



JANUARY & FEBRUARY 2024

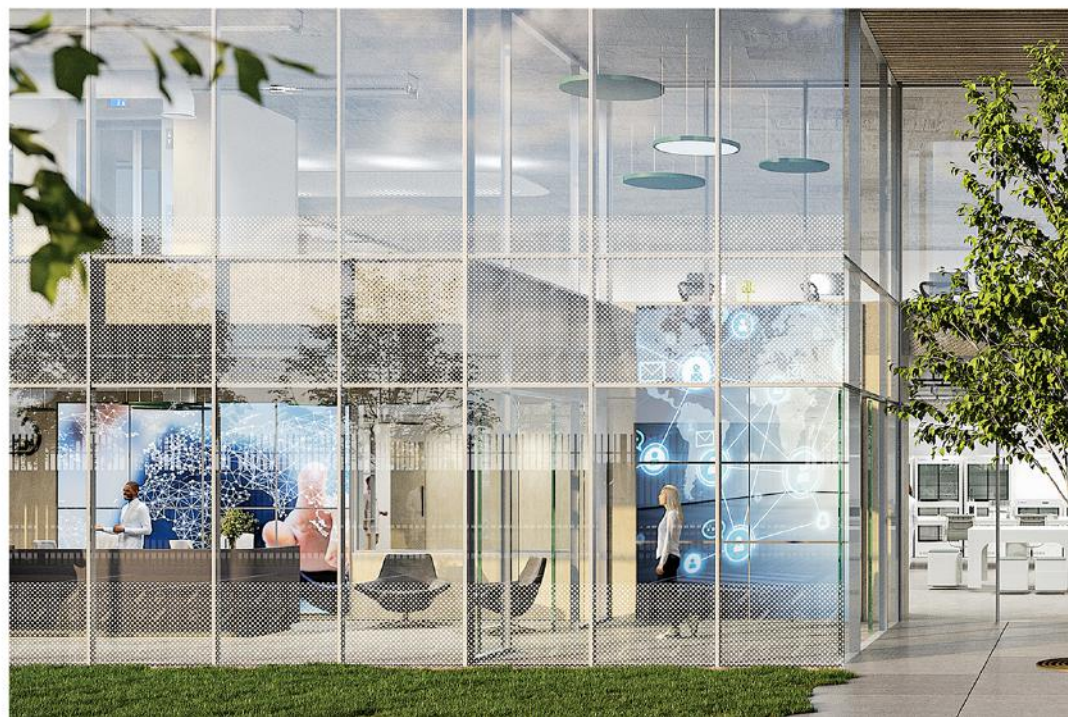
UNDERFOOT

NEWSLETTER

ARDEX BUILDS NEW FACILITY

RESILOOP SHARES
UPDATES ON FLOORING
SUSTAINABILITY

FCIA TRAINING
ACADEMY IN 2024



ARDEX INVESTS FOR THE FUTURE WITH A NEW SUSTAINABLE OCEANIA HQ

Underfoot Jan-Feb 2024

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written by: Monique Fenech, Ardex Australia

ARDEX Australia is near completion of a green star manufacturing regional headquarters in Kemps Creek, west of Sydney, positioning it as an Industry 4.0 building materials manufacturer for Oceania.

Oceania Regional Managing Director, Fabian Morgan, said the move underscores the company's future-focused sustainable vision.

"We are passionate people who are driven by innovation, responsibility, integrity and belonging. The site's 50-year design life and targeting 6-star green rating are testament to our vision, values and plans for reinvestment back into our people, profitability and planet."

"We're investing now for long-term, low-cost production ensuring we will retain our market focused position for decades to come," he said.

The site's bespoke advanced manufacturing design includes a world-class 35-metre high powder manufacturing tower used to vertically mix raw materials efficiently. The new liquids manufacturing plant is an industry-first for its orientation and size and includes a 20-metre silo tower for storage and transfer of raw materials to the multi-level mixing plant.

"Our commitment to local manufacturing and Australian-made supply brings certainty and stability to customers."

Other Industry 4.0 characteristics include automation, electric vehicles and forklifts, solar panel system spanning 17,000 sqm, rainwater tanks, and energy efficient lighting – targeting the site a 6 Star Green Star Design As-Built v1.3 rating and a serious contender for awards into the future.

The YARDS developed by joint-venture partners Frasers Property Industrial and Aware Real Estate is the first industrial estate in Australia to achieve a 6 Star Green Star Communities v1.1 rating from the Green Building Council of Australia, within which the ARDEX Oceania HQ resides. It includes solar installations, water harvesting and recycling, and full electrification to facilitate a seamless transition to fossil fuel-free energy sources in the future.

The ARDEX HQ site doubles the size of the company's current research and training facilities, recognising the requirements for new



Oceania Regional Managing Director, Fabian Morgan at the site of the new HQ



ARDEX Australia project team is dedicated to the new bespoke build

and innovative building material solutions and a strong succession of future installers and applicators in the waterproofing, generation construction, flooring and tiling industries.

