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Welcome

Image credit: Gold Coast Tourism Corporation.
Welcome to AusFenEx16 – the joint conference and trade show of the Australian Glass & Glazing Association (AGGA), the Australian Window Association (AWA), the Skylight Industry Association (SIA) and the Australasian Institute of Surface Finishing (AISF). With a combined total of over 1200 member organisations from across Australia and the world, AusFenEx16 is shaping up to be a great event.

On behalf of the collective, we extend a warm welcome to delegates, sponsors and exhibitors at this event planned to promote the industry and your businesses. It provides a targeted opportunity to deliver your message, strengthen your brand, develop relationships and make new contacts. Take the time to visit the innovation and new designs in window systems, hardware, software, glass, finishing and many other areas in the trade exhibition area. Expand your knowledge at the conference business sessions covering topics crucial to our industry. In these volatile economic times it is even more important to engage with people across the industry supply chain. Network with industry colleagues, enjoy the extended design awards and party at social functions that provide the opportunity to communicate on a personal level with like-minded people.

The organising committee has tailored a conference program to deliver you true value and lots of excitement and we sincerely hope you enjoy your time with us on the vibrant Gold Coast.

Tracey Gramlick
Executive Director & CEO
Australian Window Association

Warren Overton
CEO
Australian Glass & Glazing Association
THE HOSTS

AUSTRALIAN GLASS & GLAZING ASSOCIATION

The Australian Glass and Glazing Association (AGGA) is the peak body representing State Association members and individual companies covering glass manufacturers, processors, merchants, glaziers and suppliers of supporting machinery, services and materials. The AGGA’s vision is to support the long-term viability of the Australian glass and glazing industry and establish the sector as a provider of safe, high quality, sustainable, glass and glazing products, and services.

AUSTRALIAN WINDOW ASSOCIATION

The Australian Window Association (AWA) is a national organisation representing over 600 manufacturers and suppliers to the window and door industry. The AWA’s membership comprises of residential and commercial window manufacturers supplying Australian window and door market requirements.

The AWA owns and manages the Window Energy Rating Scheme (WERS) and the Australian Fenestration Training Institute (AFTI), and is a NATA accredited Inspection Agency.

The AWA is a co-operative whereby all members are encouraged to be involved in the decision making process.

We support our members in the areas of compliance, technical support, knowledge and communication.

SKYLIGHT INDUSTRY ASSOCIATION

The Skylight Industry Association (SIA) membership is made up of skylight manufacturers, skylight resellers, companies that supply raw materials and skylight installers.

The Association continues to set professional standards and has been instrumental, in partnership with the AWA, in creating a Skylight Energy Rating Scheme to meet the BCA energy requirements.

Association members, working with Standards Australia, have formalised the quality aspects of skylights through the creation of the Skylights Standard AS 4285. This Standard sets out the basic structural and performance requirements of skylights that members must adhere to. Tested products carry a small sticker to indicate their compliance with the requirements of the Standard.

AUSTRALASIAN INSTITUTE OF SURFACE FINISHING

The Australasian Institute of Surface Finishing (AISF) is a not for profit member association of primarily Australian powder coaters, electroplaters, anodisers and other individuals involved in the surface finishing industry, including supplier companies.

It is our vision to be recognised as the representative voice of the surface finishing community, enabling members to protect and enhance the long term sustainability of our industry and its stakeholders.

Our Association brings the best of industry together with a strong focus on working with regulators and engaging with Government to drive change from within industry. The AISF’s overriding objective is to ensure that our members are equipped with the skills to strive for best practice outcomes and to contribute to their success as a surface finisher.

www.agga.org.au
www.awa.org.au
www.siai.com.au
www.aisf.org.au
Forel continues to invest in Research and Development; consolidating new projects that are the results of Italian talent. Strategic vision and many years of collaboration by a unique team of professionals contribute to enhanced growth of a brand that provides the key to market development. The Forel philosophy believes in a ‘tailor-made’ product; designed to meet the customers’ increasingly complex needs in a constantly evolving market. Production is kept entirely at Forel’s headquarters in Roncade, Treviso.
SPONSORS

Image credit: Gold Coast Convention & Exhibition Centre.
“If you’re aiming to expand your business, it’s crucial to stay informed about the latest technologies and market trends,” says Neil Searle, Managing Director, Overseas Glass Agencies Pty Ltd (OGA).

Established in Melbourne over four decades ago, OGA is widely recognised as a specialist supplier of European glass processing machinery, spare parts and service to the Australian and New Zealand glass and window industries.

Whilst the quality and reliability of the products supplied by the manufacturers represented by OGA is renowned, it is OGA’s knowledge and experience that has firmly established their position within the industry.

“We thoroughly enjoy working closely with progressive businesses that move with the times, offering solutions and systems to improve their operating efficiencies, responding to market trends and expanding their product offerings. Our expert team can advise every sized business - be it taking the very first step to cutting and processing glass, through to fully automated world-class glass processing and IGU production systems,” said Neil.

The range of machinery provided by OGA encompasses glass storage, loading, cutting and edging systems; as well as CNC processing, tempering, laminating, and IGU manufacturing systems. In representing some of the world’s leading manufacturers, including Forel, Forvet, Lattuada, Neptun, Mistrello, and Macotec, OGA’s experienced team can offer professional advice and after sales service in all areas of flat glass processing.

Forel is a leading Italian glass machinery manufacturer that has, over their 40 year history, gained a formidable reputation globally for their premium double glazing systems, vertical glass processing machines, laminated glass production and vertical cutting systems. Recognised as a world leader in industrial automation, their high-volume IGU lines are completely manufactured ‘in house’ in Italy, featuring the highest level of automation, delivering safety, consistency and enviable productivity levels.

“AusFenEx16 is forecast to be the largest window and glass industry conference ever hosted in Australia and we are delighted to be supporting Forel’s platinum sponsorship of this event,” says Neil.
G.James’ vision is to develop a highly sustainable and independent glass and aluminium company.

From 1917 to today, G.James Glass & Aluminium continues to be involved in the manufacture, fabrication, processing and installation of a diverse range of products and is Australia’s leading integrated glass and aluminium manufacturer and contractor. G.James is a private family owned group of companies operating from over 32 different sites and with more than 2000 employees.

2016 welcomes G.James Glass & Aluminium into their 99th year of operation and industry experience.

Doric is the largest privately owned hardware manufacturer in Australia supplying innovative and industry leading door and window hardware for residential, commercial, timber, security and architectural applications.

Doric was established in 1972, by current Directors Ray Long and Roy Alchin, as a tiny brass manufacturer based in Annandale, Sydney. Doric has since grown into a multinational organisation with offices in every capital city in Australia, New Zealand, Asia Pacific and North America. So, if you need any type of hardware for windows and doors talk to us at Doric! Also, we can create customised product to give you a unique offering and competitive advantage in the market.

LiSEC is recognised internationally as the leading supplier of float glass processing machinery and management systems of the highest quality.

With long-established markets around the world, including Australia and New Zealand, LiSEC has won a loyal clientele by taking a holistic approach to its business operations; this includes the provision of ‘one-stop shop’ services, starting with initial consultation and planning, and flowing on to correct machinery specification, tailored software management systems, stress-free assembly and commission, practical staff training, and peerless after-sales support.

LiSEC understands that the best operating systems need start-to-finish integration into every customer’s workplace, which explains the company’s hands-on methodology. LiSEC Australia employs an enviable team of locally based skilled professionals to advise on optimizing each manufacturing footprint, and future growth.
Elegant IG Supplyline is a family-owned specialist supplier of glass processing equipment and consumables for the Australian insulated glass industry.

Elegant IG, which celebrates its 20th anniversary this year, has the expertise and know-how to source the highest-quality products from around the world, including the latest edging machines, prestige sealants, as well as the latest Super Spacer technologies, to name a few.

With an emphasis on delivering practical, affordable and technologically innovative equipment and consumables to suit today’s competitive marketplace, Elegant IG Supplyline is focused on delivering relevant advice and support to suit local manufacturing systems and supply chains. Partnering with industry, Elegant IG work with their customers to ensure best practice manufacturing techniques are introduced and followed.

Part of CSR Building Products, Viridian is Australia’s largest provider of glass and the only Australian manufacturer of float glass and hard coat performance products. With a range covering most types of residential and commercial glass variants including innovative energy efficient and special-use materials, Viridian delivers New World Glass.

Soft Tech develops and markets software applications supporting the global fenestration industry. Our clients are involved in the manufacture of windows, doors, storefronts, curtain walls (cladding for skyscrapers), shower enclosures, balustrades, and other heavy glass and aluminium products.

