – and keeps his car in matching condition!" – Simon Vasnaik (National Logistics Manager)



Chris Smith (5 Years)

"Congratulations on achieving 5-years with Dunlop Flooring, You have been an important part of our organisations journey and success. We are grateful for the dedication and passion you have shown in not only managing the QLD team, but supporting and challenging the business nationally with new ideas and different ways we can support and educate our customers, I look forward to working and supporting you for many more years to come."

– Andrew Spence (National Sales Manager)



HEARTRIDGE

Riviera Oak BY DUNLOP



INTRODUCING ALL NEW COLOURS FOR RIVIERA OAK

Heartridge's Engineered Timber Click Range 'Riviera Oak' has undergone a complete revamp with 10 new colours. This range consists of 9 stunning natural colours and 1 dark oak. Riviera Oak stars as Heartridge's most premium range with its advanced click locking system, and its boards constructed around a spruce pine core for lasting strength and stability.

Stay tuned for our official range coming to you soon in 2024!

**COMING
SOON**

IN CASE YOU MISSED IT, HEARTRIDGE'S BRAND NEW SUMMERHILL COLLECTION IS NOW AVAILABLE TO ORDER.

Available in Hybrid and Vinyl, this range features 12 stunning colours inspired by the beauty of nature.

Did you know?

- ✓ The Summerhill collection is the only Hybrid and Vinyl collection in Australia that is approved by the National Asthma Council.
- ✓ This new range is inspired by nature which includes a variety of patterns and variations across 12 different colours.
- ✓ The only Hybrid plank in Australia backed with a Dunlop Acoustic Underlay making your home 30% quieter.
- ✓ There are matching accessories available for all the Summerhill Hybrid colours including scotias, t-moulds, end-caps and stair-nosing.



SMOKEY QUARTZ



SUMMERHILL COLLECTION

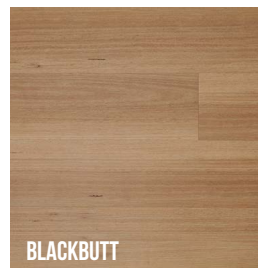
AVAILABLE IN:
HYBRID 6 X 180 X 1220 MM
VINYL 2.5 X 189 X 1229 MM



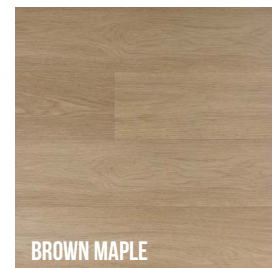
SPOTTED GUM



BRAIDWOOD



BLACKBUTT



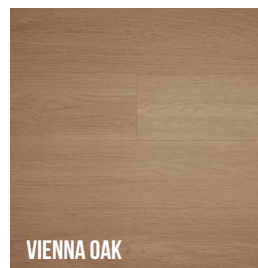
BROWN MAPLE



BURLAP HUE



SAFARI SUN



VIENNA OAK



BURLYWOOD



MERINO MIST



WILLOW GREY



SMOKEY QUARTZ



PHANTOM



With your help, we've planted 500 trees across Australia!

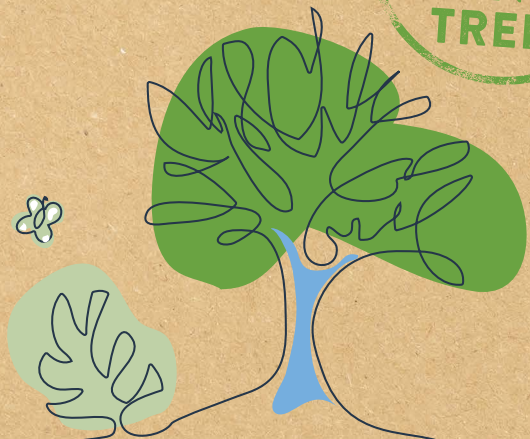
We are proud to share our remarkable milestone of planting 500 trees with One Tree Planted.

Every 1 tonne of our bio-based sugar cane film manufactured means that 3.09 tonnes of CO2 have been captured from our atmosphere. Our commitment to sustainability goes further than how we manufacture our underlay. With every 10 rolls of Renu purchased, we'll give back to the environment by planting a tree.