The location is strategic for an optimal national logistics network for the warehouse, located nearby the 24/7 Western Sydney International Airport and future Southern Link Road in the Western Sydney Aerotropolis, close to the M4 and M7, and within Greater Western Sydney's sought-after industrial zone, alongside Microsoft and Amazon.



Aerial picture of the new Ardex HQ site

ARDEX has future plans to grow local employment opportunities. According to Tanya Davies, Member for Badgerys Creek, ARDEX is clearly an organisation with strong values and best employer qualities which brings attractive employment opportunities for residents within the largest employment catchment area in Sydney.

"We're excited to welcome ARDEX into the neighbourhood and value their integrity and responsibility towards the environment, skills and future vision."



Renders from the new office expected in at the new site

The \$140 million investment is the single largest infrastructure investment that the intergenerational privately-owned global organisation has internally funded in its 70 years of operation.

For the first time, ARDEX will merge its manufacturing, warehousing and support office as well as its joint venture partners DTA Australia, Nexus Adhesives and WEDI, in April 2024.

The site complements the other 9 manufacturing and 14 distribution centres around Australia and New Zealand.



Rendered images of the outside entry of the new ARDEX HQ



The ARDEX Group comprises of 67 subsidiaries, 50+ production facilities and some 4,000 employees represented in more than 100 countries. The history of ARDEX can be traced back over 70 years to Witten, Germany where ARDEX Chemie GmbH was founded. Products such as Ardit Z 8 and Ardur K 15 are firmly established as benchmarks for flooring products worldwide.

ARDEX entered the Australian market through the acquisition of Norcros Building Products in 2001 known in Australia as ABA. The latter has a similar heritage in the Australasian market with ABA tile adhesives- renowned for their quality and technical excellence, a reputation built over 40 years. Innovations such as Abaflex are unique in the market until this day. Other brands offered by ABA include Superflex under-tile waterproofing systems, Shelter (previously Dunlop) sheet membrane systems and Hydrepoxy coatings. In 2002 Vibro Products Pty Ltd, manufacturers under licence of ARDEX floor levelling and adhesives, was acquired and integrated into ARDEX Australia.

These brands, leaders in their respective fields, come together under the ARDEX Australia umbrella, offering you expert solutions. In addition, sharing of resources and technology within our extensive network enables us to provide you with a broader range of world benchmarked products and services.

ARDEX system solutions have been making buildings better all over the world. From the Burj Khalifa in Dubai, the London Olympic Aquatic Centre, the Sydney Opera House and commercial and residential projects big and small. ARDEX systems provide reliability and support that are always tailored to the specific requirements of the project.

Strong growth and intelligent acquisitions in foreign and local markets enables the ARDEX Group to draw from a global pool of resources. This allows ARDEX to ultimately supply complete system solutions which include market leading, high quality products and services to its valued customers.

ARDEX has continued with its growth since these initial acquisitions in Australia with investments including Dunlop, DTA Australia, Nexus, WEDI, Loba, Wakol, Cemix, and Drymix, all market leading brands in Australia each focusing on distinct product segments and channels.

For more information about ARDEX Australia please visit: <https://ardexaustralia.com>. For media enquiries or an interview with Fabian Morgan please contact Monique Fenech on 0460 733 808 or Monique.fenech@ardexaustralia.com.

4 STEP PLAN FOR PROTECTING YOUR BUSINESS FROM CYBER THREATS

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written by. Nathan Ray, Flooring Protect

Underfoot Jan-Feb 2024

Greetings Floor Leaders. In the fast-paced world of flooring, where every business decision counts, protecting your company from cyber threats is critical. Flooring Protect Insurance Brokers offers you this helpful guide in 4 Steps to Defend Against Cyber Risks.

Step 1: Learn About the Cyber Threat Landscape

Flooring companies confront challenges like as shutdowns, malware, and unauthorised access in the delicate dance of the digital world. Recognising these difficulties is the first step in protecting your company against potential interruptions and financial losses.

Step 2: Stay Current on Industry Trends

The trend towards online ordering and payment systems is convenient, but it also creates risks. Watch out for fraudsters that try to manipulate websites, intercept invoices, and target payment channels. To proactively manage these risks, stay educated.

Step 3: Gain Knowledge from Actual Cases in the Flooring Industry

Examine actual occurrences in the flooring industry of cyber incidents to understand the possible consequences of cyberattacks. These examples, which range from ransomware attacks to business email compromise, highlight the significance of effective cybersecurity procedures.

Example 1: Business Email Compromise (BEC)

A flooring retailer experienced a BEC event when a staff member clicked on a phishing email. Though no payment requests were successful, the incident incurred significant costs. Cyber Insurance provided cover for \$25,000 in forensic IT costs and \$41,000 for incident response and legal costs, totalling \$66,000.

Example 2: Fraud using Social Engineering

A flooring wholesaler fell victim to social engineering when an accounts person received an email from what they believed to be a regular supplier. Cyber Insurance provided cover for financial loss within the Social Engineering section of cover and paid \$106,000 for the incident.