Soft Tech’s cornerstone product V6 has been adopted in many countries as the software of choice for quoting, costing, optimising and manufacturing of windows, doors and framing.

Recently Soft Tech have developed a range of exciting cloud based solutions such as BuildPak, FeneMeasure and SupplyFlow offering a full range of functionality from point-of-sale to purchasing and production optimisation. These ancillary products operate as stand-alone but also enable tablet access to the power of V6.
Bavelloni is the highest selling glass machinery brand in Australia. We have been present in the market for over 30 years. More than 500 machines have been delivered to Australian customers: straight-line edgers, bevelling machines, double-edgers, CNC working centres, drilling machines and cutting tables. Many of these are still in operation with hundreds of thousands of metres processed. In conjunction with Glass Machinery Imports, this tradition continues with Bavelloni certified Service Technicians for service requirements, widely experienced sales personnel with the Bavelloni products and a large local stock of spares.

With a history spanning 80 years, Capral Aluminium is the largest manufacturer and distributor of aluminium products located in Australia. Capral’s manufacturing footprint includes the largest extrusion facility in the Southern Hemisphere supplying world class Australian made products at short lead times. Capral’s extensive distribution network services industries including residential and commercial construction, transport and marine as well as supplying a wide range of geometric extrusion, machine rod, plate and aluminium sheet products.

Carinya is the new name in premium quality residential windows and doors. The Carinya range has been developed by Alspec, one of Australia’s most respected and long-standing suppliers of aluminium products and systems to the commercial building industry.

The commercial and industrial pedigree of the Carinya products ensures that a level of performance and design, normally beyond the home builders budget, is now accessible.

Carinya Windows and Doors are an investment that you will enjoy every day. The very best in windows and doors is now within your reach.
Headquartered in Houston, Texas, with locations around the world, Quanex Building Products is an industry-leading manufacturer of high-performance vinyl and composite extrusions, warm-edge insulating glass spacer systems, window and door components, and screen products; in addition to kitchen and bath cabinet components, architectural mouldings, and engineered wood flooring. Quanex offers an array of cutting-edge, energy-efficient technologies and services to positively impact our customers, employees and shareholders and put them at the centre of everything we do, through innovation, technology, best-in-class customer service and excellent returns. Quanex is listed on the NYSE under the symbol NX.

Established in 1989, Bent and Curved Glass Pty Ltd (BCG) is a family run, Australian owned and operated specialist glass manufacturing enterprise. BCG provide Australia’s most comprehensive range of curved glass including toughened, laminated, annealed and double glazed products in a full range of glass types. In addition BCG produces specialised laminated flat glass incorporating a range of interlayers including graphic, thermal performance, structural and acoustic.

The experienced staff at BCG work with installation contractors, fabricators, builders and architects at all stages of the building process across all commercial and residential architectural glazing applications to ensure the successful integration of curved and custom flat glass into any sized project throughout Australia.

Beginning operations in 1989, National Glass has earned the position as Australia’s leading independent glass supplier through our unswerving commitment to outstanding customer service and supply of high quality products.

a. 25 Daisy Street
   Revesby NSW 2212
   t. 02 9773 1022
   w. www.bentglass.com.au

w. www.quanex.com  

a. 174 Zillmere Road
   Boondall QLD 4034
   t. 07 3131 3666
   w. www.nationalglass.com.au

w. www.nationalglass.com.au
ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience. Under iconic brands such as Lockwood, Whitco and Yale, ASSA ABLOY Australia has long been developing innovative products. In the growing electromechanical security sector, the Group has a leading position in access control, identification technology, automatic doors and security.

Eastman delivers innovative glazing solutions for demanding applications.

Eastman is a specialty chemical company focused on innovation and performance. Our involvement in building and construction is widespread, and spreading. We supply advanced, high quality PVB interlayers that enhances glass in terms of safety, security, strength, solar/UV control, style and sound control.

We are dedicated to the building and construction industry, especially in the development of innovative material solutions that solve the market’s most challenging problems. Our products are designed to provide exceptional performance, quality, and durability.

Innovation is key to Brio’s success which is why time and effort is spent on R&D to develop and test ground breaking concepts. Brio translates to Energy, Spirit and Vitality: the core values driving Brio to discover new solutions for customers - to be curious beyond the obvious.
Glaston is an industry-leading company committed to delivering technologies and services for the manufacturing of the world’s best heat-treated glass. Our machines create high-quality glass for architectural, solar, appliance and automotive applications. Our portfolio includes a comprehensive selection of heat treatment machines and services. In addition to excellent end product quality, our machines provide superior reliability and a high level of energy efficiency. Technological excellence, combined with dedicated support and services, gives you a competitive edge in your business.

We have a strong sales, service and manufacturing presence around the globe with production on three different continents and a sales presence in more than 20 locations. We’re happy to serve you locally in Australia.

a. Unit 5, 8-10 Ocean Avenue
   Double Bay NSW 2028

  t. 04 9869 6736

  e. pekka.nieminen@glaston.net

  w. www.glaston.net

Lincoln Sentry has evolved, grown and expanded to become one of Australia’s leading suppliers and distributors of hardware and components to the window, door and glazing industries, and cabinet and furniture making industry.

Being successful in such a wide variety of fields is all about having the right range to suit current and future trends. What we offer is simple - the best selection of quality products in 25 locations around Australia - underpinned by expert knowledge and advice. This integrated approach results in our unique ability to bring together multiple elements required by glaziers, fabricators, designers, builders and renovators and to provide a single source of reference, specification and supply for all types of residential and commercial projects. It’s an offer unmatched by any single competitor.

Lincoln Sentry is a member of DuluxGroup.

Fenestration Solutions Australia is a leading supplier of solutions and systems to window and door manufacturers throughout Australia. With over 100 years combined experience, FSA® offer the best quality and most innovative products from around the world, including hardware, software and tooling from Europe, the United Kingdom and the USA.

FSA® are dedicated to providing the best ‘Solutions’ package for the Australian fenestration industry, delivering these with first class customer service and technical support.

FSA® are based in Chelsea Heights, Melbourne, Victoria and service timber, aluminium and uPVC window and door manufacturers with brands such as Truth Hardware, Roto Frank, Hautau, Windowmaker, Oertli, FENTEC® and EVO™.

SEE WHAT’S POSSIBLE!

a. 1/11 Ashley Park Drive
   Chelsea Heights VIC 3196

  t. 03 9773 3966

  w. www.fsa-aus.com.au
Our industry is changing rapidly and at the heart of that change is our customers. Never before have they been as knowledgeable and empowered as they are today. At Viridian, we believe we need to embrace the fact that Australians are demanding more from their glass solutions and help them recognise the pivotal role glass plays in reimagining the spaces they live and work.

Drop by the Viridian stand to continue the conversation about the benefits of a customer focused glass industry.

At Kaizen Executive, we are a service orientated business that for the past eight years has provided specialist industry executive recruitment in the domestic, commercial and industrial sectors, including building, construction, fenestration, glass and glazing, extrusion manufacturing and distribution, hardware accessories and associated furnishings. Kaizen Executive also provides management consulting services in Performance Management, Customer and Market Strategies and Strategic Business Planning. We have also developed and deliver nationally industry based sales training, with programs such as Accelerator™ Sales Master classes for internal and external sales professional, customer service and trade sales employees. Kaizen Executive is located in Parramatta, NSW and operates across all states and territories within Australia.

MAS stands for making apprenticeships simple!

MAS National has been providing the highest quality apprenticeship support services to employers and apprentices since 1998. MAS is contracted by the federal government to provide Australian Apprenticeships support services.

MAS National assists thousands of employers, apprentices and trainees. We guide you through every aspect of the Australian Apprenticeships program, using state-of-the-art technology to provide fast, accurate and efficient services that you can rely on. Use MAS National to solve your administration headaches and coordinate training strategies for your company.

We come to you! Our team of professional consultants is waiting to advise you on the Australian Apprenticeships system.

t. 03 8609 9968
w. www.smart-builder.com

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Drop by the Viridian stand to continue the conversation about the benefits of a customer focused glass industry.

Visit us at ViridianGlass.com
Lunch, morning and afternoon teas will be served in the Trade Exhibition area in Hall 1, Ground Floor, Gold Coast Conference & Exhibition Centre.

The Registration Desk is located at reception opposite the main entrance.
SOCIAL FUNCTIONS

SUNDAY 14 AUGUST

BLUE WATER FISHING CHARTER
Sponsored by Fenestration Solutions Australia & Kaizen Executive

Back by popular demand! Leave civilisation behind and head out to the deep blue for a day of fun, adventure and excitement with True Blue Fishing Charters.