We would like to express our gratitude for your support and invite you to collaborate with us in our ongoing efforts to plant trees and contribute to a positive change in our environment.

Speak to your local sales rep to find out more.

EVERY ROLL
PURCHASED
HELPS US
PLANT A
TREE!



Dunlop's contribution towards SecondBite

Through the organisation PonyUp for Good, we were able to divert 293 kilos of technology from ending up in landfill. Although we couldn't find reuse channels for the equipment, we ensured up to 95% of the materials were recycled.

The profits from our contribution have then been used to donate a heartwarming 97 meals to SecondBite, which is Australia's largest fresh food rescue charity.

Not only are we committed to reduce waste and minimize our environmental footprint, but above all, we are honoured to play a part in making a difference in the lives of those who need it most.



5 ways to gear up for success in the new year!

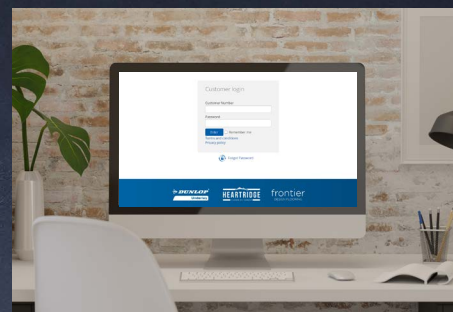
1. Skip the queue and get your orders first through Dunlop Flooring Online

Dunlop Flooring Online is your most convenient platform to access the latest product information and to order your products and point-of-sale for your store.

If you're not already using DFO, head over to dunlopflooringonline.com.au or download the app on the App Store or Google Play.

DFO

Dunlop Flooring Online

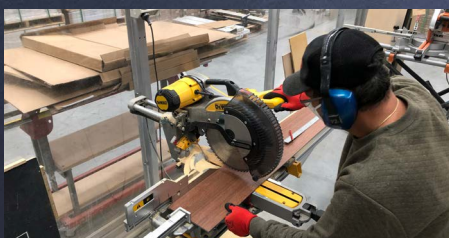


2. New look stand displays for your store

Before we wrap up for the year, make sure to stock up on your favourite ranges of strap sets, brochures, finger samples or even a brand-new display stand.

3. FREE in-store posters, hangers and wobblers

With our recent Dunlop Underlay refresh, we are excited to introduce all new point-of-sale to bring Dunlop Underlay to life in your store with posters, wobblers, ceiling hangers and more. Get in contact with your sales rep or our customer service team and we will send you a pack for your store.



4. Custom sized sampling fit for any space!

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

5. Request a copy of our latest 2024 Product Catalogue

View our entire range across Underlay & Hard Flooring.



Request a free underlay sample pack today!

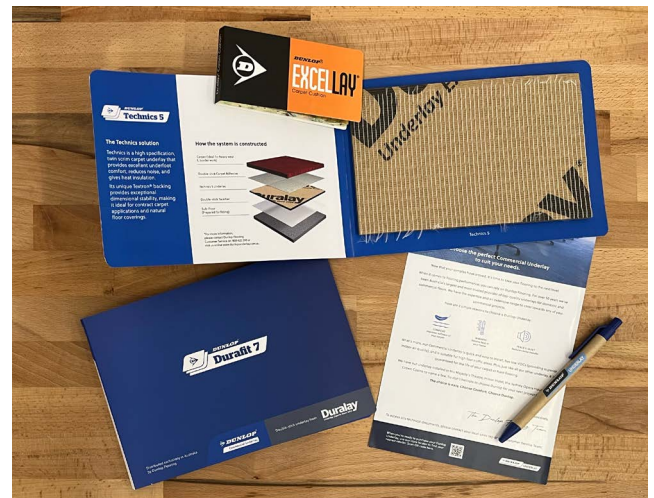
FREE SHIPPING INCLUDED



We know it can be tough choosing your underlay but don't worry, we've got you covered!