Example 3: Ransomware Attack

A flooring manufacturer faced a ransomware attack after an employee opened a malicious email. Data Recovery & Business Interruption cover within the Cyber Insurance policy covered the \$80,000 cost for system restoration and \$350,000 for loss of business income, totalling \$430,000 for the incident.

Example 4: Network Attack

A flooring installer's website suffered a DDoS attack, rendering it inaccessible for six hours. Cyber Insurance coverage

reimbursed \$18,000 for increased working costs of the business, \$23,000 for specialist IT costs, and \$142,500 for lost sales and revenue, totaling \$226,500 for the incident.

Example 5: Staff Negligence

An employee at a flooring contractor's office ignored internal policies and opened a harmful file attached to an email. Cyber Insurance Incident Response covered \$18,000 for increased staff costs, \$50,000 for business interruption costs, \$100,000 for forensic investigation and response services, and \$10,000 for incident response manager fees, totalling a whopping \$178,000 for that one click.

Step 4: Tailor Your Cybersecurity Strategy with Cyber Insurance

Enhance your cybersecurity strategy with a tailored Cyber Insurance policy. Follow the lessons and claims examples of others in your industry and get cover with options including privacy notification, crisis management, social engineering protection, data recovery, business interruption, and network attack coverage.

We invite you to take these four crucial steps towards cybersecurity excellence and safeguard your business, protect your reputation, and secure success in the digital era. Scan the QR code on the next page to start your path towards stronger cybersecurity protection.



Insurance for Flooring Businesses

Flooring Protect is a Insurance Broking company solely dedicated to protecting businesses in the Flooring Industry via tailored Business Insurance covers. We are also the preferred insurance provider for the Floor Covering Institute of Australia.

Some of the benefits of letting us look after your insurances are:

- ▶ Best industry pricing for Flooring Retailers, Wholesalers/Manufacturers & Installers
- ▶ Highly experienced insurance brokers in the flooring industry
- ▶ 24/7 Dedicated customer support for claims
- ▶ Exclusive cover enhancements designed for the Flooring Industry
- ▶ Up to 20% discount for FCIA members.



SCAN FOR A QUOTE



FLOORING PROTECT



NEW MEMBER COMPANY PROFILE: CLEVER CHOICE

written by: Rebecca Bougoure, Clever Choice

Underfoot Jan-Feb 2024

Founded in 2003, Clever Choice quickly distinguished itself in the Australian flooring market thanks to a deep product knowledge, a keen understanding of consumer needs, and a passionate drive to excel. This unique blend of qualities propelled Clever Choice into a leading position, making it a beloved and recognised name in Australian homes for flooring solutions.

Throughout its journey, Clever Choice has remained committed to innovation and quality in flooring research and development, curating an impressive stable of signature products and collections. The brand enjoys the status of a preferred supplier among major retail chains like Floorworld, Flooring Xtra, Andersens and Discount City Carpets, among others, extending its reach through a network of timber flooring-focused retail and commercial outlets across Australia.

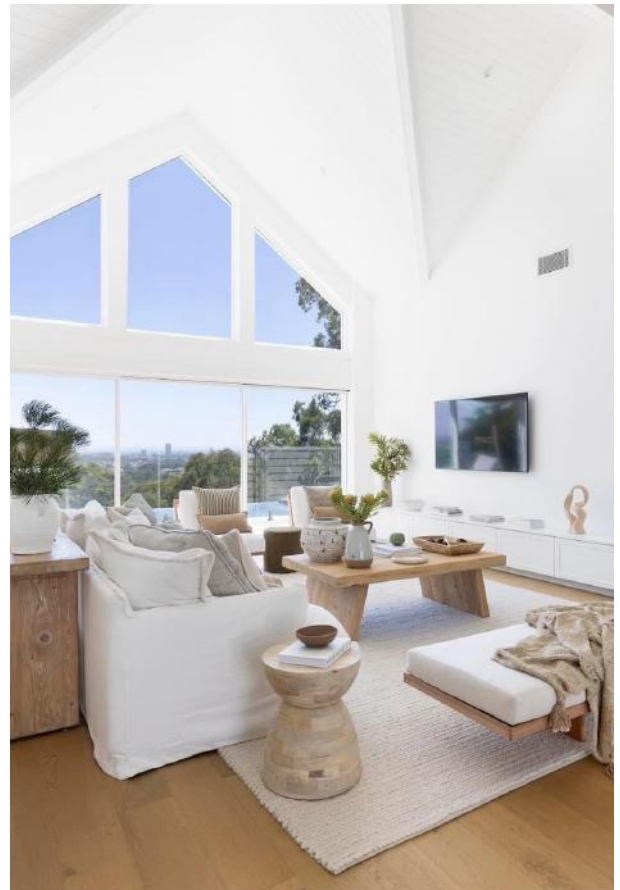
What sets the Clever Choice team apart is our collective passion for flooring. This shared enthusiasm is underpinned by a thorough understanding of the flooring lifecycle, from its origins to its performance across diverse environments, ensuring every product meets the specific needs and expectations of customers.

