



# HIA Building Product Compliance Survey

August 2015



**economics**



## Contents

Survey details: .....	4
Are you a manufacturer or supplier of building products? / Are you a builder or contractor? .....	4
Does your company manufacture building products in Australia? .....	5
Does your company import building products or components of building products you manufacture into Australia? .....	5
Do you manufacture building products off-shore for import and sales in Australia? .....	6
Does your company source products for sales in Australia which are wholly manufactured off-shore? .....	6
Do you consider your company is competing with products that are non-compliant with Australian building standards (or other laws)? .....	7
What level of competition do you estimate your operations encounter from products that may not be compliant? .....	7
Do you believe non-conforming building products create risks for your business? .....	8
Please describe the risks you believe your business encounters from non-conforming products. ....	8
Does your business incur direct costs to test the compliance of your products and do you provide relevant information for consumers about the compliance and performance of your products? .....	18
Please estimate the costs to your business to undertake this testing and providing documents/labels, etc .....	18
Does your business incur costs to test compliance of competing products, including imported products? ..	21
Please estimate the costs to your business to undertake this testing. ....	21
Has your company ever reported a non-conforming products to: .....	23
Does your company commonly use building products or materials manufactured off-shore in your building projects? .....	24
Does your company directly import building products or materials manufactured off-shore for use in your building projects? .....	24
Has your company had any building products (local or imported) supplied to your projects that have failed to meet relevant building standards? .....	25
Has your company had any building products (local or imported) supplied to your projects that have failed to supply documentary evidence or required markings (brands, stamps, etc) to verify that they meet relevant building standards? .....	25
Has your company had to replace supplied building materials used in a building project due to their failure to perform as intended? .....	26
Has your company ever declined to use supplied building materials in a building project due to the lack of documentary evidence to show compliance with building standards? .....	26
Does your company allow the owner to supply building products? .....	27
Have you ever been supplied with non-conforming building products by an owner? .....	27
Do your suppliers provide you with appropriate written evidence regarding the performance of the building products you purchase prior to their installation or at the time of delivery? .....	28
Have you had difficulties accessing compliance documents and warranties from your suppliers? .....	29
Does your building certifier (council) request copies of written evidence for the products you use in a building project? .....	30
What cost to your business would you place on the need to monitor the compliance of the building products you rely on? .....	31
Please select which areas you believe are most important to your business for improvement: .....	43



Do you believe civil penalties e.g. fines, should be applied for suppliers of non-conforming building products? .....	44
Are there any other comments you would like to make in relation to non-compliance of building products? .....	45



**Survey details:**

The survey was conducted in July 2015. 952 Builder, Contractor and Manufacturer/Supplier members across all HIA regions responded to the survey. The survey was undertaken to assist HIA's submission to the Federal Senate inquiry into non-conforming building products.

Responses to the survey questions are outlined below.

**Are you a manufacturer or supplier of building products? / Are you a builder or contractor?**

The majority of respondents, 77 per cent stated they were a Builder or Contractor, 20 per cent stated they were a Manufacturer or Supplier and 3 per cent stated 'Other'.

**Respondents description**



Source: HIA Economics



### Does your company manufacture building products in Australia?

Of the 20 per cent of Manufacturer or Supplier respondents, 68 per cent stated their company manufactures building products in Australia, and 32 per cent stated their company did not.

Does your company manufacture building products in Australia?



Source: HIA Economics

### Does your company import building products or components of building products you manufacture into Australia?

Of the 20 per cent of Manufacturer or Supplier respondents, 52 per cent stated their company imports building products or components of building products they manufacture into Australia while 48 per cent stated their companies did not import.

Does your company import building products or components of building products you manufacture into Australia?



Source: HIA Economics



### Do you manufacture building products off-shore for import and sales in Australia?

Of the 20 per cent of Manufacturer or Supplier respondents, 80 per cent stated their company does not manufacture building products off-shore for import and sales in Australia while 20 per cent stated their companies did manufacture building products off-shore for importation and sales in Australia.

Do you manufacture building products off-shore for import and sale in Australia?



Source: HIA Economics

### Does your company source products for sales in Australia which are wholly manufactured off-shore?

Of the 20 per cent of Manufacturer or Supplier respondents, 56 per cent stated their company does source products for sales in Australia which are wholly manufactured off-shore while 44 per cent stated their company did not.

Does your company source products for sale in Australia which are wholly manufactured off-shore?



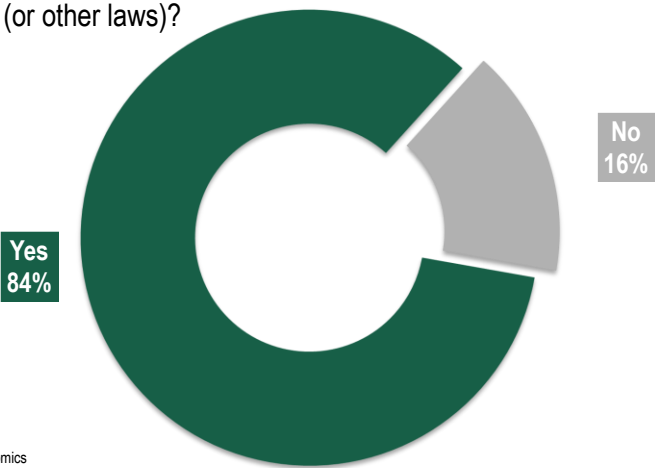
Source: HIA Economics



**Do you consider your company is competing with products that are non-compliant with Australian building standards (or other laws)?**

Of the 20 per cent of Manufacturer or Supplier respondents, 84 per cent stated they did consider their company is competing with products that are non-compliant with Australian building standards and 16 per cent stated they did not consider their company was competing with non-compliant products.

Do you consider your company is competing with products that are non-compliant with Australian building standards (or other laws)?

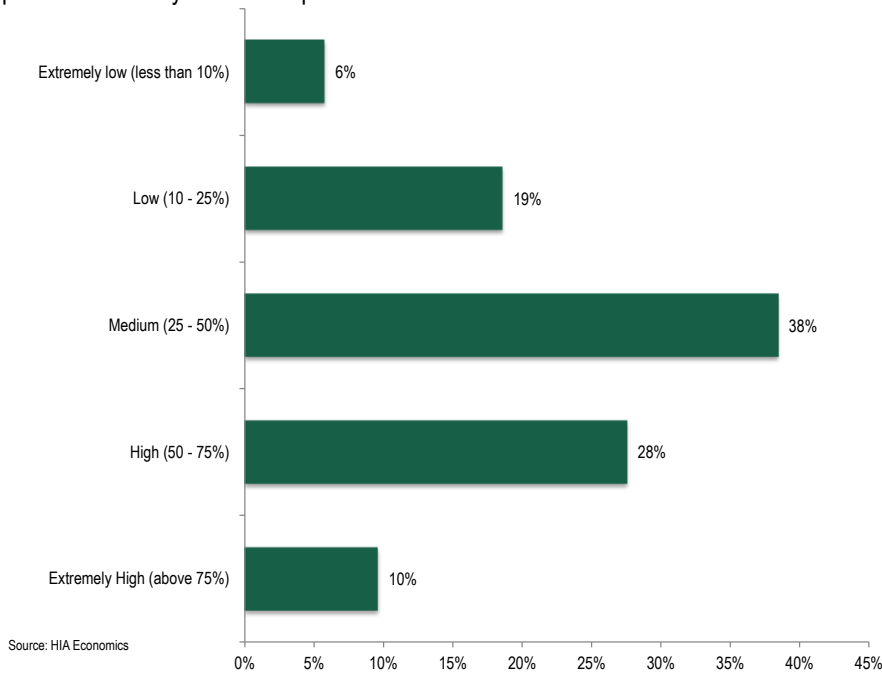


Source: HIA Economics

**What level of competition do you estimate your operations encounter from products that may not be compliant?**

Of the 84 per cent of respondents who considered their company was competing with products that are non-compliant with Australian building standards, 38 per cent stated the level of competition their operations encounter from products that may not be compliant was 'medium' (25-50%). 28 per cent stated the level of competition as 'high' (50-75%) and 19 per cent stated the level as 'low' (10-25%).

What level of competition do you estimate your operations encounters from products that may not be compliant?



Source: HIA Economics





## Do you believe non-conforming building products create risks for your business?

Of the 20 per cent of Manufacturer or Supplier respondents, 94 per cent stated they believed non-conforming building products creates risks for their business while 6 per cent stated they did not believe there was a risk.

Do you believe non-conforming building products create risks for your business?



Source: HIA Economics

## Please describe the risks you believe your business encounters from non-conforming products.

Of the 94 per cent of respondents who believed non-conforming building products creates risks for their business, 80 per cent of respondents provided the following comments on the risks to their business encounter:

- ☺ 1) Lowering of our margins to be competitive with inferior/non-conforming products. 2) Tendering costs are higher in today's market due to consideration to energy rating systems, acoustics and engineering. When provided with other tenderers scope there does not appear to be consideration for some or all of the above. Due diligence must be done on all of our tenders. Tendering costs blow out when the percentage of wins is low. 3) We are concerned for the safety of the end user.
- ☺ 1. Being subjected to unfair competition and pricing and possibly losing complete customer contracts because of a few items; 2. Being lumped with other uncompliant suppliers, and losing sales to alternative product types because of bad reputation to the product type we manufacture even if we were complaint; 3. Being forced into greater regulation and compliance cost, e.g. independent testing and certifications for every single product;
- ☺ 1. Safety issues of untested materials. 2. Unlevel playing field. 3. Testing should be a minimum requirement. Similar to imported cars etc.
- ☺ Ability to continue with Australian Manufacturing is at risk. Non-compliance and specifically the lack of penalties and absence of any form of compliance monitoring means that those businesses who do comply are placed at an unfair cost disadvantage. Additionally, compliance reduces the flexibility to introduce new products to market compared to competitors who import non-conforming product quickly, cheaper and with more flexibility.
- ☺ Ability to not be competitive in the market due to the no-conforming products being much cheaper our imports being tarnished with other suppliers products that don't meet specs even when ours do.
- ☺ Affects the consumers' confidence in the product category in general everyone is tarred with the same brush.
- ☺ All our products conform to Australian standards however our competitors and larger construction companies import direct from Asia





with no governing body monitoring what they use and where. The risk is we miss sales due to clients wanting cheaper products and they get away with it because no one checks them on it.