Choose from our ranges of:

- Commercial Underlay
- Hard Flooring Underlay
- Carpet Underlay
- Renu, our sustainable bio-based Underlay



SCAN TO REQUEST A FREE SAMPLE

Or head to www.dunlopunderlay.com.au/request-a-sample



State Highlights

VIC



We are proud to support Pancare

Dunlop Flooring are proud to be partnering with Floorworld to support Pancare Foundation in their mission to fight Australia's toughest cancers.

Throughout November, which is also Pancreatic Cancer Awareness Month and Stomach Cancer Awareness Month, we were glad that we were able to support Floorworld not only in raising awareness but also contributing valuable funds to find a cure for these challenging diseases.

Floorworld managed to raise over \$70,000 and we are honored to have played a part in the contribution towards this worthy cause.



Sacred Heart Mission

We are proud to have continued our partnership with Sacred Heart Mission for the past year now. As always, every month we send out a group of staff and associates to help in Sacred Heart's Dining Hall.

For the month of September, we would like to thank our partners at Victoria Carpets for volunteering their time to join us at the Dining Hall.

Also in October, we appreciate our partners at Choices for giving their time to prepare and serve food with us to hundreds of disadvantaged Victorians experiencing homelessness.

VICTORIA CARPETS®



If you would like to support this amazing organisation, you can help us raise funds for their program via www.sacredheartmission.org/donate





Left to right: Philippe Hamers (CEO of Victoria PLC), Anne Galura (Dunlop), Anita Crestani (Carpet Court) & Daniel Small (Dunlop).

Sneak peek into Dunlop Head Office

Step into our Zen Breakout Room – a sanctuary for mental rejuvenation, where ideas flow freely, and meetings find tranquility.

We wanted to create a comfortable space for our Dunlop team members to enjoy the view of our peaceful creek. Fun Fact, we used our very own Engineered Timber Flooring for our feature wall!

Around 'The Block' again in 2023

In October, our wonderful partners at Carpet Court generously presented us with VIP passes to tour the stunning homes of the 2023 Block contestants. We admired the distinctive designs and features of each home and had the pleasure of meeting some of the contestants. We were delighted to discover that one of the houses had selected our Engineered Timber flooring, complementing the space perfectly.

CARPET COURT





The Race's Birdcage

While commemorating the "Race that stops the nation", we are pleased to showcase our involvement in this highly-celebrated event. The Birdcage Enclosure was created to be a source of boundless joy during the race.

Dunlop Flooring was 1 of over 2,500 individuals who contributed to the construction and maintenance of the enclosure with a successful installation of Hedgerow Engineered Timber.

Hope to see you all again next year!

Marvel Stadium

Situated in the vibrant heart of Melbourne, Marvel Stadium has played host to over 42 million fans since its opening in 2000. In our latest endeavour, we're proud to announce that our Technics 5 commercial underlay will be greeted by thousands of sporting fans and concert goers as they set foot in the glorious stadium. Approximately 3,000m² of Technics 5 has been installed in all function venues of the stadium.



Dunlop's Fluffy Friends sharing the Christmas Cheer!

Anne's Samba

Samba is a retired working dog and doesn't show much affection or playfulness but after 4 years, she now loves her belly rubs and playing chase around the house. She loves to eat and when she's not eating, she loves to swim. After dinner Samba always cheekily waits for us to leave so she can eat her own poo. Yuck!



Chris's Chickpea

Chickpea is a 2-year-old French bulldog. She loves the water at the beach and hitching a ride on a Paddleboard. As you can tell from the Christmas tree photo, she loves sleeping under the tree when the lights are on.

She always tries to eat the delivery guy every time we get a package delivered at the door, she even recognises his van when we go on walks!



Jackie's Merlin

Merlin is 7 years old, and he is a Bombay. He is a very big boy weighing 7.3kg and is the funniest member of our family! He loves food and lots of cuddles (only when he wants them) and purrs very loudly. We love him dearly and have a family chat group called "WhatsApp Merlin?" dedicated to him.



Cameron's Arnie

Arnold aka Arnie loves going for long walks. The moment we walked in the house with our first daughter he became so placid, calm, and careful around our kids. However, he has his naughty side as he loves to dig holes in the back yard.