Where: The Spit Pontoon
1 Muriel Henchman Drive
Main Beach QLD

Dress: Casual

Tickets: $260 per Member
$340 per Non-Member

Inclusions: Bus transport from event to nominated hotel stops.
Lunch and drinks will be provided.
All fishing gear, bait and lures will be on board ready for your use.

ANNUAL GOLF TOURNAMENT
Sponsored by Brio & Glaston Corporation

Kick-start the conference by combining a love of golf and business in a relaxed atmosphere. Enjoy a day of Australia’s favourite corporate sport amidst picturesque landscapes, while networking with other decision makers.

Where: RACV Royal Pines Resort
Surfers Paradise QLD

Dress: Casual

Tickets: $210 per Member
$290 per Non-Member

Inclusions: Bus transport to and from event.
Breakfast, lunch, drinks and golf carts will be provided.

LADIES’ NETWORKING LUNCH

Enjoy a relaxed lunch before the conference begins at the luxurious Glass Restaurant at the Marina Mirage. Overlooking the beautiful Broadwater, this is an opportunity to connect with colleagues, welcome new faces and share your experiences with other women in the window and glass industry.

Where: Glass Dining & Lounge Bar
Marina Mirage
74 Seaworld Drive
Main Beach QLD

Dress: Smart Casual

Tickets: $100 per person

Inclusions: Bus transport to and from event.
SOCIAL FUNCTIONS

SUNDAY 14 AUGUST

1730  WELCOME RECEPTION

Sponsored by Soft Tech Group & Carinya Residential Windows & Doors

Allow us to warmly welcome you to AusFenEx16. Join us for a relaxed evening at the official opening to the conference and exhibition. An ideal event to talk to peers, and network with fellow delegates in a pleasant, informal setting.

Where: AusFenEx16 Exhibition
Hall 1, Gold Coast Conference & Exhibition Centre
Broadbeach QLD

Dress: Smart Casual

Registration: One (1) ticket is included in the Full Registration and Accompanying Person Registration fees.

Tickets: $70 per Member
$95 per Non-Member

1930

2030  TRIVIA NIGHT

Sponsored by Eastman Chemical Australia

Find yourself between a rock and a hard place after the Welcome Reception? Rock on over to the Hard Rock Cafe for a fun night of trivia. Our trivia is better than our puns. We promise.

Where: Hard Rock Cafe
Corner Cavill Avenue & Surfers Paradise Boulevard
Surfers Paradise QLD

Dress: Smart Casual

Tickets: $90 per Member
$130 per Non-Member

Inclusions: Bus transport to event from Gold Coast Conference & Exhibition Centre and from event to nominated hotel stops. See page 55.
CHANGE YOUR PERSPECTIVE IN ARCHITECTURE GLASS INDUSTRY

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Bavelloni double-edgers. Think of a technology developed on the ground. Strong, flexible, tailored to meet your needs.

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Fax: +61 7 55308184
Email: garry@glassimports.com.au
www.glassimports.com.au

BAVELLONI IS BACK.
**SOCIAL FUNCTIONS**

**MONDAY 15 AUGUST**

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**DAY 1**

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**AGGA APPRENTICE AWARDS BREAKFAST**

**Sponsored by MAS National**

Breakfast for apprentices short-listed for the AGGA Apprentice Awards.

- **Where:** Room 4
  - First Floor
  - Gold Coast Convention & Exhibition Centre

- **Dress:** Smart Casual

- **Tickets:** Invitation only

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**ACCOMPANYING PARTNERS & FAMILY DAY**

**Sponsored by AGGA**

Enjoy a morning at Currumbin Wildlife Sanctuary. Get a photo cuddling a koala, feed a friendly kangaroo, get up close with a shy echidna or curious possum. Followed by a relaxing and luxurious Italian lunch overlooking the Broadwater at Fellini Ristorante e Bar. There may even be time to do some shopping at the stylish Marina Mirage which features international and top Australian designer labels.

- **Where:** Currumbin Wildlife Sanctuary
  - Currumbin QLD

  - Fellini Ristorante e Bar
  - Marina Mirage
  - Main Beach QLD

- **Dress:** Casual with comfortable shoes.

- **Registration:** One (1) ticket is included in the Accompanying Person Registration fee.

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**DAY 2**

**DAY 3**

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**Image credit: Fellini Ristorante e Bar.**
Welcome & Introduction to AusFenEx16
Nigel Collin

The Host’s Welcome
Brendan O’Reilly, AWA Chairman
Peter Moeller, AGGA President
Mark Hardy, AISF Executive Officer
Ian Murphy, SIA President

Platinum Sponsor Address
Neil Searle
Director @ Overseas Glass Agencies Pty Ltd (OGA)

AGGA Industry Update
Warren Overton
CEO @ Australian Glass & Glazing Association

The Australian Glass and Glazing Association has gone through some major changes in the last year and delivered on important projects. Our much-anticipated Accredited Company Program and the associated Master Glazier initiative have now been launched and are already attracting attention from members and non-members. Our IGMAP accreditation program for IGUs has also been launched and taken up by a number of major IGU manufacturers. Safety is also receiving the attention it deserves with the appointment of a new safety coordinator in AGGA.

All of these programs are designed to help our members to deliver and be recognised for the better quality products and services they provide. This will continue to be the focus for AGGA as we deliver on these programs and look to develop further initiatives to support our members. This keynote will review the work of the last year and outline the AGGA’s plan for the future.
**AWA Industry Update**

Tracey Gramlick<br>Executive Director & CEO @ Australian Window Association

Tracey will provide an overview of AWA industry and member activities undertaken over the last 12 months and offer an insight into what’s planned for the year ahead.

**Disruptive Building Technology**

Dr Andrew Harris<br>Director @ The Engineering Excellence Group, Laing O'Rourke

Sponsored by AWA

In this session, we will examine the impact of rapidly evolving disruptive technology on the building and construction industry, what technologies are currently disrupting the standard operation of the industry and how the industry as a whole, needs to prepare for future eventualities.

**Plenary Sessions**

**Monday 15 August**

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**Proud co-hosts of AusFenEx16**

**Our Objectives**

- To promote the SIA to industry, encouraging membership and support.
- To promote excellence, professionalism, ethical conduct and sound business practices.
- To promote high performance standards, education and training.
- Commitment to expand and unite the Skylight Industry.
- To enlighten consumers to benefits of Skylights.
- To support legislation and regulations that add value to the skylight industry.
- To encourage innovation within the skylight industry.

**Our Values**

- Customer satisfaction.
- Ethical business dealings.
- Respect for people.
- Quality of product.

**SIA Members**

- Test product to Australian Standard AS/uni00A04285.
- Follow a Code of Ethics.
- Provide energy rated products in WERS for Skylights.
- Provide technical knowledge and support.
- Follow an industry Code of Practice.

**For more information visit:** [www.siai.com.au](http://www.siai.com.au)
Use SIA Members: Your Guarantee of Quality

The Skylight Industry Association Inc. (SIA) is the Skylight Industry’s peak body and is a member of the Australian Fenestration Rating Council.

SIA represents manufacturers, suppliers, resellers and installers to Australian Standards AS 4285 and AS 3959, with the NCC and the National Energy Rating Scheme - WERSfS.

SIA members have a strict Code of Conduct and companies that carry the SIA logo provide trade users and the home owner with peace of mind.

Join SIA: Your Guarantee of Quality

Our Objectives

• To promote the SIA to industry, encouraging membership and support.
• To promote excellence, professionalism, ethical conduct and sound business practices.
• To promote high performance standards, education and training.
• Commitment to expand and unite the Skylight Industry.
• To enlighten consumers to benefits of Skylights.
• To support legislation and regulations that add value to the skylight industry.
• To encourage innovation within the skylight industry.

Our Values

• Customer satisfaction.
• Ethical business dealings.
• Respect for people.
• Quality of product.

SIA Members

• Test product to Australian Standard AS 4285.
• Follow a Code of Ethics.
• Provide energy rated products in WERS for Skylights.
• Provide technical knowledge and support.
• Follow an industry Code of Practice.

Proud co-hosts of AusFenEx16
For more information visit: www.siai.com.au
**BREAKOUT SESSIONS**

**MONDAY 15 AUGUST**

1400

**CONNECT.**

**PANEL:**

**THE FACTS BEHIND SURFACE FINISHING**

Mark Hardy
Executive Officer @ AISF

Join Mark Hardy and a panel of surface finishing industry experts to discuss process and specifications and how to communicate this to customers for ultimate success.