- ☹ Any non-conforming products pose the risk of product failure in the future. Product failure will impact on our reputation as a manufacturer, creating expensive warranty claims and in the worst case scenario potentially putting lives at risk
- ☹ As an electrical contractor that has used infinity cable, the problem was that the cable had all the right markings as the standards require and was the only cable that we could source at the time due to the relationships some larger wholesalers have with their suppliers.
- ☹ Both in retail trying to compete with cheap imports and on building sites if sub-contractors were to use non-compliant materials.
- ☹ Can give all products a bad name. Undermines confidence in products generally. Lowers sell price which can result in making compliant products unsustainable.
- ☹ Cheap non-compliant products reduce our sales if we do not sell them.
- ☹ Cheap non-conforming products lack backing of test reports but can significantly compromise and drag down market rates for compliant products.
- ☹ Cheaper non-conforming product drag down the level testing in house stagger R&D expenditure with an aim to lower costs so to remain competitive. Products are sold by small wholesalers or individuals that if caught would not suffer or be held accountable as they would fold up business name and commence trading in another name tomorrow. End users do not understand the standards that need to be met and therefore select products based on price and claimed performance. This may uncover not for purpose claims to products that are sighted by end users but not for those products that are hidden out of sight or those product that have a diminishing performance over long period that remains un-noticed by user. A bad competitor product sold by importer can have a bad outcome for a compliant product just because they look the same and therefore the local producer loses out in sales for someone else's non-compliant product solution.
- ☹ Cheaper non-conforming products taking market share. These products also affect the reputation of the industry.
- ☹ cheaper pricing and severe undercutting into market place, makes it hard to be competitive
- ☹ Chinese particleboard mainly ... still highly toxic content.
- ☹ Client trust is affected. Price points are under strain from untested non-compliant products.
- ☹ Competitiveness which ultimately impacts on Job security for staff.
- ☹ Competitors are using cheaper imported products which enables them to quote at cheaper prices and win contracts in what is an already competitive construction market.
- ☹ Compliance rightfully adds cost to our business, so we are at a price disadvantage when competing with non-conforming product suppliers.
- ☹ Cost inequality, Australian products are of superior standard. No one checks the quality of imported products in relation to Aust standards.
- ☹ Costs of imported products are below achievable prices for locally manufacture goods, contracts are difficult to win when competing with overseas sourced products. We either reduce price and operate at unsustainable rates or don't win the contract and reduce staffing to match the shrinking size of the business.
- ☹ Creation and perception that the construction industry undervalues the importance of quality & safety. Big box operations ie, Bunnings & Masters promoting imported inferior product & promoting more DIY people is undervaluing the whole quality assurance & livelihood of qualified trades people.
- ☹ Customers chasing cheaper prices - price trumps compliance on major builds. Effect on my business is loss of sales, volume and related profitability by either walking away from projects or having to reduce pricing to marginal profit levels. Also affects the ability to expand and employ local staff. Constant cost downs to try and compete mean loss of jobs.
- ☹ Damage to the reputation of the industry, lower wholesale / production cost due to non-compliance, making it difficult to compete. In addition to this overstate performance data also makes it difficult to make useful comparisons of our products against competitors.



- ☹ Defects rectification reputation damage delays to contracts.
- ☹ Due to ability of persons to import products with non-independent certification, and the products having the appropriate markings as per the standard. The materials also appear and feel the same as all other similar products. I am referring to Infinity Cable. Cable has been removed from a property after three years and still appears the same as all others when installed. We have recently attempted to have cable tested - in Australia only TUV Rheinland stated they would test. Just the ageing test costs \$3500 per cable and there was a 2 to 3 month backlog with the test taking a month. I even asked General Cable in NZ to test independently, who refused. Other companies advised that it is too expensive to carry out the testing. One advised that they only test data cable and a significant amount of it fails. I emailed the Australian Cable makers Association in February and have never received a response. If it looks like a duck (all the right markings and as per the 'law' had a certification) and quacks like a duck (it works and feels OK), how do you know it's faulty. Look at the amount used and I assume mostly by qualified tradesman, some of more than 20 - 30 years. I have had one say to me they now know why people commit suicide. Everything you have worked for all of your life is for what. How does small business deal with this?
- ☹ Energy efficiencies are not adhered to.
- ☹ External cladding products being imported from China at a reduced price to the current market and taking market share from current Australian based manufactured products employing local people.
- ☹ Fire risks, under quoting from builders using the non-conforming products.
- ☹ General consensus of consumer is that because imported product 'looks' close to ours it performs the same and is of the same consistent quality. This is not the case as the perception is incorrect.
- ☹ Giving industry a bad name and loss of consumer confidence.
- ☹ Goods are being offered at cheaper prices yet we do not know if they comply with Australian Standards.
- ☹ High formaldehyde levels in imported board product.
- ☹ Highest level - potential risk to human life through product failure. Lower level - risk of failure to perform resulting in unnecessary expense to repair/replace.
- ☹ I am a registered builder retailing and providing the option of construction/project services for Class 10A steel garage building kits. My business is based on the concept of a 'value add' model of providing a formally qualified 'turnkey' supply and build process for the quality minded consumer. I choose to use suppliers who have not sourced poor quality (cheap) imported steel materials (including cladding products). My business competes directly with the range of garage and shed products/brands in the market that use poor quality/non-compliant/imported cladding materials. Our suppliers have full computations, and specification support for building permit applications. There is a significant variation in price between quality (EG Bluescope) cladding, and the imported product currently being marketed (primarily via online only) retailers. The challenge to explain the value of quality product to potential clients is becoming increasingly difficult. Also, I have firsthand knowledge of consumers purchasing building kits online (paid in full at point of order), only to find the Terrain category of the building is not appropriate for their proposed siting. There appears to be nothing at stake for the retailer who provides the poor quality product, and there is always a section of the consumer market that will accept product based purely on price, and make uninformed purchase decisions. The risks to my business are concerning when there appears to be no authority controlling the flow of potential non-compliant product onto the retail garage and shed market. There is also no control on purchase of building kits that require building permits. EG: A retailer of a building kit currently has no obligation to provide the consumer with detail or information relevant to the compliance of either the building kit to code, or building permit requirements. What other industry allows a product to be sold to the public by a non-qualified seller? EG: Can you purchase a new Car from a non-licensed motor trader? Does a person walk out of Bunnings with a building kit that exceeds 10m2 and go directly to their local building surveyor or council and submit a building permit? There are many challenges, imported rubbish just adds to the list.....



- ⌚ I believe products that conform to Australian law are being specified on projects THEN being substituted with inferior non-compliant products in an aim to save costs! There seems to be a loophole in the industry where no one is checking and there is no accountability for some builders to keep specifications! The trouble is then when something goes terribly wrong such as the Docklands fire ALL products similar get a bad name in the industry!
- ⌚ If the product is not fit for purpose then it put a bad taste for future jobs that could have the products -- then they are not specified the designs are changed to suit the end users and Architects.
- ⌚ Imported kitchen are often made from non-Australian standards materials, they don't comply so are a health risk to users and to installers. They are sold on a non-level playing field as manufactures here must comply with Standards however Importers can bring in whatever they wish.
- ⌚ Imported Kitchen Carcasses or chipboard products are inferior & give off toxic saw dust. A small amount killing aquarium fish instantly & unknown other side effects. Bolts & coach screws & normal screws shear off too easily!
- ⌚ In a price driven market, cheaper products will often win tenders even though not compliant.
- ⌚ In the plasterboard industry we have seen products imported from China containing sulphur which create noxious fumes that cause respiratory issues, headaches, corrosion in electrical wiring & whitegoods. Huge class actions have occurred in USA and there have been examples in Canberra as well. There have been other products including MgO board that have had similar issues. These products need to go through a verified testing regime to ensure we don't have widespread issues across our nation.
- ⌚ Inability to compete on price due to our competitors using imported non-conforming products and when they fail it will create issues within the industry as we will have to spend more time explaining that we are compliant to concerned customers.
- ⌚ Increased workloads by QMS department dealing with non-conforming product and client complaints risk of builds being non-compliant due to product failure Reputation in industry
- ⌚ Insolvency
- ⌚ Integrity of the product and the liability of consequences resulting from non-conformity.
- ⌚ Issues that arise are safety and structural adequacy and brings the image of the whole industry down.
- ⌚ It is impossible to compete with the prices of non-compliant imported product. Ironically, builders often contact a local manufacturer, that didn't supply the product, to help them sort out the quality and increasingly compliance problems they experience when the imported products fail.
- ⌚ Lack of quality of a product may lead to early failure.
- ⌚ Liability due to failure of product. We have used imported products before and the supplier of these products when asked about warranty the Chinese company said how many years do you want. I believe that if this fails we have no chance of any warranty claims.
- ⌚ Liability potentially as government appears to allow importers to sell products here and imports to come into country and be sold without local Australian testings and certification products meet local standards required. Small business cannot do this and needs to ensure government regulates this.
- ⌚ Long term stability of product in turn creating short term markets
- ⌚ Loss of business caused by an unfair competition. The issue extends further into the field with lack of compliance checks which are now more crucial due to the growing non-conformance and ever increasing associated safety risks. Customers are not supported with correct information and sometimes given incorrect information. There is much less duty of care from many import suppliers of non-compliance products as they are typically smaller companies who can easily disband and disappear should the issue that they cause escalate to costly industry rectification.
- ⌚ Loss of sales due to cheap options on the market (larger DIY stores). Faulty goods which may impact on returning to our works, unhappy customers.
- ⌚ Lost market share, price pressure from non-conforming products perceived to be the same as the industry leader we are often asked to assist by local builders, architects and designers after non-compliant products have





failed. This cost us time and resources despite the fact we never got the sale.