2024 is going to be a year of growth for Clever Choice with a shift of focus into both the commercial landscape and stronger Retail relationships. With this change in focus, we understand that stock is king and have recently opened a new warehouse in Melbourne, adding to our Brisbane and Sydney locations. With three warehouses to draw from Clever's team can still provide the service and supply its loyal partners have become accustomed to whilst also collaborating with project managers and construction teams to ensure the commercial projects are choosing the right products for the new builds.

Clever Choice's commitment extends beyond delivering superior flooring solutions; it's about enriching the customer experience and ensuring satisfaction at every touchpoint. Recognised for excellence, the "Clever" brand has been chosen for government and commercial projects and is a favourite for residential solutions. This trust has been built through delivering a quality product and exceptional customer service, every single time.

Reach out to our team for more information.

Clever Choice Flooring
07 5526 7399
sales@cleverchoice.com.au



MY FLOORING JOURNEY: GARY EGGERS

written by. Gary Eggers, Gerflor

Leaving school, a career in floorcovering was not even a thought and with no family or friends that were involved in the flooring industry it couldn't have been further from a career consideration. On leaving school I was accepted as a country kid to study Engineering fulltime, so I moved to Sydney.

During my studies, I had the opportunity to work as a labourer installing vinyl flooring on Saturdays for extra cash. This was my introduction to floorcoverings.

On completion of my studies, I commenced as a Junior Engineer which was short lived as I was offered a Traineeship in floorcoverings which I accepted. This was the beginning of my floorcovering journey.

My training duration was dominated in the commercial vinyl sector, hospital, pharmaceutical, supermarkets, schools, etc... large projects.

On completion (a second time) I quickly became a sub-contractor working for major Commercial Contractors, again on major projects and often as the site leader. Teaming up with various subbies during this time exposed me to several different opportunities and pathways.

The next chapter would be to establish a commercial flooring company with the skills and ideas that I had learnt so far. Recognising the value of formal learning was one of the key differences that I saw at the time, therefore a goal to create a team of fully qualified tradespeople. During the 20 plus years of trading this proved to be very successful in a business that focused in the health and industry segments.

Many opportunities presented during this time but some that I pursued were, part-time teaching at TAFE, expand the business into PNG where we completed several major projects including the new domestic/international terminal in Port Moresby, consult to manufacturing companies to conduct inspections and teach installation skills of newly launched products, which happen to include overseas and domestic travel.

One of these opportunities was a full-time position at Tarkett as Technical Manager. I accepted the position which exposed a whole new and exciting view into floorcovering. After the first year the role expanded to include and develop a "Training Academy" in Australia. The success and need for training grew quickly and expanded into Asia. More travel and exposure to amazing people and variations within our industry. The now APAC Academy conducted various training to no less than 280 participants per year. Other achievements



Gary Eggers, Health Sector Manager for Gerflor

while at Tarkett included projects such as to develop the first waterproof certification for sheet vinyl in Australia. Other responsible were technical, certification, training, and claims further developing my overall knowledge of the flooring industry.

So, with the skill sets I developed so far, I entered the consulting world on floor coverings. During this period, the FCIA offered me the opportunity to contribute to Standards Australia, where I was nominated as Chair of the Resilient standard, a position I still hold. This also has allowed me to contribute on several local and international standards.

Currently, I am with Gerflor as the Health Segment Manager for the past 2 years. The opportunity to work in a team and share my experience with customers and designers is something not only do I enjoy but feel a sense of satisfaction.

Overall, the flooring industry has opened doors in several different pathways for me from creating flooring installations locally and internationally and being involved across different fields in technical, manufacturing, compliance, and sales, all keeping the journey stimulating.

Young Gary Eggers with a friend at the international goal keepers academy





THE FLOORING INDUSTRY NEEDS MORE APPRENTICES

written by. Garry Thomas, FCIA Group

It is time our industry made a concentrated effort to train flooring installers to secure the future of the Sector. As shown in the table below, apprenticeship commencements in the Certificate III in Flooring Technology fell by 45 percent nationally in the 2022-2023 financial year. The two largest states (NSW and Victoria) commenced only half the number of apprentices compared to the previous year.

This is an untenable situation for the flooring industry, which is suffering one of its worst skills shortages in decades.

Employing an apprentice requires commitment and patience, but the rewards can be great – especially when you have personally contributed to an additional skilled worker for the industry.

Eligible employers can receive up to \$20,000 in Government subsidies not to mention additional state government incentives such as Payroll tax exemptions and other employer support payments. Apprentices can receive travel allowances, living away from home allowances and interest free Trade Support loans to cover tools, vehicles and other upfront costs to start an apprenticeship.

FCIA can help Members engage effectively with the apprenticeship system by sourcing candidates and working with Government agencies and Registered Training Organisations to meet industry requirements.

For more information on wages, incentives and next steps contact FCIA at info@fcia.org.au.