Hillary's Huggy Bear

Huggy Bear Allan loves eating tuna, and our favourite things to do together include cuddling, watching Cat TV, making the bed, and lounging in the sun.

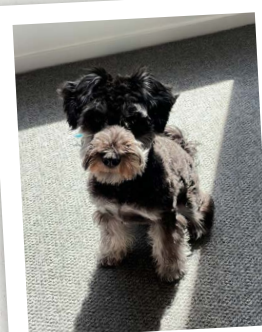
I fostered Huggy when I worked at the Animal Welfare League Vets. Despite having a broken leg and needing extra care, he was affectionate to everyone, which is why the vets decided to name him Huggy.



Sabrina's Luna

Luna, is an energetic and playful companion. Our favourite pastime together is visiting the dog park, where she delights in running around and playing with her furry pals.

One quirky and endearing trait of Luna is her love for sun tanning. She can be found basking in the sunlight at various spots around the house, finding the perfect rays for a relaxing sunbath.



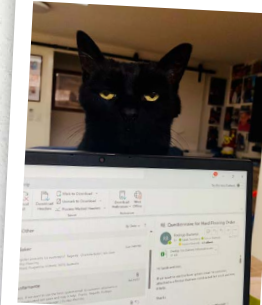
Craig's Teddy

Teddy loves going to the beach for a swim. When he was a puppy, he would try to jump over things and always fall over. Teddy has figured out how to open the sock drawer and has become the notorious sock thief.



Sarah's Sasha

Sasha is 16 years old which is 80 in human years (and completely deaf!) Sasha has a sweet nature, our black panther; she is deaf and dribbles when her chin is rubbed.



Christmas Festivities at Dunlop

We can't believe it's that time of year again. Dunlop always knows how to celebrate the silly season with style as we gathered for good food, drinks, and even better company!

In support of our partnership with the Sacred Heart Mission, Dunlop Flooring decided to host Christmas raffle to help raise funds for the organisation. As a team, we had raised over \$2,000 from the night. Thank you to everyone who had donated!



Staff News

We would like to give a massive shoutout to Anne Galura, our National Marketing and Product Manager for her recent wedding. Congratulations Anne for this exciting and special milestone!

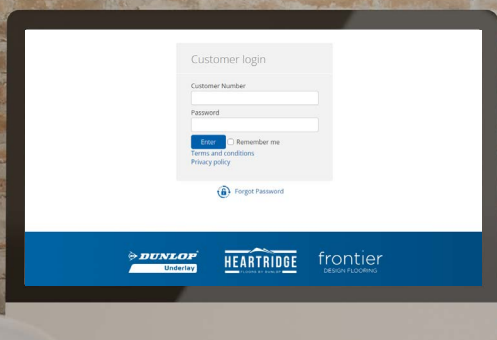


On November 22nd, Dhaval, a valued member of our POS team, joyfully welcomed his newborn daughter, Shrivi. Warmest congratulations on the arrival of your beautiful and healthy baby!

Shortly after, on December 5th, another member became part of the Dunlop family with the arrival of Ayaan. Congratulations to our VIC POS Sampling Coordinator, Afnan. You and your son now share the same birthday!



Skip the queue today and order from Dunlop Flooring Online



DFO Dunlop Flooring Online

We are excited to announce the launch of our newly upgraded Dunlop Flooring Online platform. We think you're going to love the innovations we've made, which will provide you with an even better user experience!

With Dunlop Flooring Online, it's never been faster or easier to order your underlay or hard flooring products. You can now view your purchase history, invoices, access product images and so much more. For anyone on the go you can now do all this through our Dunlop app!

Make sure you check out the new way to shop with Dunlop Flooring and discover the possibilities for you and your business.

App available to download on Apple Store or Google Play.



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



Credit card
checkout



Recycling pick up



Thermal property
specifications



Acoustic rating
& specifications



Point of sale
requests



Product gallery



Automated Underlay
order processing



Web-based
App Available

NEW



View Invoices

NEW



Looking for training?

Get in contact with your Dunlop sales rep to organise a face to face meeting on all things Dunlop Flooring Online.

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.

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