- ☹ Lower cost imports that don't conform to Australian standards are imported by smaller players that are not concerned with compliance.
- ☹ Lowering industry standards & not complying with Australian Standards/Building Codes.
- ☹ Lowering of standards, customers do not know often of the non-conforming components.
- ☹ Many start-up companies have little compliance detail attached to their product offer.
- ☹ Massive losses. BUT Builders drive it- they all want CHEAP without care.
- ☹ Metal door frames manufactured by a Chinese company called METAFRAMES, is the steel up to AUS STD, onsite they seem to oxidise rapidly.
- ☹ Miss out on valuable sales and offering products with a true warranty, products that have been thoroughly tested before they are made available for sale.
- ☹ Need to lower price to meet market expectation of new price point. A lot of the merchants will continue to sell non-compliant building products as their non-conformance is not being policed on site. Thus the new price point stands.
- ☹ Noncompliance causes distrust in the market for our category or products. Stormtech have created this market, and are the originators of the products. Our reputation is at risk by non-conforming products being compared to us in both quality and price. Unrealistically low prices as import competitors and Australian made non-compliant competitors who do not pay for testing and certification giving them an unfair price advantage and creating unrealistic expectations of the expected price in the market.
- ☹ Non-compliant design, non-tested design or incorrect use of compliant design - enabling a reduced sale price. Many retailers use and sell importance level one buildings where an importance level of 2 or 3 should be used. Certifying authorities are not checking or enforcing correct use of design. I lose hundreds of thousands of dollars to non-compliant designs and or use. I think it's only a matter of time before a death occurs because of non-compliance with current standards.
- ☹ Non-compliant products.

- ☹ Non-compliant stairs.
- ☹ Non-conforming products create an untrusting atmosphere among consumers even for brands and products which meet and conform to Australian standards.
- ☹ Non-conforming products usually come at a cheaper price. Consumers will gravitate towards cheaper products in spite of their lack of quality due to having to compete in the market place which is becoming increasingly more competitive. This puts Australian manufacturing at risk as it usually costs more than the imported products.
- ☹ Non-conforming products are sold at discounted rates, therefore competition is difficult The consumer who uses the product daily and their family are at risk of injury or death due to the availability of non-conforming products.
- ☹ Non-conforming products are sold in the market place which have code mark on them (normally they are awarded by certmark, they seem to be the "easiest" to achieve codemark hence why there are so many non-compliant products in the market place. This company awards it but doesn't do any audits or quality checks, awards it based on determination and based on tests from overseas companies. How can this be acceptable? It affects our business as products similar to ours which are audited, tested periodically and be perceived as non-compliant also, therefore consumers tend to make it more difficult for us to sell our product. We have all relevant testing and quality audits and checks, product recall batch numbers and undergo scrutiny yet there are a lot of companies that are getting away with not undergoing any procedures and saying their products are compliant when they aren't. After all Codemark takes approx. 6 months to achieve not 3 weeks, maybe it's about time Certmark underwent a strict and thorough review and this country wouldn't have so many non-compliant products, and builders and architects would feel comfortable in third party certified products, and consumers would sleep comfortably at night!
- ☹ Non-conforming products create the perception of product risk in both the building professional and end-consumer, whether compliant or not. It significantly impacts the business of those who are meeting the standards and product QA requirements through diminishing the credibility of the product group/class.



- ⌚ Non-conforming products exhibit: lack of materials quality, poor quality of manufacturing and assembly methods designed to have limited product life product safety issues both physically & chemically, raw materials sourcing is questionable.
- ⌚ Non-conforming products have a price advantage.
- ⌚ Non-conforming products present significant risk to our business by creating an unlevel playing field whereby minimum acceptable standards of quality and safety are being waived in favour of a "cheaper at all costs" mentality. Many supply contracts are awarded on price with minimal regard to compliance with minimum acceptable standards. The attitudes to compliance within the building and construction industry are that there are little or no consequences to cutting corners as there is no effective enforcement of compliance regulations. Market share of compliant products is eroded meaning the investment in product development and testing to ensuring compliance is amortised over fewer units creating higher overheads, stifling investment in innovation.
- ⌚ Non-conforming products that look and feel the same as our conforming products but do not perform the same give the whole product family a bad name in the market - EG:- Australian and NZ made LVL scaffold planks v Chinese imported LVL planks.
- ⌚ Often builders and customers do not understand the requirements so far as compliance with the Australian Standards or BCA. This means they will select products based on price. Sometimes builders are aware they are using non-compliant products and work on the basis that they probably won't get caught. Profitability can be increased substantially on large projects by using products that might be imported directly by builders. Some builders actually boast that they have been getting away using cheaper products for years. It is also important to remember that compliant imported products force Australian manufacturers to improve their products.
- ⌚ Other suppliers sell non-conforming products into the market.
- ⌚ Our sales compete against foreign (typically low cost) alternative products purporting to meet standards, yet which do not, or at least they do not go through the same level of testing and process auditing rigour to ensure CONFIDENCE in the standards being consistently achieved. Our channels to market, through their ignorance of the issue, the consequences, or out of a sense of "it won't happen to me" frequently opt for inferior products. In many cases appropriate products specified for a project are traded down to inferior foreign alternatives during the "value-engineering" process. This would be fine in a free-economy sense, save for the fact that the standards are not equivalent nor effectively enforced. As a local manufacturer, and selective importer with rigorous acceptance testing processes and a Brand reputation at stake, this damages our competitiveness in the market. I believe that the fault lies with the cynical "cost-ahead-of-quality" elements within our own local construction industry, the regulators charged with protecting the end-user, and the toothlessness of the building inspection process.
- ⌚ Over the years we have noticed new products failing faster than those bought ten years ago. For example softer metal used in screws and fixings - we do not get told by our Australian supplier that they have changed the source of the product (or if the overseas fabricator starts using cheaper materials). We only find out at the point of use, or when the product fails on site at a later stage putting our clients at risk. 10 years ago we used to buy a plastic side spacer for cabinets with inner drawers. They were used without incident and are still safely in operation to our knowledge. In recent years these plastic spacers changed to a different and brittle plastic. In the short time we used them every job failed on site - with inner drawers collapsing in clients homes. This was at great cost to our business.
- ⌚ People buy glass toughened products cheap from Bunnings, Highgrove, EBay, Stratco which are all imported from China, and do not meet the Australian Safety Standards, however the Federal Govt continue to let these Not To Code products be imported cheaply in bulk and kill our local manufacturers and suppliers with an unfair advantage price wise. They have been proven unsafe and dangerous, and still are allowed to be sold. We business operators have to meet very high Australian safety building Codes, when we supply and install glass, however backyard trades, and everyday mums and dads can buy these products unlicensed,



and install them ??? Not even playing ground Mr Abbott

- ⌚ Poor performance of non-conforming products affects the perception and reputation of the industry, its contractors and the companies working within the industry. Our company's reputation is tarnished by the negative experiences that home owners have with non-conforming products. If all building products were strictly regulated and the non-conforming products were barred from dealing in our industry, our company would experience greater growth, offer more employment opportunities and investment in further R&D to expand product range & markets.
- ⌚ Poor respect for others providing quality products and the use of inferior products can be potentially dangerous.
- ⌚ Price cutting from non-compliant products Non-compliant products lowering the standards.
- ⌚ Price driven decision making by builders is impacting the market. This is due to a lack of an integrity watchdog, lack of enforcement for Aust Standards & generally overseas products made with little QC.
- ⌚ Price pressure and therefore viability.
- ⌚ Pricing competition. Our manufacturing costs are simply much higher.
- ⌚ Product failure I Inferior product Warranty issues High risk of chemical use in manufacture ie chemicals not to Australian Standards or code non-competitive against cheaper import.
- ⌚ Product not meeting cyclonic testing in gauge of steel.
- ⌚ Products are easily mistaken for something similar, so if a non-compliant product fails then other similar products are tainted by the failure and will suffer resistance in the market Risk is the cost that is invested in compliance is not encountered by non-complying products so they are able to be cheaper which is usually why they are selected.
- ⌚ Products that are much cheaper are difficult to compete against.
- ⌚ Products that do not conform to Australian standards are being specified on plans and take-offs on a daily basis. Some builders we talk to get us to change these products whilst others say because the product is specified the engineer/designer is liable for product failure if this occurs.
- ⌚ Profits. Market share. Unable to compete. Reputation -- customers simply don't believe they need to pay more for conforming products. This is a very serious problem.
- ⌚ Reduced pricing from the non-conforming products.
- ⌚ Reduction in sales.
- ⌚ Remaining Price complete but also the overall building envelope is at risk when non - conforming products are a component of the building structure.
- ⌚ Reputation to the industry causing loss of market share to competitors Lost sales In the eyes of the market, potentially all suppliers (conforming and non-conforming) are grouped together and the product reputation is damaged.
- ⌚ Required to assess electrical safety, potential danger to customers who have purchased imported product. Required to assess safety suction and skimmers re potential entrapment/drowning from non-conforming imported products.
- ⌚ Safety is priority. Products such as imported Formply are hitting the market - not to standards. Failure of such products not only leads to costly recoveries, but also puts at risk the safety of workers within this field.
- ⌚ Safety of staff/customers from hazardous chemicals found in materials. Structural integrity of materials made from poorer quality materials. Public Liability / safety of electrical items sold with kitchens. Ongoing maintenance of work guarantee due to sub-standard quality of materials.
- ⌚ Safety risks -non compliant imported engineered stone slabs contain carcinogens and unidentified minerals. financial risks - imported non-compliant product is much cheaper to the branded range reputation - imported poor quality stone slabs undermine the stone industry.
- ⌚ Sales revenue is decreasing as people can purchase cheaper imported materials. The more inferior materials out there point to a misconception that all of these materials must be of the same quality, therefore downgrading the Australian made conforming products to the same level as the imported.
- ⌚ Tapware made from non-compliant brass that could have high levels of lead or cadmium.