*Apprenticeship Commencements by State/territory	MSF30813 MSF30818 MSF30822	12 month series	12 months ending 30 June 2019	12 months ending 30 June 2020	12 months ending 30 June 2021	12 months ending 30 June 2022	12 months ending 30 June 2023
Australia	Certificate III in Flooring Technology		305	270	470	455	250
New South Wales	Certificate III in Flooring Technology		95	85	130	135	70
Victoria	Certificate III in Flooring Technology		95	85	145	135	65
Queensland	Certificate III in Flooring Technology		60	55	110	115	65
South Australia	Certificate III in Flooring Technology		15	10	20	15	15
Western Australia	Certificate III in Flooring Technology		5	10	25	25	20
A.C.T	Certificate III in Flooring Technology		10	5	5	5	0

*Source: National Center for Vocational Education Research (NCVER) Jan 2024

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SEEKING TRAINERS TO TEACH OUR FUTURE FLOORING CRAFTS PEOPLE

We are hiring trainers to help train the future workforce of Australia. These roles will allow you to extend your career, give back to the industry, help lift the standards in flooring and pass on your skills and knowledge.



WHAT YOU NEED TO BE AN ASSESSOR

10+

A minimum of 10
years of flooring
laying experience



Have or be willing to
get a Certificate IV
in Training and
Assessment



Formal flooring
qualification seen
as favorable but not
essential

WANT MORE INFORMATION? EMAIL [INFO@FCIA.ORG.AU](mailto:info@fcia.org.au)



FCIA TRAINING ACADEMY GEARS UP FOR 2024

written by Fiona Wischnewski, FCIA Group

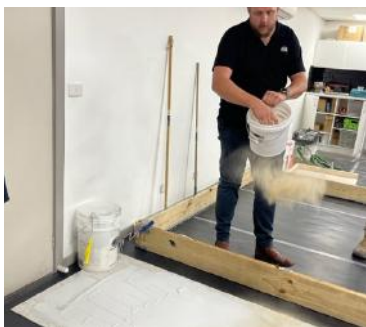
We eagerly anticipate the upcoming year at FCIA Training Academy as we introduce fresh initiatives and refine our strategy to achieve our training goals. In the final months of the past year, we secured funding for South Australia, a significant milestone that now allows us to kickstart the planning of workshops. Our focus is on helping apprentices evaluate their skills, facilitating a smooth integration into the industry.

The year ahead is already filling up as we continue to secure training with members and workshop opportunities in Victoria, New South Wales, ACT, South Australia, Tasmania and WA.

Along with new workshops our ongoing ones with Ronald MacDonald House in Randwick and a women's shelter in New South Wales have been scheduled for the first six months of this year:

- Ronald Macdonald House – Randwick NSW. Relaying the floors in one of the family apartments and the learning center will commence at the end of April. A team of 10 apprentices will be involved in this project working alongside: Mapei, MJS and Karndean.
- Women's Shelter – NSW. Relaying the floors of the apartments will commence in June. A team of 10 apprentices will be part of this project working alongside Ardex, MJS, Signature and Karndean.

This upcoming year promises to be a thrilling period of innovation and expansion for the FCIA Training Academy team. We are excited to collaborate with our members to provide enriching training experiences, ultimately contributing to our industry's sustainable future.



MEET MIKE WILLIAMSON FCIA TRAINING ACADEMYS NEWEST MEMBER

written by: Niranjan Peter, FCIA Group and Mike Williamson, FCIA Training Academy

One of our recent additions to the FCIA Training Academy team is Mike who has been with us for just over 12 months. Mike hails from the United Kingdom and recently migrated to Australia to be closer to his family, warmer weather and enjoy the beautiful landscape of our great nation.

He has been in the flooring industry for 43 years where he has worked with numerous tools as a flooring installer and operated his own business. He has vast experience in sales, estimating, surveying, planning and project managing.

Mike has a strong understanding of all resilient and soft flooring products and specialises in floor preparation, commercial and carpet, and all commercial and domestic vinyl flooring.

We had a chance to sit down with Mike and discuss his career to date and why he chose to become a member of FCIA Training.

Tell us about your Flooring Career before you become a trainer?

When I was finishing school I knew I wanted to work in a Trade because I wanted a career where I could work with my hands. The main reason I wanted to work in a trade was because the idea of going to the same place or office everyday was something I wasn't interested in. My preference was to work in diverse locations.

Flooring really appealed to me, and luckily my father had a friend who worked in the flooring industry. His friend initially offered me a job as a store manager where I could help manage the day to day of the flooring retail store. I rejected that offer as I didn't want to be couped up in the store so then they created a role for me and offered me position as an apprentice floor layer.

What are some of the issues you see in the flooring industry?

The main issue that I see in flooring is the lack of emphasis on having a recognised qualification. Currently anyone can lay a floor and that is by far the biggest issue. This approach can create several Health and Safety issues for the end customer. For example without knowing the correct process to lay carpet tiles on stairs, the flooring could come then loose and cause serious injury.

Firstly, we need floor laying to be recognised as a trade and from there we need to ensure that only qualified installers can lay floors. We emphasise the Australian Standards however more needs to be done in making flooring installation a standardised trade.