**COLLABORATE.**

**LEAN MANUFACTURING TOOLS FOR THE GLASS & WINDOW INDUSTRY**

Bob Carter
Manager – Continuous Improvement @ JELD-WEN Australia

Benchmark your operations against world-class performance and identify operational inefficiencies in both manufacturing and assembly environments. Both Australian and international case studies highlight operational improvement opportunities through not only Lean Manufacturing, but also Total Productive Maintenance and Inventory Optimization techniques.

**DIFFERENTIATE.**

**HOW TO STAND OUT WHEN YOUR PRODUCT IS TRANSPARENT**

Samantha Anderson
Viridian Home Comfort

Home owners want to create spaces that are welcoming and comfortable; they don’t talk about windows. In creating these spaces, windows are the invisible hero of the home.

This session will explore the need to develop innovative solutions and how we simplify our message in the market and develop long-term, mutually beneficial relationships with both the home owner and builder.

**TECHNICAL.**

**STANDARDS UPDATE: WINDOWS & GLASS**

Russell Harris
Technical Manager @ AWA

Jamie Rice
Assistant General Manager @ G.James Safety Glass

The past year has been a busy one for Standards development with an unusual number of Australian Standards under review.

Russell and Jamie will discuss in detail the important changes to both glass and window Standards: AS 1288, AS/ NZS 2208, AS 2688 and the AS 4420 series.
**Day 1**

1440

**Connect.**

**Safety in the Workplace**

Gavan McGuane  
Safety Advocate @ Workplace Health & Safety Queensland  
Sponsored by AGGA

Safety is the most important aspect of the workplace. Gavan had been working in the hospitality industry for only 18 months when a serious workplace incident permanently changed his life. Join Gavan as he shares his story that highlights the personal impacts that injuries have on workers and their families.

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**Collaborate.**

**AWA Window Installation Project**

Gary Smith  
Marketing & Communications Manager @ AWA

Installation continues to be the greatest problem for the performance of windows and glazed doors throughout Australia. Large amounts of time and money are spent investigating what has been thought to be a failed system, only to discover that the issue is poor installation. In fact, around 80 per cent of all window complaints are attributed to installation and care issues during the construction period.

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**Differentiate.**

**Improving Profitability: How a Lack of Organisational Trust Increases Costs & Decreases Speed**

Marie-Claire Ross,  
Chief Corporate Catalyst @ Corporate Culture Creator

At the heart of building trust is company communication. In today’s pressure cooker business world, leaders often feel they don’t have the time, or know-how, to embed trust throughout their organisation. Discover how to amplify this under-used resource to create a thriving high performance organisation.

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**Technical.**

**Taking the Pane Out of Manufacturing & Installation**

Barry Harrington  
Sales Executive @ VIPAC Engineers & Scientists

To avoid severe delays and superfluous costs, it is paramount that windows are adequately tested for air and water leakages before a building is completed.

Our purpose in this seminar is to discuss the benefits of testing, and the risks of not.

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**Breakout Sessions**

**Monday 15 August**

1440  
**Connect.**  
**Safety in the Workplace**  
Gavan McGuane  
Safety Advocate @ Workplace Health & Safety Queensland  
Sponsored by AGGA

1515  
**Collaborate.**  
**AWA Window Installation Project**  
Gary Smith  
Marketing & Communications Manager @ AWA

1545  
**Differentiate.**  
**Improving Profitability: How a Lack of Organisational Trust Increases Costs & Decreases Speed**  
Marie-Claire Ross,  
Chief Corporate Catalyst @ Corporate Culture Creator

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1440  
**Technical.**  
**Taking the Pane Out of Manufacturing & Installation**  
Barry Harrington  
Sales Executive @ VIPAC Engineers & Scientists

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**Room 5**  
**Room 6**  
**Room 7**  
**Arena 1B**

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27
**CONNECT. IN SEARCH OF SERVICE EXCELLENCE**

David Esler  
Principle @ Kaizen Executive

Think about your customer who walks into your trade sales operation or rings your customer service hotline. What really happens to them? Next time you are walking through those departments, take a moment to stop and really listen to what is being said or happening; you may be surprised.

Explore the results of David’s research and discover how we can change and provide service excellence.

**COLLABORATE. WERS: PAST, PRESENT & FUTURE 1996 TO 2026**

Richard Hamber  
Sustainability Manager @ AWA

Walk through the key moments of history of WERS. Beginning with an idea, WERS has grown into a rating scheme with over 350,000 rated fenestration products and is under continued development.

Join us on WERS’ 20th birthday as we look into the exemplary and long running scheme developed by industry for industry, before every product on the market had a star rating.

**DIFFERENTIATE. AGGA ACCREDITED & MASTER GLAZIER**

Warren Overton  
CEO @ AGGA

Patrick Gavaghan  
National Training Manager @ AGGA

The new AGGA Accredited Company Program provides a framework for companies to develop and demonstrate the skills, experience and quality of their staff and organisation.

It comprises four simple pillars – Master Glazier, Technical, Compliance and Safety – which recognise the good business practices you may already have in place. Come to this presentation to hear how you and your staff can be recognised as a Master Glazier and how your company can differentiate itself in a competitive market by being an AGGA Accredited Company.

**TECHNICAL. IGMAP & APPROVED PRODUCTS DIRECTORY**

Daniel Black  
General Manager @ Viridian Home Comfort

As a founding member of the Insulated Glass Manufacturers Affiliation (IGMA), Daniel will examine the need and opportunities for manufacturers to self-regulate. He will introduce the group’s initiative, the IGMAP process – an approval pathway for the highest standard of IGUs.

Daniel will explore how manufacturers are able to use IGMAP to improve their processes and management to produce a better IGU, and differentiate their product in the marketplace.
**CONNECT.**

**COMMUNICATION TOOLS:**
**EXCELLENT CUSTOMER SERVICE**

Gabriella Horak  
Co-Founder @ Better Off With Learning

How are you managing customer expectations? You are asked to advise, quote, and deliver but how do you do this and make a profit in the little time that you have?

Gabriella will discuss the top five tips you need in your toolkit to manage customer expectations.

**COLLABORATE.**

**THE BENEFITS OF INTERIOR INSTALLED HIGH PERFORMANCE IGUS FOR COMMERCIAL RETROFIT**

Tracy Rogers  
Director, Industry Relations & Advanced Technology @ Quanex Building Products

Inefficient windows can account for 25 per cent of a typical building’s heating load in cold climates and 50 per cent of the cooling load in warm climates. By addressing improvement of a building’s envelope first, equipment can be specified to save on upfront and ongoing costs.

**DIFFERENTIATE.**

**GLOBAL GLASS BUSINESS TRENDS & MARKETING OPPORTUNITIES**

Pekka Nieminen  
Vice President, Sales & Service @ Glaston Corporation

Australian fenestration businesses are constantly looking for new developments to increase the value add in their products.

Covering the latest trends in the glass industry and providing a summary of the best of Glass Performance Days 2015, held in Finland in June last year.

**TECHNICAL.**

**CHANGES IN GLOBAL ISO STANDARDS: THE IMPACT ON GLASS & WINDOW SELECTION**

Julia Schimmelpenningh  
Global Applications Manager, Advanced Interlayers @ Eastman Chemical

Changes to international glass performance standards affect the decisions we make when selecting types of glass or glazing in different building projects.

What happens when a design falls outside the standard? How do we reach compliance and what product selection options are available?
SOCIAL FUNCTIONS
MONDAY 15 AUGUST

1830

BUS TRANSFER
Murrays Coaches will pick up delegate from the following nominated hotels:
1830 Watermark Hotel & Spa
1835 Crowne Plaza
1845 Jupiter’s Hotel & Casino

Note: Delegates must wear their conference lanyard or function badge to ride the AusFenEx16 buses.

1900

BLOCKBUSTER STREET PARTY
Sponsored by Doric Products, LiSEC & Elegant IG Supplyline

Walk the red carpet like a superstar as you arrive at the AusFenEx16 Blockbuster Street Party. Bask in the glitz and glamour of Hollywood or experience adrenalin pumping thrills of galactic proportions as you take on the steepest inverted drop in the southern hemisphere on the GREEN LANTERN Coaster. Then enjoy a delicious buffet dinner on Main Street with a host of colourful movie characters.

Where: Warner Bros. Movie World
Gold Coast, QLD

Dress: Casual

Registration: One (1) ticket is included in the Full Registration and Accompanying Person Registration fees.