Products that are non WELS compliant such as toilet suites or tapware.

- ☹ The effect of products like ours is those that don't comply with Standards do not perform as they should and the buyers judge the product as a whole and not apples for apples. This is affecting our whole industry.
- ☹ The end user are not aware that the product do not conform and buy on price the importers are also to blame because they do not do their homework or check with the AS but buy on price and resell to the larger hardware chains In return when we manufacture our product and conform with the AS our price is much high Has we are importers our product are manufactured to our spec and I make sure that they conform with the building code.
- ☹ The importing cabinet flat packs from overseas do not have the same emissions restrictions as Australian board manufactures and these products come in as furniture not material.
- ☹ The industry and all businesses receive broad spectrum bad name due to poor understanding and ignorance by end users when non-conforming products fail. Companies who supply / use nonconforming products often market themselves as cheaper than users of conforming products when they are not. All these factors make it harder for the compliant smaller business operators.
- ☹ The long-term deterioration of market price perceptions. Margins reduced to levels that make manufacturing in Australia unprofitable. Costs associated with compliance adds further pressure when competing with non-compliant products from Australia and overseas.
- ☹ The poorer standard that non-conforming products reflect negatively on better quality conforming products in the market. also non-conforming products can be produced more economically and therefore be sold cheaper in the marketplace, making it harder to compete.
- ☹ The risk is simple we are retiring because we are tired of trying to compete against almost every aspect of the Australian building industry today that in my opinion is non-conforming or non-complying we are tired of dealing with people who are fresh out of university with absolutely no experience in the building industry however they are employed in positions of authority and they have absolutely no idea about the day to day operations on a building site and yet they are authorised to

dictate the terms to 40 year veterans of the building industry, it is an absolute joke and unfortunately the fully experienced people in the building industry are leaving for the same reasons we are leaving and all that will be left will be the smooth talking con artists who are already successfully ripping off our good natured general public and there is no association or government authority doing anything about this extremely serious issue As a 40 year veteran of the building industry myself I find it very sad so many people who have absolutely no building experience at all have been handed a builders license and the quality of a large percentage of work being produced is absolutely disgusting but I expect my comments will fall on deaf ears because there does not appear to be any association or government authority with any balls to deal with the ever increasing problems in the building industry and the losers are the innocent general public.

- ☹ The risk it not wining projects and our business (and others including suppliers) being put in a position that we can't continue. If the overseas products were required to meet the same standards/requirements then that would be a fair & level playing field. When large corporation want Australian companies to adhere to their strict requirements, and even to the point where they audit your company, but don't apply the same to overseas suppliers then it creates a higher risk in competing.
- ☹ The risk of having to remove non-compliant materials and replace with compliant ones. While some of these products are concealed with in walls considerable cost is involved to remove and replace.
- ☹ The risks are...! The consumer has very little recall for faulty or low quality preforming products. The product is supposed to be warranted but all they can is a replacement of the same poor product. Materials used in imported product have hi levels of formaldehyde. This is a risk to all that use these materials.
- ☹ The risks are to the Consumer! We manufacture products to meet the AS/NZ Standard 60335.2.95-2005 and we also support the RCM compliance mark. We have found evidence of false claims of compliance and also use of the RCM label that is inappropriate. The risk to the consumer is if a garage Door does not reverse to the standard then a fatality may happen given the weight of a typical residential



Door can exceed 100kgs. - No one seems to care and this frustrates my business.

- ☹ There are many insulation materials such as foam-filled foil-faced materials that state thermal performance values in conflicting and inconsistent ways. This leads to confusion in the market and installation of cheap, imported products that simply do not achieve the stated performance outcomes.
- ☹ These non-conforming products are sold at deep discounts which many younger consumers don't appreciate will not last and which can cause problems in the future
- ☹ These products even for professionals are hard to tell the difference till they are in use. Then in most cases very costly or impossible to replace.
- ☹ They create risks by creating a view that the industry level is lower than it should be giving the overall market a bad image It impacts on the amount of work produced locally therefore creating a risk to our own supply chain It impacts locally grown and manufactured product which we source for our industry It creates a danger as we have seen with non-compliance in the insulation and electrical industry It impacts on local jobs Non-compliant goods should not be allowed to hit our shores. It creates double standards Our industry is already hit with added disposal costs and compliance costs, as well as increased material costs for using complaint goods, dwindling markets for industry, shortage of quality labour hire. These added costs already impact on the viability of the manufacturing industry as well as the fact we are forced to be complaint within the manufacturing industry with Occupational Health and Safety. We are already non-competitive on labour so these added pressures put us totally out of the game There is a danger to our children's future with harmful products being used extensively in our industry. these goods then are disposed of in the ground and the chemicals then leach into our water systems. The use of these non-compliant goods is well documented already and shows a harmful effect from some of these chemicals such as some recent reports on UF Resins. All of these points have been well documented and past governments have all ignored the facts. It is time to act and ensure the future of the manufacturing industry and the health of all of us I have no doubt that we will see the true ramifications of the faulty materials and non-compliant materials as time goes by. Electrical

failures linked to faulty wiring causing fires, Allergic reactions to chemicals, Disease due to exposure to carcinogenic, etc etc It is time to act now!

- ☹ They provide cheap but very inferior building materials.
- ☹ They result in the end user being given substandard products, whilst the supplier...
- ☹ Thin steel balusters.
- ☹ Uncompetitive advantages for those who provide a conforming building systems secondly for those builders who except contractors installing non-conforming products they make a decision on price only. builders/surveyors/specifiers need more education on understanding what a conforming system is V non-conformance with the associated risks involved when approving non-conforming products/systems There needs to be more work around the total system (as built meets as designed & approved) as current there is no requirements for a surveyor to inspect an installed non deemed to satisfy system .
- ☹ Unable to compete with the price factor as manufactured can be landed in Australia at a much cheaper price and unfortunately to a much lower standard,
- ☹ Waterproofing failures, represent the #1 cause of defects affecting the Australian construction industry, resulting from inferior products, multinational manufacturers using Australia to dump poor quality materials, commonly ( regularly ) specified on Government projects, water & waste water structures, hospitals, schools, universities etc etc. failures are attributed to poor application. Offshore manufacturers have skilfully engineered their way into specifications and Australian standards are often sculptured to exclude Australian manufactures and inhibit innovation to the long term detriment of Australian structures.
- ☹ We are a manufacturer of self-drilling fasteners with our factory based at Moorabbin. We are the only manufacturer in Aust every other brand is imported. The imported brands do not comply with Aust standards in most cases.
- ☹ We are a small rural business. We have competition advertising in our local paper that is non-compliant, imported inferior coil. Of course we cannot compete and we are losing



customers to an online store selling inferior product.

- ☹ We are kitchen Manufacturers & compete with Chinese imports who use high contents of Urea formaldehyde in their board materials which are cheaper & not safe. This does not comply to Australian standards Also Imported Inferior Taps are used in Bathroom renovations which don't comply to Australian standards, these are cheaper & puts us at a disadvantage to compete fairly. We use all materials that are safe & comply to the established Australian standards Why aren't all other operators compelled to do the same thing??? It obviously makes it difficult to compete under these imposts Why do we allow imports if they don't comply to the necessary & safe standards in the first place?? This govt. & previous Govt are not doing their jobs in preventing these occurrences. Why not?
- ☹ We believe there is a risk to the consumer and their safety. In turn, there is a risk to the industry if an incident occurs that lead to loss of confidence in across the board e.g. Infinity cable or frozen berries incidents.
- ☹ We could use nonconforming products un knowingly.
- ☹ We have come across non-compliant cement powder of which as a builder I have to put a warranty on. ALL products bought into this country MUST be made to our standards or not allowed into Australia.
- ☹ We have costs of compliance to Aust Stds - the imports do not (Vietnam and China) the inspection/compliance regime is flawed and the building inspector only requires a piece of paper - easily copied and amended!
- ☹ We invest heavily in compliance & sell products that all meet the requirements of Australian Standards, however the particular standards are not included in the Building Code of Australia, therefore builders, developers and construction companies are able to install "lower cost" possibly non-conforming product without any real fear of retribution. There is no compliance driver for them, leaving the market open.
- ☹ We lose specifications and sales due to low price point. If we wanted to compete is would lower market price to a point that would make it hard to sustain domestic production. Non-conforming products in a similar category as our products (such as cladding or flooring) can do serious harm to the acceptability of such construction methods and push an already risk adverse industry back toward 'safe' but dated methods of masonry construction.
- ☹ We manufacture locally and import some product from Italy, both being high quality and ecologically sound .This is in stark contrast to the rubbish coming from China which not only falls apart, but emits all kinds of nasty chemical into people's homes. But large multi res builders go this way as \$1000 dollars is \$1000 and unless some kind of standards are introduced and policed, this will never change.
- ☹ We risk closing as more and more material which is non-compliant competes directly with our offer. At a minimum we have already had to reduce our labour force as we experience loss of sales.
- ☹ We risk the industry being tainted as customers views are influenced with inferior product as an overall view of our industry. We don't have a level playing field when competing with imports. We are heavily regulated and have to use safe methods and products. We are unable to compete due to these factors we pay high costs for waste management which is directly attributed to added costs in disposing of non-conforming goods which only last a few years. Our products last a life time There are serious health risks with using non-conforming goods
- ☹ We strive to use products from known (preferably local) sources. The real problem for us is that we all become tarred with the same brush. For example, the formaldehyde issue associated with imported panel boards, continually means that we have to stress to customers the differences between local board manufacture and imported board - notably formaldehyde and board composition.
- ☹ When clients want to supply glass splash backs and shower screens toilets tap ware etc.
- ☹ With the demise of AS3566-3, importers are able to bring product into the Australian market that may or may not be fit for purpose. The market now does not have a standard to protect them from corrosion failures that may take a number of years to surface.





