



THE QUARTERLY COMFORT



As we settle into 2019 and reflect on how quickly the first two months have flown by, the Dunlop Flooring team would like to express our continued appreciation and gratitude for all of the support that you have given us throughout 2018.

The new year brings with it a raft of opportunities for us to further our partnerships with our valued retail customers. See page 4 to read about the Dunlop Flooring company values that we embody and pride ourselves on in all dealings with our partners.

This issue features information on our Springtred Underlay display stand, which is designed to hold samples, brochures and walk-test boards for the entire Springtred range. This stand will declutter your

store and make selling high quality underlay to your customers, straightforward and easy.

We share exciting news of the progress of our new head office, being built in Truganina, Victoria. Watch this space!

Dunlop also welcomes two new state managers in Victoria and Queensland, both of whom bring a wealth of experience to our team and have already received outstanding feedback from our customers.

We look forward to achieving great results with you in 2019, and furthering the relationships that we have built with each and every one of you.

In this issue

- Springtred Display Stand
- Rigid Vinyl Plank Installation Tips
- Employee Spotlight
- Project Highlight
- BCNA Women's Fun Run
- New Starters

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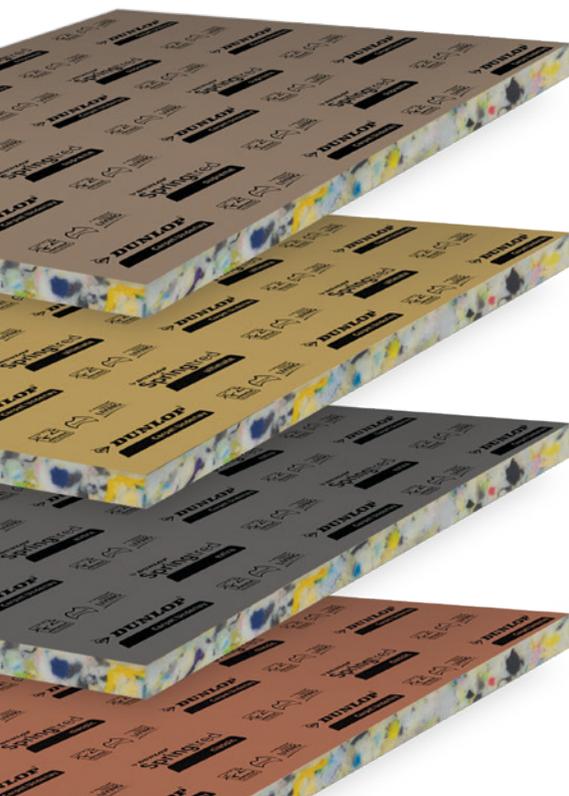
Australia's Trusted Brand in Flooring

Makes Selling Carpet Underlay a Whole Lot Easier!

The Range We All Know and Love

No matter what level of comfort and performance you need, Dunlop Springtred has it covered. Our collection of 4 premium products each offer a different level of comfort and support to suit any budget or lifestyle. Take a look at our amazing new stand that is sure to make closing the sale that much easier.

- 1 Holds the updated brochure with the new branding and selling points.
- 2 Take home sample swatches to remember the feel of softness first hand.
- 3 Walktesters add an additional level of realism, allowing customers to experience the underfoot comfort



DUNLOP
Springtred
supreme

Supreme (11mm)

is of higher density and thickness, delivering a superior feel and maximum performance.

DUNLOP
Springtred
ultimate

Ultimate (10mm)

takes it to another level, offering greater luxury and softness.

DUNLOP
Springtred
extra

Extra (9mm)

provides extra density and thickness for improved underfoot comfort.

DUNLOP
Springtred
classic

Classic (8mm)

is your first step towards comfort and better carpet performance.



Highland Oak - Rigid Vinyl Plank

Rigid Vinyl (Hybrid) Planks are a quick and affordable way to upgrade your home. Using the latest in multi-layered technology, Rigid Vinyl Planks offer the same natural beauty as solid timber minus the hassle. They're easier to install, require less maintenance and are intricately embossed for that extra level of realism.



Quick Installation Tips

- Cartons should be placed in a room which is to be fitted for 48 hours prior to installation.
- Subfloors need to be structurally sound, flat, clean and dry before installation.
- No adhesives are required; all you need is a rubber mallet, and three gentle taps on the end join to lock them in.
- Being highly water-resistant, our Rigid Vinyl Planks can be installed in wet areas, such as bathrooms and laundries.



Get Noticed Today Your New Highland Oak Rigid Vinyl Plank Stand

To complement our new Highland Oak range, we have designed a stylish display stand to hold our entire collection. Give your customers the best shopping experience and order your stand today!

Contact your Dunlop Sales Representative for more information.



What Does Dunlop Value?

Our values define how we behave and how we interact with you, our customers. As an Australian business that has been operating for over 45 years, we want to show the industry what our commitment is to all of our partners. These values are the defining characteristics of the Dunlop Flooring spirit:



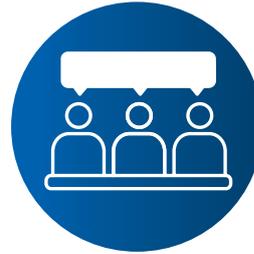
Innovative & Curious

Our team recognises the importance of challenging the status quo to provide you with innovative products and services.



Passionate & Proud

We pour passion into our work and into your life so that everything has more value. Together, our passion produces excellence.



Open & Transparent

Dunlop's openness and transparency will save you time, increase efficiency and build mutual respect so we can all accomplish our goals.



Motivated & Disciplined

Dunlop will always put in the hard yards to align our business model with your high standards and to meet every expectation.