Tickets: $200 per Member
$280 per Non-Member

Note: Delegates must wear their AusFenEx16 lanyard or function badge to enter Warner Bros. Movie World.

2300

2300

Note: Delegates must wear their AusFenEx16 lanyard or function badge to ride the AusFenEx16 buses.

Know you’re OK with the AWA

Don’t get caught with non-compliant products.

Use AWA & WERS Members.

Look for this certificate & ask for:

NCC Compliance
Australian Standard Compliance (AS 2047 & AS 1288)
Independent Third Party Accreditation
Energy Rating

A GUIDE TO WINDOW AND DOOR SELECTION

Download Our Window & Door Selection Guide. Visit www.awa.org.au for information on NCC requirements.
**Welcome**

Nigel Collin

**What can we look forward to for Australia’s construction industry?**

Dr Harley Dale  
Chief Economist @ Housing Industry Association  
Sponsored by Lincoln Sentry

Australia’s construction industry is awash with opportunities in coming years. 
Sure, there are plenty of challenges, but what’s new? Global uncertainty and a somewhat unstable domestic political environment shouldn’t stop progress for Australia’s wide and diverse construction markets.

One of Australia’s most respected ‘propeller heads’ – HIA Chief Economist, Dr Harley Dale – will provide a frank but comprehensive view of the forecasts for Australia’s diverse construction markets, and the outlook for domestic and global economies.

**Glass & window market update**

Peter Moeller  
Executive General Manager @ Viridian  
Sponsored by AGGA

Peter Moeller will examine the changing face of the Australian glass industry, focusing on the influence of the end user as the most significant factor in determining the industry’s future. Challenging the channel to better understand its customers, Peter will discuss how Australians are demanding more from their glass solutions and suppliers as they recognise the pivotal role glass plays in reimagining the spaces they live and grow in. Through Viridian’s research Peter will share insights directly from the minds of the consumer as they contemplate their ideal living and work space.

**Morning tea**

Sponsored by SIA

Morning tea will be served in the AusFenEx16 Trade Exhibition, Hall 1.
Windows shape the appearance and performance of buildings. They are a significant design element and occupant requirement in virtually all buildings, but they also have a historical reputation for being the energetic weak link in the building envelope. As global environmental concerns are becoming increasingly important, glazing and windows are well positioned to take a leading role as a solution that will lead the building industry toward a goal of zero net energy building solutions.

The next 20 years will help deliver carbon-neutral design solutions to new and existing buildings across Australia and the U.S., and will also provide more design freedom to enhance occupant comfort and experience in highly glazed spaces. This will be driven by innovation in both technology and business practice, with a new generation of smart glazing, shading and facade solutions that will be adaptable and responsive to occupants, owners and the grid, and will provide new value-added business opportunities to the companies that supply them.

Women in windows lunch: What's Your Edge?

Gabriella Horak
Co-Founder @ Better Off With Learning

Most of us are looking to succeed at something; in our roles; in business or personal goals. To succeed you need an edge, a differentiator. How are you differentiating yourself so that you can be in the top 5 per cent of successful people?

Communication is key to success in relationships and business. Although customer service and great communication should be intuitive, sometimes it’s important to have your skills confirmed and perhaps updated! Gabriella will discuss the principle of The Slight Edge, and how you can apply this in your day to day business transactions.

Leave this session with practical tips and tools that you can employ immediately to get your edge.
We all want people to change; whether we want consumers to buy more, employees to work more or colleagues to think more. If people did exactly what we wanted them to we would all be happier... and richer. In this provocative presentation, Adam Ferrier arms delegates with a new way of thinking around, and inspiring, lasting tangible change using a potent blend of human psychology and advertising know-how.

Sharing his understanding of the fundamentals of why humans do what they do and buy what they buy, Adam will:

• Encourage delegates to utilise the behavioural science behind motivation theory.
• Shed light on the key factors that must exist to create lasting change.
• Provide tools and techniques to put this new knowledge into practice.
• Flip everything you thought you knew about why we do what we do, on its head.

Sky-rocket motivation - whether to buy, perform or change - through cognitive behavioural psychology and a deep understanding of behavioural economics.
**SOCIAL FUNCTIONS**

**TUESDAY 16 AUGUST**

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1800  
**PRE DRINKS**  
Foyer F, First Floor  
Gold Coast Convention & Exhibition Centre.

1830  
**2016 DESIGN AWARDS**  
*Hosted by Peter Rowsthorn*  
Celebrate the talents and innovative achievements of the fenestration and glazing industry as the AGGA, AWA, AISF and SIA recognise the members that excel in their field with this professional showcase.  
Where: Arena 1B, First Floor  
Gold Coast Conference & Exhibition Centre  
Dress: Cocktail attire, lounge suit.  
Registration: One (1) ticket is included in the Full Registration and Accompanying Person Registration fees.

1930  
**GALA DINNER**  
*Sponsored by G.James*  
*Hosted by Peter Rowsthorn*  
Join us for a spectacular end to AusFenEx16 as we whisk you away to the Rio De Janeiro Carnival. A scrumptious three-course meal will be followed by a vibrant band, encouraging delegates to let their hair down and kick up their heels on the dance floor.  
Where: Arena 2, Ground Floor  
Gold Coast Conference & Exhibition Centre  
Dress: Cocktail attire, lounge suit.  
Registration: One (1) ticket is included in the Full Registration and Accompanying Person Registration fees.  
Tickets: $270 per Member  
$350 per Non-Member

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Stephen Selkowitz has 40 years of experience in building energy performance, with an emphasis on research, development, and deployment of energy efficient technologies and sustainable design practices. An internationally recognized expert on window technologies, window software tools, façade systems, and daylighting, he led the Lawrence Berkeley National Lab team that develops and demonstrates new technologies, systems, processes and tools. He serves as Scientific Advisor to four building science programs globally, and authored over 170 publications, four books and holds two patents.

Adam Ferrier is a Consumer Psychologist and the Global Chief Strategy Officer / Partner at independent agency Cummins&Partners. He graduated university with degrees in Commerce and Psychology and by a strange twist of fate began his career in forensic psychology. Adam worked in maximum-security prisons and private practice, before making the natural move to marketing consultancy, working for Added Value. Here Adam switched his interest from understanding criminal behaviour to consumer behaviour.

He completed his clinical psychology thesis in ‘Identifying the underlying constructs of cool people’, and for a short while was a global cool hunter. Continuing the slide from the moral high-ground Adam joined ad agency, Saatchi & Saatchi, before starting Naked Communications Asia Pacific in 2004. Naked grew to be one of the most successful agencies in Australia, and was later sold. During this time Adam’s work received many accolades, winning at top award shows such as Cannes Lions, The Effies, Clio, ADMA, AMIA and LIA.

Adam is a regular commentator on consumer behaviour on TV (including being a regular panellist on the Gruen series) and has a weekly national segment on radio station Triple M’s drive show. His book ‘The Advertising Effect: How to Change Behaviour’ was published (Oxford University Press) in 2014.

Andrew Harris is a Professorial Fellow in Chemical and Biomolecular Engineering at The University of Sydney, and the Australian Director of Laing O’Rourke’s engineering and innovation consultancy, the Engineering Excellence Group. Laing O’Rourke is Australia’s largest private engineering and construction business, with local turnover of $3 billion per annum. Andrew received his PhD from the University of Cambridge in 2002 and is a Chartered Engineer and Fellow of the Institution of Chemical Engineers (IChemE) and Engineers Australia (IEAust). Throughout his career he has worked at the interface between industry and academia.

Laing O’Rourke is one of the world’s largest privately owned engineering and construction companies, delivering hospitals, schools, high rise offices, power stations, railways, roads, mines, ports and hydrocarbons.Four years ago Andrew was recruited to set up and lead a global centre of excellence to transform the company’s capabilities through strategic innovation, research and development, and enhanced technical performance. Much of this is centred on identifying, developing and deploying new technologies across a traditional and risk averse business, where there is an absolute focus on value. In his talk Andrew will explore some of the lessons from being an entrepreneur in a global, multi-billion-dollar business.
Harley Dale has 25 years’ experience as an economist, working in academia, consultancy, banking and finance, education, and industry. He has held a wide variety of roles across New Zealand, Australia, Hong Kong, and the United Kingdom.

Harley began his career focussing on the international economy and retains a keen interest and focus on global economic developments and research. Over more than 17 years now Harley has focused primarily on Australia’s construction industry, especially residential. Harley is a highly regarded public speaker and is a regular media commentator.