**Does your business incur direct costs to test the compliance of your products and do you provide relevant information for consumers about the compliance and performance of your products?**

Of the 20 per cent of Manufacturer or Supplier respondents, the majority, 73 per cent, stated their business does incur direct costs to test the compliance of their products and they provide relevant information to consumers on compliance and performance of their products. 27 per cent of respondents stated they do not incur direct costs.

Does your business incur direct costs to test the compliance of your products and do you provide relevant information for consumers about the compliance and performance of your products?



Source: HIA Economics

**Please estimate the costs to your business to undertake this testing and providing documents/labels, etc**

Of the 73 percent of respondents who stated their company did incur direct costs to test the compliance of their products, the following estimates were provided:

- |  |   |
|--|---|
| ☞ 500  | ☞ \$10,000 a Year   |
| ☞ 600  | ☞ \$10,000 annually   |
| ☞ 5000   | ☞ \$10,000 pa   |
| ☞ 5000   | ☞ \$100,000 +   |
| ☞ 20000  | ☞ \$100,000 ++  |
| ☞ 50000  | ☞ \$100K -\$200K PA   |
| ☞ \$11,000 this financial year   | ☞ \$100K +  |
| ☞ \$0 as all testing has been completed. often spend staffing time dealing with designers, architects wanting to use product | ☞ \$100K is testing \$50K plus for documentation reviews/audits/compliance/ updates |
| ☞ \$1 - \$1.5m pa  | ☞ \$100k per product group  |
| ☞ \$1,000's per year   | ☞ \$20,000 p/a  |
| ☞ \$10-\$20k per appliance   | ☞ \$20,000.00 per annum   |
|  | ☞ \$200 per job where requested   |



- ☹ \$200,000 per year for slip resistant products
- ☹ \$200,000 PLUS PER ANNUM
- ☹ \$200k annually
- ☹ \$2m+
- ☹ \$30000-\$50000 per annum
- ☹ \$40000 per annum
- ☹ \$5 k per year
- ☹ \$50,000 - \$100,000
- ☹ \$50,000 annually
- ☹ \$50,000 pa
- ☹ \$50k+ p.a.
- ☹ \$5k/ home
- ☹ > \$250,000 pa
- ☹ 2 million p/a
- ☹ 5% of product cost.
- ☹ 50-100 k per annum
- ☹ 6% of sell price, greater in some major projects needing extensive support material.
- ☹ a full test on one lot of cable is 16.000 dollars. And the test can take up to 3 months or longer.
- ☹ Across the company this would be in the order of several million dollars. This includes regular testing, certification, staff that are employed for testing and QC and ongoing certification costs
- ☹ Additional costing on product supply when ordering wholesale, due to greener procedures and materials (laminates etc).
- ☹ All of this testing is done by our head office so that we can be Shedsafe. We don't incur the cost directly but it is passed on to us in our prices from our suppliers.
- ☹ All our testing is done by our Australian suppliers.
- ☹ An actual figure cannot be quote but it would be over \$100,000 per year. A R & D would need to test competitor products but would not necessarily publish results directly due to potential litigation. The ACCC is not interested in these miss-leading claims as they are too technical for them. It lands back to the individual within the specific state to take action with Fair Trading department.
- ☹ APPROX \$200,000 , BUT COULD BE MORE
- ☹ Approx \$20k - \$50k per year
- ☹ Approx less than 1%.
- ☹ Approximately \$250k per annum
- ☹ As we are in the process at present our cost up to date \$1500 that is drawing design, engineering cost
- ☹ Between \$200K - \$300K per year
- ☹ Between \$30000 and \$50000 a year
- ☹ Cant estimate- Don't know
- ☹ Commercial in-confidence
- ☹ Complex & Expensive, We need to investigate failures and provide avenues to support subcontractors and sole traders who are victims of misleading and deceptive conduct by multinational suppliers.
- ☹ Cost is built in to components we use
- ☹ Costs of compliance documentation is incorporated into the materials costs of the building kits.
- ☹ Currently about \$50,000 p.a. to independent testing, not including in-house laboratory testing.
- ☹ Data is not available to me.
- ☹ Depending on when some customers request this information it can cost between \$1000 - \$2500 a time.
- ☹ Difficult to say what the direct cost is
- ☹ Difficult to verify but we spend hundreds of thousands of dollars annually in testing, R&D and ensuring our warranties meet market expectations and the BCA.
- ☹ Hard to quantify
- ☹ Hundreds of thousands of dollars pa
- ☹ Hundreds of thousands of dollars.
- ☹ Hundreds of thousands of dollars ie testing of windows to meet energy protocols "WERS" testing to Australian standards, 2047, 3959 etc
- ☹ I do not work in our Research and New Product Development department however we spend around \$50M (US) per annum in this area of the business. Around one quarter of that would be on Australia market and of that 60% would be on undertaking tests and producing documentation.
- ☹ I make sure the supplier have all Aust standards
- ☹ Including dedicated Technical and Lab staff plus compliance and testing costs ~\$2m
- ☹ It has never been an issue before. We do not install items that do not have the appropriate



markings or appear not appropriate. Some people will try cheaper alternatives - ie: internet. We would never put any person at risk. That of course includes our family via the business. Why did it take the government to take the action (recall)? How many people had their liability increased or had it installed in their home that may have been stopped? What about a previous cable that was reported as the insulation failing a test by the ACMA?? This is even noted in 'The quest for a level playing field, the non-conforming building products dilemma' pages 37 and 38.

- ☞ More an admin cost than a R&D cost and is factored in to the general overhead costs of the business
- ☞ None. Our supplier provides the information to us. We just pass it on to the consumer.
- ☞ Not a direct cost but the Australian suppliers we use for nail plates are tested. we can get Chinese nail plates for about 1/4 the price. This however voids the warranty for the engineering system we use.
- ☞ Not my area of expertise. A large expense to the business I would expect
- ☞ Our business spends a substantial amount every year to ensure we meet the requirements of the standards. These costs include dedicated engineering staff, internal testing facilities, external test houses, compliance consulting, supplier visits (both within Australia and overseas), along with documentation maintenance costs and test reports etc. These costs are estimated at more than \$400k per annum
- ☞ Our company spends in excess of \$15,000 annually in compliance testing.
- ☞ Over \$200,000 per year
- ☞ Over the last 8 years, about \$3M
- ☞ Over the past 15 years we would have spent at least \$15,000 on getting Australian certification.
- ☞ Probably only about 2%
- ☞ R&D department cost over \$3M/year to have
- ☞ Roughly 1% of production cost + audit fees & discretionary incremental marketing / labelling costs. Approx \$5m p.a.
- ☞ Significant
- ☞ substantial
- ☞ Substantial \$'s involved in monitoring the compliance of our products - internally and externally.
- ☞ Tens of thousands of dollars per year
- ☞ Testing from NATA - \$45,000 recurrent Steel Testing Equipment and reporting - \$30,000 Certification and compliance reporting to Certifiers - \$45,000 recurrent Product labelling - \$25,000 recurrent
- ☞ There is a certification and compliance cost of \$30-50k as a base and there are also testing / audit costs implied from retailers (around \$15k biannually per retailer)
- ☞ This is not a very high cost.
- ☞ Varies from year to year product to product but minimum \$100k per annum
- ☞ varies, currently hours downtime, legal opinions etc
- ☞ We have our own Research and Development branch at Moorabbin employing five people full time in this sector.
- ☞ We have spent up to \$60,000 over the past 3 years
- ☞ We pay more for our materials.
- ☞ we spend approx. \$80 k per year in compliance testing
- ☞ Who is to say as there are a lot of indirect cost -- Thousands?
- ☞ Would be in the 100's of thousands





**Does your business incur costs to test compliance of competing products, including imported products?**

Of the 20 per cent of Manufacturer or Supplier respondents, the majority, 62 per cent stated their business does not incur costs to test compliance of competing products including imported products, while 38 per cent stated their company did incur costs.

**Does your business incur costs to test compliance of competing products, including imported products?**



Source: HIA Economics

**Please estimate the costs to your business to undertake this testing.**

Of the 38 per cent of respondents who stated their business incurred costs for testing compliance of competing products the following estimates were provided.