Committed

It is no secret Dunlop places you and our community at the centre of everything we do so we will go the extra mile to get the job done right.



Dunlop Head Office Relocation

For many years, Dunlop Flooring employees, both past and present, have called North Sunshine home. However, it's time for our business to enter a more fearless and future-orientated mindset which is why, come mid-year, the Sunshine HQ will officially be closing its doors.

As one door closes, another one is sure to open. Dunlop's new Head Office is being built from the ground-up in Melbourne's West. With an estimate completion date of July 2019, we are all looking forward to our upcoming house warming in Truganina.



Our Vic Operations Manager, Simon, at the forefront of our future home in Truganina.



Spotlight On... Wayne O'Brien

Wayne O'Brien joined the Dunlop team 12 months ago as NSW State Sales Manager and currently leads three experienced and dedicated sales representatives. Wayne's success at Dunlop can be attributed to his background in sales related roles – particularly in the building industry. Having worked with Hager B&R, Hilti & Laminex, Wayne is backed with years of experience and has been essential to the growth of our brand in the Sydney territory.



Q&A with Wayne O'Brien

What is the best thing about your job?

Although I am based in Sydney, my role allows me to travel across Australia and meet new and interesting people across our beautiful country. I enjoy building relationships and partnering with customers to help accelerate the growth of their businesses.

What impact has Dunlop Flooring had on your career?

Dunlop has given me the opportunity to lead a fantastic sales team in NSW and sharpen my leadership/managerial skills. My role has also exposed me to a range of new products in the flooring industry and allows me to contribute to the delivery of exciting development projects.

What is the greatest lesson you have learnt from working at Dunlop?

My position at Dunlop has reaffirmed my belief that the best places to work have great people who are dedicated to their businesses. I am fortunate to work with an amazing team and an outstanding product that we all believe in.

If you could learn to do anything, what would it be?

I would learn to have greater patience with my teenage children. I have a 15-year-old daughter and a 13 year-old-son, so we have some long years of sighs, eye rolls and asking for money and a lift to the shops ahead of us.

If you could meet anyone, living or dead, who would you meet?

I have a love of martial arts and have watched just about every martial arts movie made since the 80s. As such I would love to have met Bruce Lee, who's incredible story of hard work and dedication took him from being a poor immigrant, to being one of the most recognised faces of Hollywood.

If you won the lottery, what is the first thing you would do?

I would organise a builder to finish the house renovation and travel in style while the house is in chaos. I'm still in two minds as to if I would take the children.

Spotlight On... Carpet Court Leichhardt

Carpet Court Leichhardt was established in 2003 by Sandro Landini. Sandro has been a passionate supporter of Dunlop Flooring for 7 years and continues to be an outstanding customer year after year. When not managing his successful Carpet Court store, Sandro enjoys spending time with his family on the jet skis or fishing. An avid soccer fan, Sandro is looking forward to traveling to Spain and trying out for a place in the development squad of a Madrid based team.



Product Highlight

Royal Motor Yacht Club – Pork Hacking NSW

Royal Motor Yacht Club is the perfect venue for a pint and steak, so it is no surprise they chose our Luxury Vinyl Plank – ‘Sunset Haze’ to bring those summer vibes all year-round.

Crafted with detailed embossing and a low gloss finish, our Luxury Vinyl Plank – Smoked Oak range is inspired by genuine timber flooring, giving a rich and beautiful texture.

The authentic look and feel of real timber complements the rich history of the venue which was founded in 1934. Scenic and lively, the Royal Motor Yacht Club has become a hotspot in Port Hacking.



Bonds Store - Mandurah

We are ecstatic to see yet another Bonds store feature a Heartridge product, this time in WA. Bonds Mandurah has installed our Engineered Timber – ‘Foxtail’ to add an inviting touch and sophisticated elegance which everyone will love.

The sandy tones immediately catch your eye as you browse through the sea of stores at the Mandurah Forum Shopping Centre. Built for strength and durability using a multilayered construction technology, our Engineered Timber – Woodland Oak range will maintain its premium look even through heavy traffic areas.



Carman's Women's Fun Run 2018

In December, a daring group of Dunlop ladies, joined by their friends and families, came together in support of the Breast Cancer Network of Australia (BCNA) Carman's Women's Fun Run. Louise, Rebecca, Sarah & Anita put on their runners and sweatbands to support a great charity and successfully completed the 5km run under an hour. Amazing effort girls!



Welcome to the Dunlop Flooring Family...

Chris Smith

The Dunlop family welcomes Chris Smith who is stepping into the role of QLD State Sales Manager. Having worked as an Area Manager at Andersens for 5 years, Chris brings with him a wealth of experience in the flooring industry. When not spending quality family time with his wife Kristylea and two daughters, Trinity and Willow, Chris enjoys going hunting, camping and 4-wheel driving.



Peter Weir

As the newest member, Peter Weir will be joining Dunlop Flooring as State Sales Manager – VIC/TAS. Peter joins our business with a great understanding of the hard flooring industry in Australia and looks forward to building his relationships with Dunlop's customer base in Victoria and Tasmania. Hobbies include exercising, family activities and camping with friends. Greatest challenge with Dunlop will be the steep learning curves to understand Underlay!



Andrew's 30 Year Anniversary at Dunlop Flooring

Andrew Spence, our National State Sales Manager, has been integral to our business for the past 30 years and it is safe to say we wouldn't be in our current position without the passion, hustle and excellence he brings to work every day. Congratulations to our general on the front lines and we wish you another 30 years of success!



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 an Ears **WONDERBOOM** Portable Speaker valued at \$129!

Promotion is valid for **new DFO** registrations **only**. Offer ends 31/03/2019.



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.