He joined HIA as the organisation’s Senior Economist in September 2003 and has held the position of Chief Economist since November 2007. Harley manages HIA Economics, and its consultancy arm - Australian Construction Insights - and brings together a very experienced team focussed on policy research, industry briefings, analysis, and forecasts, augmented by a wide suite of reports and communications together with a demonstrated ability to deliver tailored market research.

HIA Economics and Australian Construction Insights combines to be Australia’s market leader in research and forecasts related to both residential and non-residential construction markets, while continuing to provide HIA members with the most comprehensive economic support available anywhere in Australia.

Peter Moeller joined CSR as Executive General Manager of Viridian in September 2012. Previously he was Managing Director of Saint-Gobain Glassolutions for Scandinavia, and European Marketing Director, Windows, based in Denmark. Peter has extensive marketing and sales experience in the glass industry having worked for Saint-Gobain Glass for over 20 years. He has a detailed understanding of global glass technology, product innovation and product development, with wide ranging experience in the industry with an understanding of glass’ complex channel management.

Peter is a Board Member of the Australian Glass & Glazing Association (AGGA) and the Australian Window Association (AWA).

Gabriella is a passionate, dynamic and inspirational learning and development consultant. Through years of working in a wide range of industries, Gabriella has developed extensive knowledge and understanding of results driven outcomes. She skilfully guides her audiences to explore their potential. Gabriella runs a successful business, developing teams, business owners, senior managers and individual contributors. Her ability to connect to her clients is exceptional.

Gabriella’s experience in learning and development and the corporate training marketplace spans over 20 years. She has designed, delivered and facilitated programs - on both small and large scales - and training assignments in sales, service, change management, complaint handling, team building, communication and interpersonal skills, negotiation, performance management, leadership and coaching. One of Gabriella’s specialty areas is one-on-one coaching.

Through years of interpersonal coaching Gabriella has learned unique skills which enables her to connect with clients and coach them to improved performance in all areas of their lives, from professional to personal. Coaching with Gabriella has resulted in profound change for her clients.

In addition to Better Off With Learning, Gabriella is also the Director of Facilitrain, a successful, boutique corporate training company.
Warren Overton, Chief Executive Officer of the Australian Glass and Glazing Association, has over 20 years’ experience working in government, education and the private sector with a focus on energy efficiency and sustainability of buildings.

Prior to joining the AGGA Warren was Managing Director of Viridis E3, a sustainable building consulting firm. Warren has a keen interest in customer satisfaction delivered through technical excellence and innovative approaches as well as the significant health and well-being benefits that can be delivered through the use of glass.

Tracey has a background in Engineering, a Masters in Technology Management and Business Administration and over 30 years of fenestration expertise in various design, technical, production, education, materials and marketing roles prior to her current position as Executive Director and CEO of the Australian Window Association.

She represents the industry through political advocacy for manufacturing, energy efficiency and compliance, sits on three industry aligned boards, regularly speaks at international and local events, actively participates in numerous National Construction Code, Australian Standards, International Standards and energy committees, and enjoys her regular radio appearances on the ABC.

Nigel created his first business at the age of twenty and sold it at twenty-one. He built Absurd Entertainment, one of Australia first and largest entertainment design companies; worked extensively on the 2000 Olympics; was entertainment advisor at the Paralympics; grounds entertainment producer of the Sydney Royal Easter Show for six years and still holds the accolade of being Show Director for Australia’s largest ever corporate event.

He is now Founder of ‘Thinkativity’ providing meeting design and ideation for business meetings and events.

He has advised Ministers of Parliament, C-Suite executives and entrepreneurs. Organisations in a myriad of industries including IT, franchise, events, marketing, finance, pharmaceuticals, government and telecommunications have benefited from his experience and expertise.

He is an alumni of the Disney Institute, a Ted-Xer and author of two books with a third in production titled ‘Game of Inches’.
Peter Rowsthorn
Host, Design Awards & Gala Dinner

Peter Rowsthorn is a high energy, fast paced stand up comedian one minute and a measured character actor the next. A masterful MC of corporate and private functions, he has been performing his slick and blistering stand up for almost two decades.

Most recently, Peter has appeared regularly on ‘Thank God You’re Here’ series 1, 2, 3 and 4, popped up on ‘Talkin’ Bout Your Generation’ and can currently be seen hosting the delightful ‘Can We Help’ on the ABC on Friday nights. Peter is probably still best known as long-suffering husband and pants-man Brett Craig on ‘Kath & Kim’.

He is one of Australia’s most experienced stand-up comics performing in just about every stand up room in the country as well as delighting numerous corporate clients. He is also very, very funny.

Samantha Anderson
Viridian Home Comfort

Like you, Samantha is passionate about quality windows and making homes more comfortable and joyful to live in.

With over 20 years’ experience in commerce and seven years in the building materials industry, Samantha brings an alternative approach to simplifying the glass selection process based on functional and emotional benefits.

Samantha has partnered with companies such as AWS, Rylock, Dowell, Bradnams and Wideline to share her expertise and insights into how natural light and comfort can grow their business.

Samantha believes well insulated windows are the soul to a home - they offer light and space for us to grow and thrive. The power of natural light and comfort cannot be underestimated.

Daniel Black
General Manager @ Viridian Home Comfort

Daniel has been working with glass now for 15 years; 13 of which have been involved with the manufacture of IGUs. An engineer by background, Daniel has designed, built and managed glass manufacturing plants, including the first fully automated IGU factories in Australia and New Zealand.

Daniel is now the General Manager of Viridian’s Home Comfort Service Arm, specifically servicing the Residential Window and Door Fabricator sector.

Daniel represents Viridian on the Insulating Glass Manufacturers’ Affiliation group, and has been an active member since 2012. He is committed to improving light and comfort levels in Australian homes through the use of high performance IGUs which meet and exceed the current minimum requirements.

Prior to moving to Australia and into the glass industry, Daniel worked in the UK for IMI Norgren, a world leader in motion and fluid control technologies.
Patrick Gavaghan is the National Training Manager for the Australian Glass and Glazing Association. Patrick represents the AGGA on the review of the glass and glazing industry training package and is Chair of the AGGA Member Registered Training Organisation and training executive committees.

In this role, Patrick also represents the glass industry on the newly formed industry reference committee structure and is responsible for developing the AGGA training strategies including increasing members access to up-to-date training and increasing apprenticeships across all of the glass sectors.

Patrick’s background is in industry training and education and has over the last five years project managed major glass initiatives, including an industrywide mentoring program and an apprenticeship recruitment program, and is presently the Project Manager of the newly launched Master Glazier program.

Bob Carter is a sought after lean consultant. An experienced industrial engineer specialising in streamlining production systems and lean manufacturing implementations, Bob has a background in industrial automation systems and change management programs, including over 30 years experience in the implementation of operational excellence programs.

He has assisted companies and government agencies in Australia, New Zealand, Malaysia and the USA to implement operational excellence programs and “Manufacturing Best Practice Hubs” across a range of industries. More recently Bob has specialized in the fenestration and glass industries.

Bob has a Masters in Business Administration (Executive) and an Advanced Diploma of Competitive Systems and Practices. His previous roles include National Engineering Manager, Manufacturing Excellence Manager and Lean Manufacturing/Product Development specialist.

David is the Director of Kaizen Executive - a specialist in executive recruitment and tailored talent search within the building and construction, fenestration and glass and glazing sectors.

David also provides management consulting services and professional sales training with industry specific programs such as Sales Force Effectiveness; Accelerator™ Sales Masterclass; Performance Management and Customer and Market Strategies.

With over 25 years professional experience at senior management level within the building and construction industry, David’s domestic and international expertise and experience includes sales, marketing and national management positions at Boral Limited, Crane Group Limited and Capral Limited.

Speaking the jargon of the industry, David regularly has his articles featured in publications produced by the Australian Window Association (AWA), the Window Film Association (WFAANZ) and the Building Designers Association of Victoria (BDAV) on topics such as executive search and recruitment, professional sales training, performance management, profile assessments and skills testing. David has also written the AWA’s sales training programs which he has presented nationally.

Above all, David is passionate about growth, personal development and delivering results that count.

David Esler is the Principal @ Kaizen Executive.

Patrick Gavaghan is the National Training Manager for the Australian Glass and Glazing Association. Patrick represents the AGGA on the review of the glass and glazing industry training package and is Chair of the AGGA Member Registered Training Organisation and training executive committees.

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Richard Hamber is the Sustainability Manager at the Australian Window Association. He has been with the association for over six years, working on projects including the management of the Window Energy Rating Scheme, development of energy efficiency tools, assessing changes to energy efficiency compliance and other sustainability related projects. Currently he is a member of the AFRC Technical Advisory Committee, BPIC Technical Subcommittee and is working on a new energy rating of window attachments.