- |   |  |
|---|--|
| <input type="checkbox"/> 30%                      | <input type="checkbox"/> \$250k  |
| <input type="checkbox"/> 1000                     | <input type="checkbox"/> \$30,000 per year   |
| <input type="checkbox"/> 10000                    | <input type="checkbox"/> \$50 - \$70k per year   |
| <input type="checkbox"/> \$10,000 annually        | <input type="checkbox"/> \$50,000 annually.  |
| <input type="checkbox"/> \$10000 a Year           | <input type="checkbox"/> \$50,000/year   |
| <input type="checkbox"/> \$100k                   | <input type="checkbox"/> \$50k +   |
| <input type="checkbox"/> \$100k                   | <input type="checkbox"/> \$50k approximately as we perform tests ongoing for benchmarking purposes |
| <input type="checkbox"/> \$20,000 per annum       | <input type="checkbox"/> \$750,000 per year  |
| <input type="checkbox"/> \$200,000 PLUS PER ANNUM | <input type="checkbox"/> >\$50,000   |
| <input type="checkbox"/> \$200k pa                | <input type="checkbox"/> 20k   |
| <input type="checkbox"/> \$200k pa                | <input type="checkbox"/> 250K  |
| <input type="checkbox"/> \$20K                    |  |



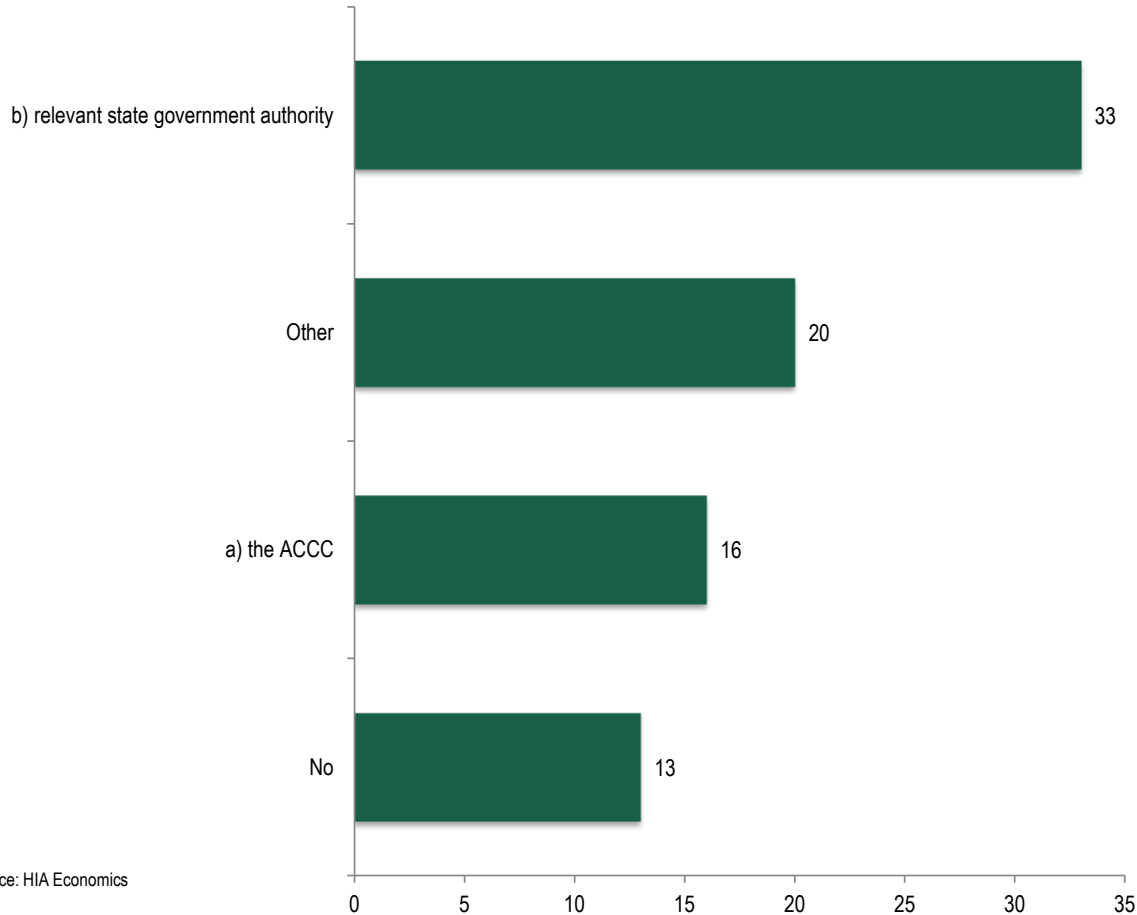
- ☹ 5 to 10k per year
- ☹ Approximately \$150k per annum
- ☹ Testing is done on product locally manufactured and those that are imported. Some imported product is more difficult to assess as the importer does not provide the actual evidence to a competitor.
- ☹ Commercial in confidence
- ☹ Costs not recorded, internal labour cost not charged to customers
- ☹ Currently \$10,000 p.a. all in-house testing. Would like to do more if we could afford it.
- ☹ Data not available to me.
- ☹ Difficult to estimate as a final cost as it rarely influences buying decisions.
- ☹ Difficult to verify.
- ☹ done by our suppliers but the R and D costs for compliance are very high
- ☹ I know we do this - not aware of the cost
- ☹ If I had to put a figure on it I would say in the vicinity of 20 to 50 k a year
- ☹ Included in the total \$10,000 for all. Only 1 component is imported out of 100's manufactured in Australia.
- ☹ Many thousands of dollars to test one cable, months to do it (what do we use in the meantime??), and a lot of time!!
- ☹ Only in-house testing of competing products is conducted as many commercial testing laboratories don't test products on behalf of competing suppliers, they view this as a perceived conflict of interest. Our internal costs are estimated at \$100,000 per year.
- ☹ Our company has undertaken a regular competitor comparison testing program that costs \$30,000 annually to illustrate our products superior performance over products that continually fail to meet our basic minimum Australian Standard.
- ☹ Substantial
- ☹ Too much
- ☹ We only have done a small amount of testing of competing products and spent approx \$200,000
- ☹ We regularly test imported and competing products in order to give the market answers on the, often, spurious claims of said products. I do not know how much we spend on this but it would be hundreds of thousands of dollars.
- ☹ We would hope that governments would ensure that all imported materials meet Australian standards prior to being allowed to be imported. Why should subcontractors be made to incur costs to remove and replace defective imported materials. In some cases contractors have been sent to the wall due to the lack of proper quality control of inferior cheap imports.
- ☹ We would spend approx \$30k per annum for competitive product testing and opinions
- ☹ You need to ask Eddie Obeid about the cost of getting a product specified on Government projects or how to influence an Australian standard to exclude competitive often superior products.



**Has your company ever reported a non-conforming products to:**

Of the 20 per cent of Manufacturer or Supplier respondents, 33 per cent have reported a non-conforming product to the b) relevant state government authority followed by 20 per cent 'Other' and 16 per cent a) the ACCC.

**Has your company ever reported a non-conforming product to:**



**'Other' stated were:**

- |                                 |  |
|---------------------------------|--|
| ☞ Not really .. small importers | ☞ Manufacturer concerned                                 |
| ☞ Offending supplier            | ☞ Builder / Client                                       |
| ☞ CodeMark                      | ☞ Canberra   |
| ☞ Electrical inspectors         | ☞ Clients  |
| ☞ End user                      | ☞ Council Districts building officers                    |
| ☞ End user / specifier          | ☞ Local council  |
| ☞ End users                     | ☞ Only to be labelled a whistle blower and black listed. |
| ☞ I suspect so but unsure       | ☞ Supplier   |
| ☞ Local certifiers.             |  |



**Does your company commonly use building products or materials manufactured off-shore in your building projects?**

Of the 77 per cent of Builder / Contractor respondents, 53 per cent stated their company does not commonly use building products or materials manufactured off-shore in their building projects, while 47 per cent stated their company does.

Does your company commonly use building products or materials manufactured off-shore in your building projects?

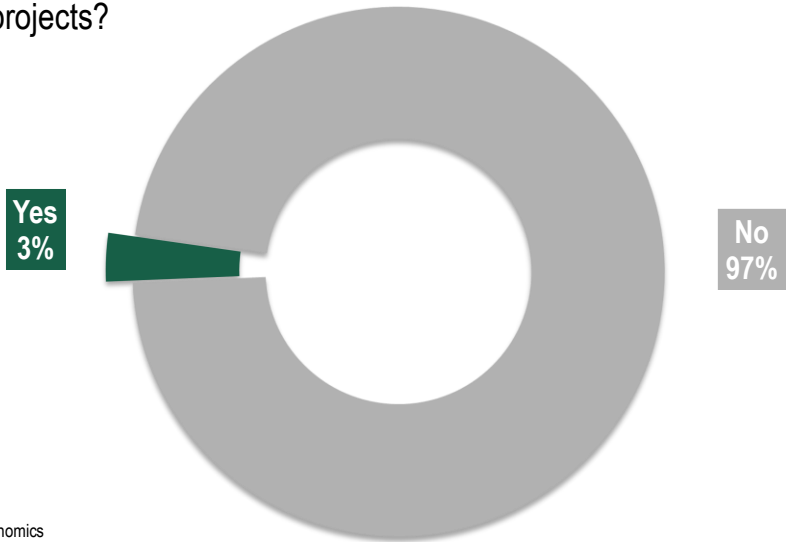


Source: HIA Economics

**Does your company directly import building products or materials manufactured off-shore for use in your building projects?**

Of the 77 per cent of Builder / Contractor respondents, the majority, 97 per cent stated their company does not directly import building products or materials manufactured off-shore for use in their building projects while 3 per cent stated their company does.

Does your company directly import building products or materials manufactured off-shore for use in your own building projects?



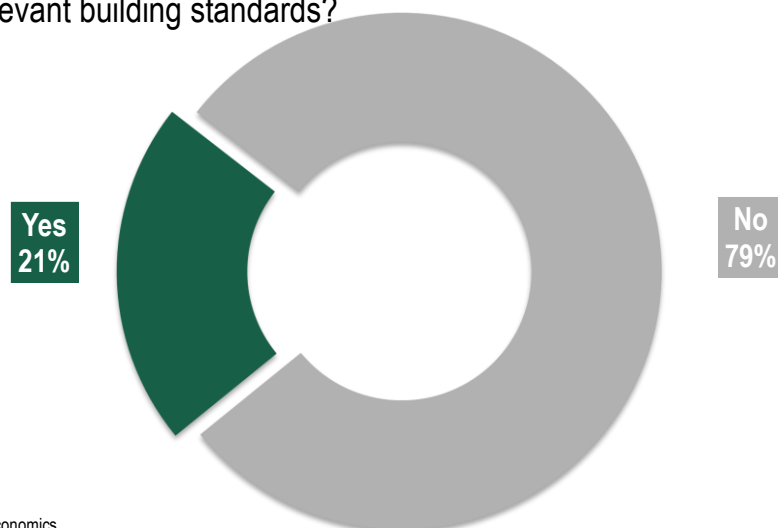
Source: HIA Economics



**Has your company had any building products (local or imported) supplied to your projects that have failed to meet relevant building standards?**

Of the 77 per cent of Builder / Contractor respondents, 79 per cent stated their company has not had building products (local/imported) supplied for their projects that have failed to meet relevant building standards while 21 per cent stated their company has received products which failed to meet relevant standards.