Why did you decide to become a flooring trainer for the FCIA?

When I was a young man doing my apprenticeship, I saw a range of different types of learners, and I noticed that some of my peers were struggling to learn. At this stage in my career the idea of giving back and teaching people who are struggling how to be better floor layers was very appealing.

Being a natural problem solver, I feel like I can identify people with learning issues, so I make it my mission to help these apprentices do their best. I want to inspire apprentices to enjoy what they do and take pride in their work.

What have been some of the highlights of being a flooring trainer?

Getting positive feedback from Supervisors and employers has been a highlight. When I have been able to make the apprentices enjoy their role more and get more out of their shell. Getting that positive feedback is reaffirming my goal in this role.

What advice would you give to other Flooring professionals who are interested in being trainers?

If you feel like you enjoy what you are doing, and you enjoy working with other then give it a go because sharing your knowledge with the future floor layers will be good for the industry.



The newest FCIA TA trainer Mike Williamson

TOO LATE TO LISTEN!

Avoid common pitfalls for a successful flooring installation.

In a fast-moving industry such as flooring, it is possible to miss the opportunity to identify a problem that can cost thousands of dollars.

Changes to raw materials and processes affect the manufacturing of the flooring. This is not always the installer's responsibility, but many issues can be avoided if adequate steps are taken to upskill and improve knowledge of flooring types and the installation requirements.

Spanning over 87 years of experience, Mapei training seminars and conventions contribute to developing professionals in the flooring industry. Mapei training and seminars cover all requirements to achieve a trouble-free flooring installation.

The trainings are focused on the installer and those involved with design, estimation and sales, allowing them to identify what is required to install a system.

The Mapei training seminars are free to attend and will only cost time but can help in the long run by avoiding potential failures. Don't leave it too late to listen!

SUBSTRATE PREPARATION AND MOISTURE TREATMENT

Successful floor installations are based on preparing the subfloor to the proper level or flatness and mitigating potential problems due to moisture vapor emissions.

LEARN ABOUT:

- Surface profiling requirements
- Lowering moisture vapor emissions
- Choosing a suitable levelling compound
- Application of levelling compounds
- Curing durations

ADHESIVE TECHNOLOGY AND INSTALLATION

Using a total installation system, including adhesives in conjunction with recommended surface preparation products, ensures compatibility that will likely result in a reliable, long-term, successful installation.

LEARN ABOUT:

- Pre installation requirements
- Movement of floorcoverings
- Selecting the right adhesive
- Applying adhesive and control points



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RESILOOP DISCUSSES THE PROGRESS OF THEIR FLOORING SUSTAINABILITY PROJECT

written by: Niranjan Peter, FCIA Group and Sophi Macmillan, Resiloop

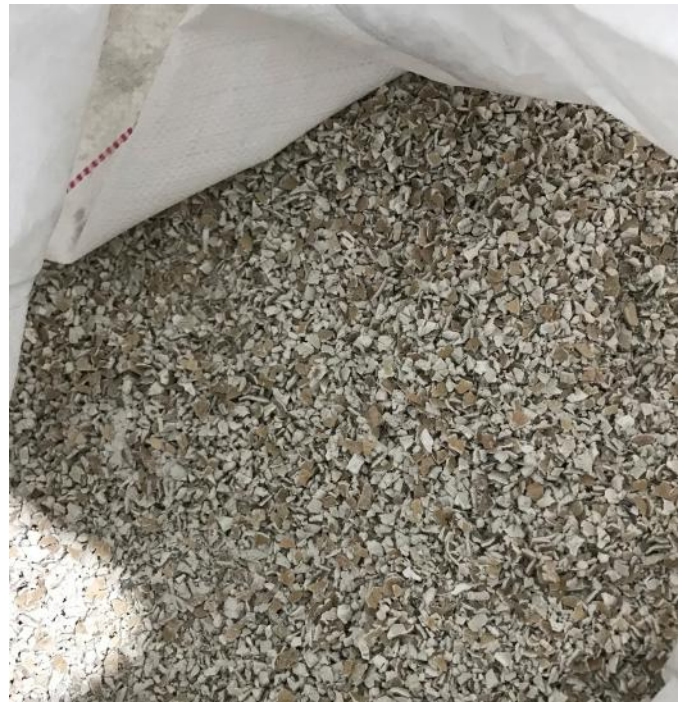
Our June and July issue of Underfoot featured an introduction to the Australian Resilient Flooring Association's investigation into a domestic flooring recycling program. We took the time to reach out to Sophi MacMillan, ResiLoop project director to ask her a few questions on the progress of the initiative. Here is what Sophi shared with us:

What stage is ResiLoop at with the feasibility study and what are the next steps?