Mark has over 30 years of experience working in the meat industry, beginning in the retail sector before moving into a marketing role with Australian Pork and then taking up the position as the Victorian State Manager for the only post-farm-gate industry body. With more than six years’ experience working in the industry association field before a move to AISF in 2015, Mark’s focus is to improve people’s knowledge of surface finishing through education and knowledge sharing to get better outcomes for member companies and consumers.

Barry has nearly 40 years of experience in the Built Environment in Australia and New Zealand. His expertise enables him to provide a coherent total building product and service solution that encompasses material performance and longevity. Barry possesses a wealth of knowledge in product development, having introduced numerous high performance insulation and building products and systems into Australia. He has developed major building solutions and techniques for landmark projects such as Melbourne Convention and Exhibition Centre (MCEC), the Gold Coast University Hospital and the Novotel Hotel in Sydney’s CBD.
Russell began his career in the window industry as a window assembler/glazier for Wideline Windows and Doors, where he was employed for the past 17 years. During this time he fulfilled various roles, including sales, business unit manager, project management and technical.

Russell is a competent professional with a thorough understanding of fenestration, including compliance, product design, development and testing. He has extensive project management experience and a thorough understanding of the regulatory framework affecting the window industry. Russell’s experience in R&D means he is familiar with many of the emerging technologies, innovations and market influences that are likely to impact the industry in the future.

Russell is the National Technical Manager for the Australian Window Association. The position involves industry training, involvement in Australian Standards committees, industry communication, technical support, and liaising with other industry associations.

Russell brings to the role a great deal of experience and insight into the window industry, and aims to assist the AWA, and the window industry in general, through the effective facilitation of projects and initiatives which drive innovation and reinforce the objectives and mission of the AWA for the benefit of all members.

Gavan McGuane’s life changed in a matter of seconds after a completely preventable workplace incident.

At just 36, Gavan lost all vision in one eye, and 80 per cent of his vision in the other, after he tripped and fell onto a beer keg, resulting in an alkaline substance mixed with gas under pressure spraying into his face.

Gavan had been working in the hospitality industry for 18 months before the incident left him with injuries that ended his passion for a football career.

Now Gavan travels to workplaces across Queensland as a Workplace Health and Safety Queensland safety advocate, to promote safety in the workplace.

Gavan’s message is that safety is the most important aspect in the workplace and the consequences of failing to prioritise it can be life changing.

Born in North Finland, in the city of Oulo at the bottom of the Gulf of Bothnia. Pekka first fell in love with the glass industry while working for Finnish company, Glassrobots Oy. It was while working for Glassrobots that he first visited Australia, attending his first AGGA Conference in 1998 at Darling Harbour.

He has worked in civil engineering, environmental engineering and glass engineering roles throughout his career. For the last 19 years, Pekka has worked in the safety glass industry in sales roles, with a focus on Asia and Oceania.

With a Glaston branch office established in Australia, Pekka moved to Sydney at the beginning of 2016, and looks forward to what the future brings in Australia.
Before joining G.James in 2015 Jamie was the National Sales Manager for George Fethers & Co. Trading. He has been involved in the glass industry since 1987 and lives in Melbourne.

Jamie has a degree in Mechanical Engineering and a graduate diploma in Risk Engineering. He began his career at T & K Glass and worked in technical support and design roles at Pilkington and DMS Glass before a desire for a new challenge resulted in a change of career from engineering to sales.

Jamie has been a representative on the Australian Standards BD-7 committee, responsible for drafting Standards relating to the Glazing and Fixing of Glass since 1994, and more recently, joined the BD/21 Windows and Doors committee. He is also a member of the ABCB Energy Efficiency Reference Group, has represented Australia on the International Standards Organisation TC 160 Glass in Building Committee and is the inaugural Chairman of the AGGA Technical Subcommittee.

He was AGGA President from 2011 to 2013 and is currently the Insulating Glass Manufacturers Alliance Chair.

Employed in the fenestration industry since 1987, working in both the Technical and Sales/Marketing fields and currently employed as the Director of Industry Relations and Advanced Technology. Tracey is actively involved in and holds leadership positions in multiple domestic (USA) and international industry associations including the American Architectural Manufacturers’ Association, ASTM, CEN, Insulating Glass Manufacturers’ Alliance, Insulating Glass Manufacturers’ Association, Glass Association of North America and the Window and Door Manufacturers’ Association.

Marie-Claire Ross is a workplace sociologist, author and consultant focused on helping leaders create high trust work environments. Marie-Claire is the developer of UNITED trust behaviours and the AURA communication blueprint. Her highly acclaimed book, ‘Transform Your Safety Communication’, reached number three on Amazon. While her Workplace Communicator Blog is read by more than 15,000 people per month. She works with large companies such as Incitec Pivot, Domaine Chandon, CSR Viridian and Murray Goulburn to build trust through effective leadership communication. Marie-Claire has also been interviewed in BRW magazine, ‘Technology Behind Business’ for Sky Business News and been a guest speaker at the second Occupational Health and Safety Symposium, Doha in 2014.
Julia Schimmelpenningh brings 28 years experience in lamination and laminated glass applications and has provided technical product support to glass fabricators, architects, designers, engineers and specifiers.

Focusing primarily on commercial and industrial facilities, her work includes new product development, qualification and commercialization of laminated glazing solutions and the development, and delivery of laminated glass industry training modules. Specializing in safety, sound, security and colour/optics performance of laminated glass.

Julia is active in the development and updating of Standards related to glazing and serves as an officer of national and international organizations including ASTM, ANSI and ISO. She currently serves as the Secretary to ASC Z97, the Standards developing organization for the ANSI Z97.1 Standard.

Julia is also a contributing author to major Industry magazines.

Gary Smith is the Marketing and Communications Manager of the Australian Window Association, holding this position for the last eight years. The position involves industry training, membership services, involvement in Australian Standards committees, industry communication, technical support, marketing and liaising with other industry associations. Throughout his eight years, the AWA has become a very well known brand in the building and design industry.

Gary has worked within the window and glass industries for the past 30 years. This has included 17 years at Trend Windows in Victoria in various roles, National Sales and Marketing Manager for Moen Glass for five years and Sales Manager for Regency Shower Screens for three years.

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5 AWARDS

Image credit: Fenestration Australia Design Awards 2015, Winner - Design Award of the Year, G.James, Campbells Pocket, Mt Mee, Queensland.
In 2016, the AusFenEx Design Awards include the AGGA Awards and the Fenestration Australia Design Awards.

The AGGA Awards are now well established as the glass and glazing premier event of the year.

The AGGA Awards recognise and acknowledge industry excellence in several categories as well as showcasing the outstanding blend of great craftsmanship, brilliant design, technical excellence and personal dedication from new and old industry members.

The Fenestration Australia Design Awards, now in their eleventh year, showcase the outstanding work in design and innovation achieved by our industries. The awards encompass the AWA, AISF and SIA.

These Fenestration Australia Design Awards aim to

• Increase the level of interest in windows, doors, fenestration products, surface finishings and skylights.

• Raise the awareness, profile of and interest in members of the AWA, the AISF and the SIA, and to differentiate them from others.

• Execute a consistent professional showcase for window systems, surface finishings and skylights, by celebrating and recognising excellence.
ARE YOU AGGA ACCREDITED?

The AGGA Accredited Company program provides a framework for you to develop and demonstrate the skills, experience and quality of your staff and organisation. Put simply, it makes it easier for you and your company to stand out against your competition.

To find out more contact us: agga@agga.asn.au  03 8669 0170
2016 heralds the inaugural AGGA National Apprentice of the Year Award.

This award recognises apprentices who have proven not only that they can learn trade skills, but that they can apply those skills in the workplace and demonstrate their commitment to the glass and glazing industry.

To be eligible for this prestigious award apprentices first win Apprentice of the Year at State or Territory level.

Apprentices must be nominated by the relevant AGGA State Association. And the nomination must cover three main areas of evidence:

1. A report from the relevant Registered Training Organisation commenting on the apprentice’s attendance and professional appearance while undergoing instruction; their ability to learn new skills and gain knowledge; and how they demonstrate those skills in a training environment.

2. Additional information is gathered from the employer regarding how the apprentice applies the skills and knowledge in their workplace; the apprentice’s commitment to the business; attitude on safety; and their ability to work within the employer’s business plan.

3. Finally, the apprentice must provide their opinion of the glazing sector: what attracted them to it; their commitment to the industry; and their future career plan.