Has your company had any building products (local or imported) supplied to your projects that have failed to meet relevant building standards?



Source: HIA Economics

**Has your company had any building products (local or imported) supplied to your projects that have failed to supply documentary evidence or required markings (brands, stamps, etc) to verify that they meet relevant building standards?**

Of the 77 per cent of Builder / Contractor respondents, 74 per cent stated their company has not received any building products that failed to supply documentary evidence or required markings to verify meeting relevant building standards, 26 per cent stated their companies have.

Has your company had any building products (local or imported) supplied to your projects that have failed to supply documentary evidence or required markings (brands, stamps, etc) to verify that they meet relevant building standards?



Source: HIA Economics



**Has your company had to replace supplied building materials used in a building project due to their failure to perform as intended?**

Of the 77 per cent of Builder / Contractor respondents, 68 per cent stated their company has not had to replace supplied building materials due to their failure to perform as intended, 32 per cent stated their companies have had to replace supplied building materials.

Has your company had to replace supplied building materials used in a building project due to their failure to perform as intended?



Source: HIA Economics

**Has your company ever declined to use supplied building materials in a building project due to the lack of documentary evidence to show compliance with building standards?**

Of the 77 per cent of Builder / Contractor respondents, 58 per cent stated their company has not had to decline to use supplied building materials in a building project due to the lack of documentary evidence showing compliance with building standards. 42 per cent stated their company has.

Has your company ever declined to use supplied building materials in a building project due to the lack of documentary evidence to show compliance with building standards?



Source: HIA Economics





### Does your company allow the owner to supply building products?

Of the 77 per cent of Builder / Contractor respondents, 63 per cent stated their company allows the owner to supply building products while 37 per cent stated their company does not allow this.

Does your company allow the owner to supply building products?



Source: HIA Economics

### Have you ever been supplied with non-conforming building products by an owner?

Of the 63 per cent of respondents whose company does allow the owner to supply building products, 55 per cent stated their company was not supplied with non-conforming building products by the owner. While 45 per cent stated their company has been provided non-conforming building products by the owner.

Have you ever been supplied with non-conforming building products by an owner?



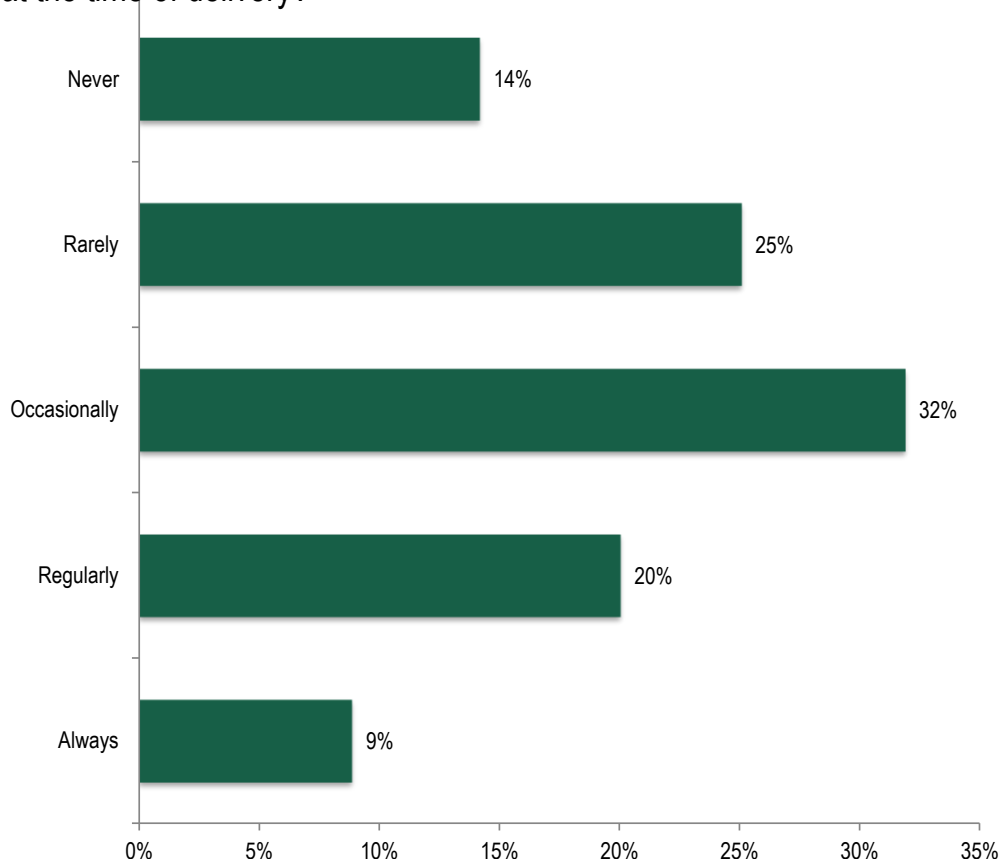
Source: HIA Economics



**Do your suppliers provide you with appropriate written evidence regarding the performance of the building products you purchase prior to their installation or at the time of delivery?**

Of the 77 per cent of Builder / Contractor respondents, 32 per cent stated the suppliers 'occasionally' provides the appropriate written evidence regarding the performance of the building products purchased prior to their installation or on delivery. 'Rarely', was stated by 25 per cent and 'Regularly', stated by 20 per cent.

Do your suppliers provide you with appropriate written evidence regarding the performance of the building products you purchase prior to their installation or at the time of delivery?



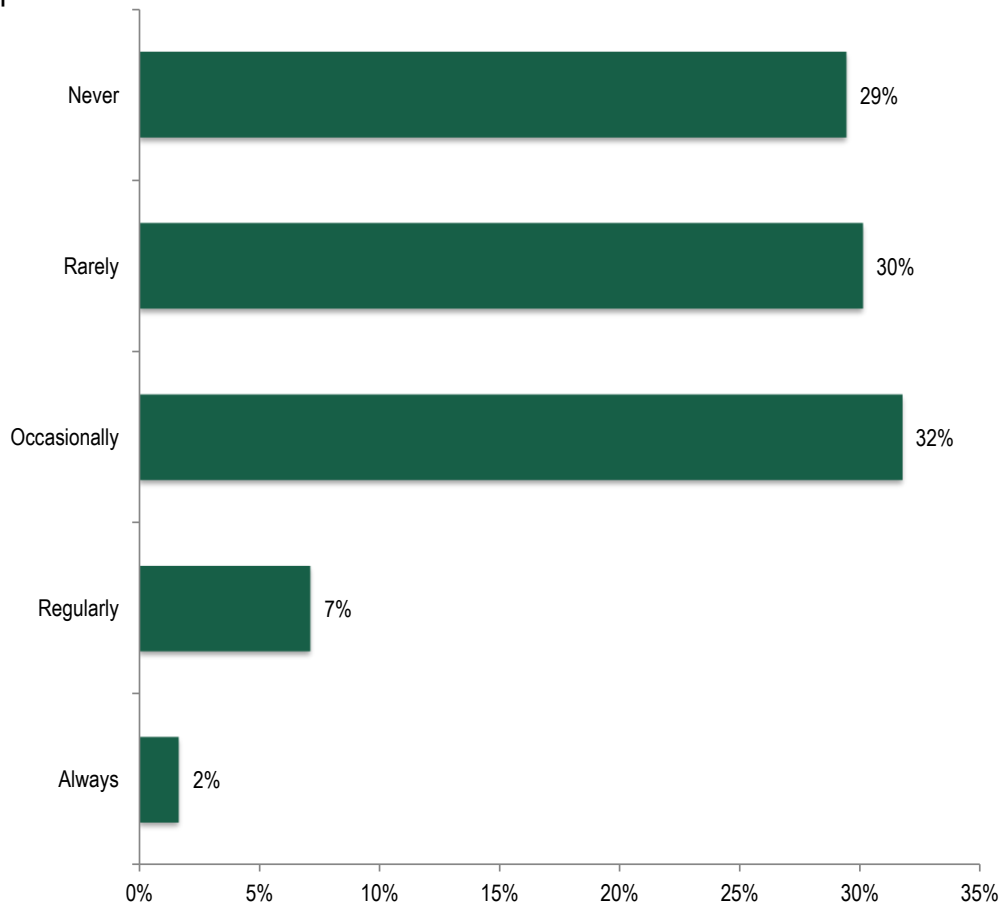
Source: HIA Economics



**Have you had difficulties accessing compliance documents and warranties from your suppliers?**

Of the 77 per cent of Builder / Contractor respondents, 32 per cent stated 'occasionally' their company had difficulties accessing compliance documents and warranties from their suppliers, 30 per cent stated 'rarely' and 29 per cent stated 'never'.