- Since launching the proposed design of the ResiLoop product stewardship scheme in May 2023, we've been actively researching and conducting trials to find innovative uses for the recovered materials. Key developments include:
- Collaborating with a Victorian manufacturer to create a pilot processing line for garden edging using 70% recycled resilient flooring waste. Prototypes met performance criteria, with production set to begin in March 2024. Once the new line is commissioned, it will trigger collection of resilient flooring installation waste, commencing in Victoria, to supply feedstock for production.
- Initiating a proof-of-concept trial for a high-volume durable product. If successful, we'll work with the partner to develop an investment strategy and business case for local manufacturing.
- Engaging with researchers exploring innovative applications in which resilient flooring waste may be suitable to identify potential investment projects for our Research and Development program.
- We have also refined the business modelling and reverse logistics process as we move towards implementing industry funding of the scheme via a product levy.

How has the industry responded to the funding of the start-up of local recycling?

The industry response has been overwhelmingly positive. Having an end market for recovered material is critical to being able to initiate the scheme. As the vast majority of resilient products are imported into Australia, the opportunities for recycling it back into resilient flooring



Granulated resilient sheet flooring



Resilient flooring recycle pellets



Re-manufacturing



LVT offcuts collection



Shredding LVT

here are limited. The fact a local manufacturer outside the sector has demonstrated the material can be re-manufactured is very exciting.

In November, 15 leading brand owners/distributors became Founding Members of the scheme, providing an initial financial contribution. This will support ongoing work commenced under the National Product Stewardship Investment Fund grant received in 2022.

ResiLoop Limited, a new entity, has been incorporated to oversee the scheme, ensuring appropriate governance structures are in place so we will be ready to operate the scheme.

What is the investment necessary for participating companies?

With anticipation that we may be able to start waste collections to supply the garden edging manufacturer, ResiLoop Limited will determine the funding needed to recover the required volume of material, attract and onboard collectors and members, as well as to maintain ongoing R&D investment. The board will shortly confirm a levy per square metre of relevant products, expected to be in the order of several cents. Contractors and retailers can participate as Collection Points to aggregate waste with a nominal annual fee, more than offset by savings on their waste disposal costs. Flooring technicians will be able to register for free as collectors.

What are the key issues to be addressed to move to an operational domestic recycling facility?

ResiLoop is not intending to build and operate a recycling plant but will collaborate with existing industry players to develop end markets and expand recycling and re-manufacturing capacity. Although there is much expertise and many innovative minds in Australia, the manufacturing base is limited and it is often difficult to achieve economies of scale to justify investment in new plants. We'll explore multiple solutions and engage with existing recycling plants we know have the capability to process our material. Efficient logistics for material recovery and transportation to manufacturing locations are crucial, as is recognition of those participating in effective product recovery schemes and addressing 'free-riders'.

What can the FCIA and its members do to assist and promote the cause?

ARFA and ResiLoop appreciate FCIA's support in raising awareness and educating the industry on the need to address waste. FCIA members can contribute by becoming offcut collection points or collectors as we build our network of collection points nationally. We invite distributors with FCIA membership to join the scheme, if they haven't already, and welcome feedback and ideas for scheme improvement. Expressions of interest in participating in the scheme are highly encouraged. Working together, we can make a positive impact!

We are thankful for Sophi to giving us an update on what is happening with the project and we are excited to see what the future looks like for sustainable flooring opportunities.

FCIA APPRENTICE COMPLETIONS

written by: Fiona Wischnewski, FCIA Group

DUKE MALONEY – G&S TILES

FCIA Training Academy would like to congratulate Duke Maloney from G&S Tiles for completing his apprenticeship in MSF30818 Certificate III in Flooring Technology.

He commenced his apprenticeship approximately four (4) years ago and whilst having to deal with a change of RTO, change of qualification and COVID he still managed to complete.

During his apprenticeship, Duke enjoyed learning new skills in the trade and gaining confidence in his installation ability. He enjoyed on-the-job training and found his trainer/assessor to be very knowledgeable.

Duke wanted to become a qualified installer as he feels it is important to ensure that as an installer you have the required skills and knowledge to be able to complete jobs to the required standard.

Duke really enjoys working in the flooring industry and would recommend it to anyone.

FCIA Training Academy would like to congratulate Duke for completing his apprenticeship and wish him every success with his future flooring career.



Duke Maloney, G&S Tiles receives certificate

JADE EARLEY – FLOORWORLD LAUNCESTON

Congratulations to Jade Early from Floorworld Launceston for completing his apprenticeship in MSF30818 Certificate III in Flooring Technology.

He commenced his apprenticeship approximately four (4) years ago and whilst having to deal with a change of RTO, change of qualification and COVID he still managed to complete.

During his apprenticeship, Jade enjoyed learning all aspects of flooring and really enjoyed learning new skills. Now that he has completed his training, he is really looking forward to working on more jobs on his own.

Being qualified was important to Jade as it gave him another qualification and also allowed him to earn more money to provide for his family.

He enjoyed on-the-job training because he felt he was able to receive continued support throughout his apprenticeship. He found the skills, knowledge and support from his assessors great.

FCIA Training Academy would like to congratulate Jade for completing his apprenticeship and wish him every success with his future flooring career – Well done!