The AGGA National Apprentice of the Year will be awarded during the AusFenEx16 Gala Dinner on Tuesday, 16 August, 2016.
TRADE EXHIBITION

Images: (left) Viridian @ Fenestration Australia 2015; (right) Gold Coast Convention & Exhibition Centre.
The Trade Exhibition is a major component of AusFenEx16. The Exhibition plays host to exhibitors from the fenestration and glass industry from around the globe.

The Trade Exhibition will host the Welcome Reception, the formal opening of AusFenEx16, on Sunday, 14 August 2016.

The exhibition area is the focus of activity and the prime networking area for both delegates and exhibitors outside sessions. All morning and afternoon refreshments are held in the exhibition area, making it a true meeting point for delegates and a wonderful opportunity to rub elbows with key industry decision makers.

**OPENING TIMES**

The Trade Exhibition will be held in Exhibition Hall 1 at the Gold Coast Convention and Exhibition Centre and will run in conjunction with the conference during the following times:

- **Sunday, 14 August**: 5:30 pm – 7:30 pm
- **Monday, 15 August**: 8:00 am – 5:00 pm
- **Tuesday, 16 August**: 8:00 am – 2:30 pm

Times listed may be subject to change.

**ENTRY**

Delegates are required to wear their conference lanyards at all times. You will not be allowed entry into the conference sessions, the exhibition area, or provided access to catering or event transport without wearing your lanyard.

**CATERING**

All catering breaks - morning tea, lunch and afternoon tea - will be served in the exhibition area.

If you have pre-arranged special dietary requirements they will either be catered for in the main catering choices, or you should make yourself known to one of the banquet staff.

**COMPETITION**

**COLLECT 20 STAMPS IN YOUR DELEGATE PASSPORT TO GO INTO THE DRAW TO WIN!**

A great way to network and meet new business contacts! Each Exhibitor has been issued a unique stamp. By collecting at least 20 unique stamps you can go in the draw to win two nights accommodation for two, including breakfast, at Jupiter’s Hotel & Casino in one of their new Superior Deluxe Rooms*.

Instructions:

1. Visit 20 different exhibitors and ask them to stamp your passport.
2. On Day 3, drop the completed Passport in the collection box as you leave the final session in Arena 1B or hand in at the Registration Desk.
3. Winners will be drawn during the Gala Dinner, Tuesday, 16 August.

* Prize not available for redemption during school holidays and public holidays.
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<td>Technoform ANZ</td>
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Special Exhibitor

Stage: AusFenEx'16
Machinery: Intermac
Machinery: LiSEC
Lounge: Viridian Lounge
C1: Bent & Curved Glass Coffee Cart
C2: National Glass Coffee Cart

Please note: The exhibitor listing was correct at time of printing.
GENERAL INFORMATION
REGISTRATION DESK
The Registration Desk is located opposite the main entrance to the Gold Coast Convention & Exhibition Centre.
The Registration Desk will be staffed during the following times:

Sunday, 14 August 3:00 pm – 7:30 pm
Monday, 15 August 8:00 am – 5:30 pm
Tuesday, 16 August 8:00 am – 4:30 pm
Times listed may be subject to change.

CONFERENCE CONTACT
To contact the conference coordinator onsite:
Megan Smith: 0422 984 993

MOBILE PHONES
As a courtesy to other delegates, please ensure that your mobile phone is switched off or on silent during conference sessions.

CATERING
All catering breaks - morning tea, lunch and afternoon tea - will be served in the exhibition area.

If you have pre-arranged special dietary requirements they will either be catered for in the main catering choices, or you should make yourself known to one of the banquet staff.

BUS TIMETABLE
AusFenEx16 has partnered with Murrays to provide free transfers to and from accommodation and selected AusFenEx16 social functions.

Bus pick up points will be Jupiter’s Hotel & Casino, Crowne Plaza and the Watermark Hotel & Spa. If you are staying at another hotel, you are welcome to make your way to the nearest hotel pick up point and catch the bus from there.

Delegates must wear their conference lanyards to ride the AusFenEx16 buses.

SUNDAY, 14 AUGUST
To Annual Golf Tournament
Hotel Pick Up: 7:00 am Watermark Hotel & Spa
7:05 am Crowne Plaza
7:10 am Jupiter’s Hotel & Casino

From Annual Golf Tournament
RACV Royal Pines: 3:00 pm

From Bluewater Fishing Charter
The Spit Pontoon: 3:00 pm

To Ladies’ Networking Lunch
Hotel Pick Up: 11:30 am Watermark Hotel & Spa
11:35 am Crowne Plaza
11:45 am Jupiter’s Hotel & Casino

From Ladies Networking Lunch
Marina Mirage: 2:30 pm

To Trivia Night
GCCEC: 7:30 pm

From Trivia Night
Hard Rock Cafe: 10:30 pm - 11:00 pm*

MONDAY, 15 AUGUST
To Accompanying Partners & Family Day
Hotel Pick Up: 8:15 am Watermark Hotel & Spa
8:20 am Crowne Plaza
8:25 am Jupiter’s Hotel & Casino

From Accompanying Partners & Family Day
Marina Mirage: 2:30 pm

To Blockbuster Street Party
Hotel Pick Up: 6:30 pm Watermark Hotel & Spa
6:35 pm Crowne Plaza
6:45 pm Jupiter’s Hotel & Casino

From Blockbuster Street Party
Movie World: 10:30 pm - 11:00 pm*

* At the marked events, the return buses will depart the function venue for delegate accommodation every 15 minutes between the provided times.

The bus timetable was correct at time of printing.
BROADBEACH CONFERENCE APP

The Broadbeach Conference App allows delegates to access exclusive offers and discounts to shop, dine, stay and enjoy the wider Broadbeach precinct and wider Gold Coast.

Simply download the app directly to your smart device. If you do not wish to download the App, or do not have a smart device, then visit the Registration Desk to collect a Broadbeach Conference discount card.


HABITAT FOR HUMANITY

In 2016, for the first time ever, AusFenEx has teamed up with a charity to proudly support during our event: Habitat for Humanity.

Habitat for Humanity is one of the world’s leading not-for-profit providers of housing for low-income families in need.

We are inviting delegates and exhibitors to make a pledge to support Habitat for Humanity so it can carry out its important work for disadvantaged families.

Visit the AGGA or AWA stands to find out more and make your pledge.

INTERNET

Free wireless internet is available to all exhibitors and delegates within the Gold Coast Convention & Exhibition Centre. Follow the steps below to access up to 250MB:

1. Connect your device to GCCEC Free and Paid WIFI.
2. Open your browser - the GCCEC splash page will appear.

Four paid plans are available, should you require greater data.

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<th>Plan</th>
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To access the paid data plans, follow steps 1 & 2 as above, then select Purchase Premium Access from the GCCEC splash page and enter your credit card details. Visa, MasterCard and AMEX are accepted.

VENUE INFORMATION

All plenary sessions will take place in Arena 1B. Please enter via the ground floor.

Breakout sessions will take place in the following rooms:

- Connect Stream: Room 5
- Collaborate Stream: Room 6
- Differentiate Stream: Room 7
- Technical Stream: Arena 1B

Please refer to the program for session specific details.

Lunch, morning and afternoon teas will be served in the AusFenEx16 Trade Exhibition in Hall 1.

For the full venue map, see pages 58 & 59.

GROUND FLOOR

- Reception
- Registration Desk
- Hall 1 Trade Exhibition & Welcome Reception
- Arena 1B All Plenary Sessions, Technical Breakout Stream & Design Awards
- Arena 2 Gala Dinner

FIRST FLOOR

- Arena 1B All Plenary Sessions, Technical Breakout Stream & Design Awards
- Foyer F Design Awards Pre-Drinks
- Room 4 AGGA Apprentice Awards’ Breakfast
- Rooms 5 Connect Breakout Stream
- Rooms 6 Collaborate Breakout Stream
- Rooms 7 Differentiate Breakout Stream & Women in Windows Lunch
During the 2016 Ausfenex Conference, visit Capral Aluminium’s stand along with the token you will find in the delegates bag to enter our exhilarating competition. Put your driving skills to the test at the Capral stand and you could be in the running to win a custom-made racing simulator and Xbox package. Come and talk to us about our range of high performance windows & doors and you could be a winner.

www.capral.com.au
1800 ALUMINIUM (258 646)
VENUE MAP: GROUND FLOOR

- Public Restrooms
- Disabled Restrooms
- Plenary Sessions, Breakout Sessions (Technical Stream) & Design Awards
- Social Functions
- Trade Exhibition
- Registration Desk