Jade Early, Floorworld Launceston

LUKAS PATSIOURAS – LOMAC COMMERCIAL FLOORING

FCIA Training Academy would like to congratulate Lukas Patsiouras for completing his apprenticeship in MSF30818 Certificate III in Flooring Technology. Though having to face a number of challenges including, change of RTO, change of qualification and COVID he still managed to complete the qualification at a very high standard.

During his apprenticeship, Lukas enjoyed going to work, learning new skills and perfecting other skills that he had already learnt. Following on from his apprenticeship, Lukas would like to hone in on his commercial floor laying skills and expand his knowledge and one day coach the newer generation of installers coming through.

Lukas wanted to become a qualified installer to ensure that when he installs his floors they comply with the Australian Standards and manufacturer's instructions.

Lukas enjoyed the flexibility of on-the-job training. He also enjoyed the variety of different jobs he went to and learning how each job runs and how to coordinate the job.

Lukas found his trainer's (Ryan) skills and knowledge to be extremely vast. He felt Ryan had a lot of experience and skills that he passed on to him. He also help Lukas to break down jobs into easy to manage steps.

Well done Lukas for completing your apprenticeship and we wish you every success with your future flooring career.



Lukas Patsiouras, Lomac Commercial Flooring



INVESTING IN THE FUTURE THROUGH TRAINING

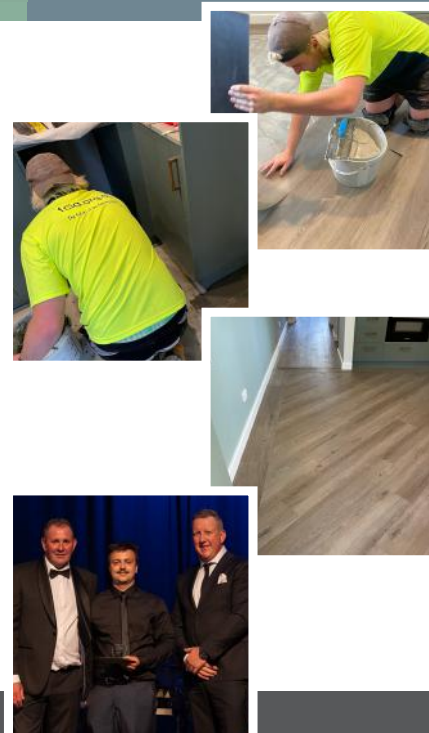
FCIA is working hard to help set standards for the industry through skills development, attract new people into the industry and to work with industry in finding solutions to our skills.

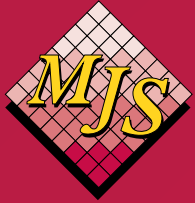
This is being done through the following initiatives:

- On the job apprenticeship training program
- Apprentice charity workshops
- Career Days
- Insurance Program specifically for the flooring industry
- VISA's for Skilled Migrants
- FCIA Gala Ball

For more information on the FCIA or FCIA membership please contact **Fiona Wischnewski** or email info@fcia.org.au

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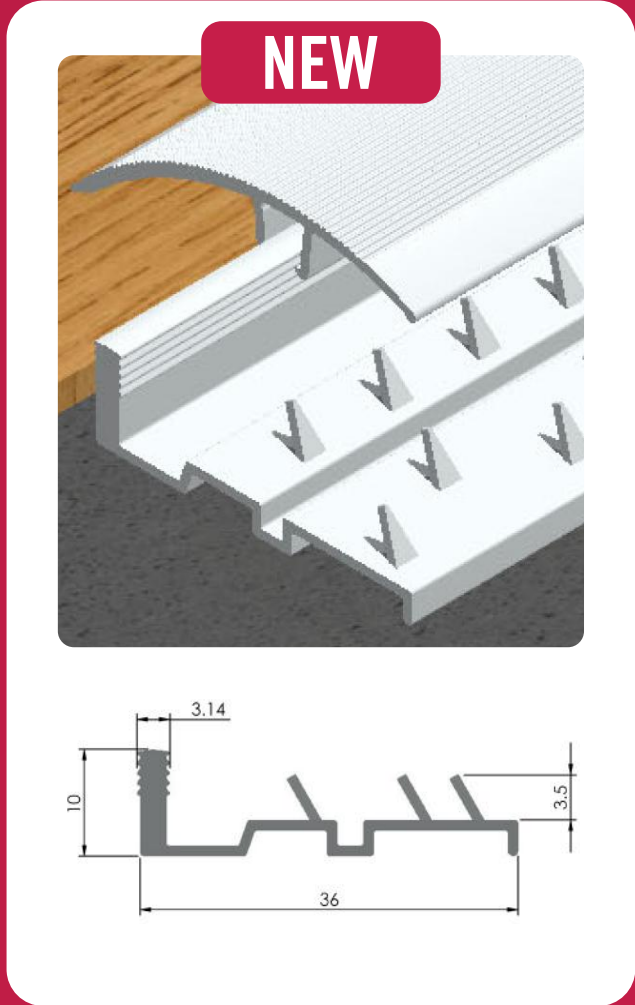
Floorcoverings

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