**Have you had difficulties accessing compliance documents and warranties from your suppliers?**



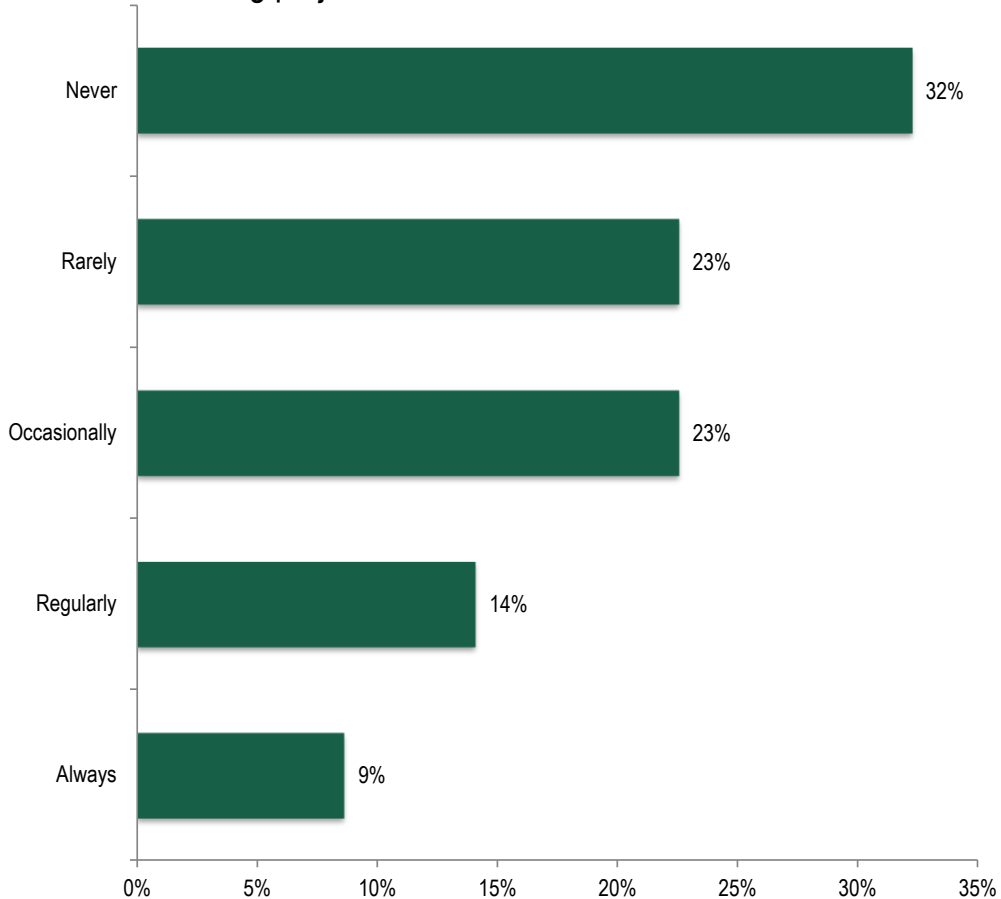
Source: HIA Economics



**Does your building certifier (council) request copies of written evidence for the products you use in a building project?**

Of the 77 per cent of Builder / Contractor respondents, 32 per cent stated their building certifier 'never' requested copies of written evidence for the products their company used in building projects. Both "rarely" and 'occasionally' was the response from 23 per cent of respondents, 14 per cent stated regularly and 9 per cent stated their building certifier always requested copies of written evidence for products used.

**Does your building certifier (council) request copies of written evidence for the products you use in a building project?**



Source: HIA Economics



## What cost to your business would you place on the need to monitor the compliance of the building products you rely on?

Of the 77 per cent of Builder / Contractor respondents, 59 per cent of respondents provided information below:

- |  |  |
|--|--|
| <input type="radio"/> 1.0%               | <input type="radio"/> \$1500 p/yr  |
| <input type="radio"/> 2.0%               | <input type="radio"/> \$150-00   |
| <input type="radio"/> 3.0%               | <input type="radio"/> \$15000.00PA   |
| <input type="radio"/> 5.0%               | <input type="radio"/> \$2000 per year  |
| <input type="radio"/> 15.0%              | <input type="radio"/> \$2500 per year  |
| <input type="radio"/> 95.0%              | <input type="radio"/> \$2500 per year  |
| <input type="radio"/> 100%               | <input type="radio"/> \$30,000 PA  |
| <input type="radio"/> 500                | <input type="radio"/> \$3000 Annual  |
| <input type="radio"/> 1,000              | <input type="radio"/> \$5,000 a year   |
| <input type="radio"/> 1,100              | <input type="radio"/> \$50 per moth  |
| <input type="radio"/> 2,000              | <input type="radio"/> \$50,000.00 PA   |
| <input type="radio"/> 2,500              | <input type="radio"/> \$50,000/year  |
| <input type="radio"/> 2,600              | <input type="radio"/> \$50/week in admin time following up and/or printing off and filing compliance documents from suppliers. |
| <input type="radio"/> 4,000              | <input type="radio"/> \$500 a month  |
| <input type="radio"/> 5,000              | <input type="radio"/> \$500 per annum  |
| <input type="radio"/> 6,000              | <input type="radio"/> \$500 per job  |
| <input type="radio"/> 10,000             | <input type="radio"/> \$5000 or more per new house or renovation.  |
| <input type="radio"/> 50,000             | <input type="radio"/> \$5000 per project   |
| <input type="radio"/> 100,000            | <input type="radio"/> \$5000 plus per year   |
| <input type="radio"/> 500,000            | <input type="radio"/> \$5000.00 per year   |
| <input type="radio"/> 1,000,000          | <input type="radio"/> .5% of job   |
| <input type="radio"/> \$ 2 k per month   | <input type="radio"/> 1 % of gross turn over   |
| <input type="radio"/> \$0 - \$1000       | <input type="radio"/> 1 supervisory hour per fortnight approx  |
| <input type="radio"/> \$10,000 p.a.      | <input type="radio"/> 1% of project budgets  |
| <input type="radio"/> \$10,000 per annum | <input type="radio"/> 1.5% of building contract  |
| <input type="radio"/> \$10,000 per year  | <input type="radio"/> 10 hours per project average   |
| <input type="radio"/> \$10,000-/ANNUM    | <input type="radio"/> 10 hours per week  |
| <input type="radio"/> \$1000 per project | <input type="radio"/> 100% if doesn't comply it doesn't go on  |
| <input type="radio"/> \$1000.00 PA       | <input type="radio"/> 100% of cost   |
| <input type="radio"/> \$1000/year        | <input type="radio"/> 100% The need to ensure we are using compliant building materials is of the utmost importance            |
| <input type="radio"/> \$1000pa           | <input type="radio"/> 2 hours per week for an admin assistant  |
| <input type="radio"/> \$12,480 annually  | <input type="radio"/> 20% or less  |
| <input type="radio"/> \$1200 pa          |  |
| <input type="radio"/> \$1200-\$2000      |  |



- ☞ 2000 - 3000pa
- ☞ 20000/year
- ☞ 20k
- ☞ 20k per year
- ☞ 3 percent
- ☞ 3% at a guess for admin/time spent researching & checking products compliance.
- ☞ 3% to 5% of the total project cost
- ☞ 3. Percentage of turn over
- ☞ 4 hours per job
- ☞ 4 hours per week
- ☞ 4hrs per week = \$400 to \$500 per week in billable time
- ☞ 5 Hours a week @ 52weeks a year @ \$70per hour = \$18200PA
- ☞ 5 hours per week
- ☞ 5% per project
- ☞ 5k
- ☞ A cost in time of around a week per project. Certificates are then stored digitally for each job
- ☞ a general overall cost to our small business in lost Time and even to the point of souring client relations. Due to the client wanting to supply a cheaper non complying product but we insist that they may not.
- ☞ A high cost
- ☞ a high cost
- ☞ A high cost if I use poor quality products they may fail leaving me liable for a large repair bill
- ☞ A lot
- ☞ A lot of work with initial requests to suppliers and keeping records. We would not be able to afford this extra work load with the time we have available.
- ☞ A lot, we often get supplied with dud materials and get told it was just a bad batch and we have to ware it and sometimes the supplier will give you product to replace it but no labour cost to do the work again.
- ☞ A major cost, because competitors can use cheaper products and win jobs with lesser standards. Lower standards or poor monitoring means poor quality products and can involve very costly rectification for builders and end users. EG substandard colourbond, door

furniture, power tools, imported wiring, melamine and glazing products. In each case product may be replaced by the supplier, but removal and replacement cost generally stops contractors and clients removing the product. This is not a hazard with products like colourbond but is a major issue for electrical wiring and other products for consumer safety and health. Proper compliance checks and monitoring before the product is installed or imported would save the consumer dollars, health and lives. I think you are kidding yourselves that regulation can overcome these issues, I believe that what will happen is that the easy target like locally produced product will be crippled by the regulators in their quest to be seen to be doing the right thing, to the benefit of the hard targets, the overseas producers.

- ☞ A massive cost
- ☞ A non-compliant product, supplied by the client cost me about \$3000 last year.
- ☞ A small percentage but it must be done to ensure we are compliant I would suggest around 4%
- ☞ A very high cost as non regulated products are invariably proven to be poor in quality and in some instances dangerous to the end user and the installer.
- ☞ About 20 Hours of labour researching and checking
- ☞ Additional burden we can do without. Say \$400 per \$250,000 project. More, if documentary evidence has to be supplied to permit authorities for all materials used.
- ☞ Administration cost of one person one day per week
- ☞ All building products are meant to comply with Australian standards. If not they should not be able to supply them.
- ☞ Almost nil. We have only very occasionally been asked to include suspect materials into a build. Once the compliance requirement is fully explained the request is usually withdrawn. We did have one client who supplied their own imported downlights into a job before checks could be made, once the liability issue was explained these were all changed for compliant fittings.
- ☞ A lot of time, paper work and phone calls. It's easier and quicker if the product has already been approved. It's up to the architects though





to specify materials to be used that already comply.

- ☹ An extra hour a day after normal working hours
- ☹ An extremely high cost. If non-compliant products are used the cost to reputation and the financial impact could destroy the business
- ☹ Approx \$10-15,000 pa which is worked out on time for someone to check, gather, chase, compile and review the documentation for compliance and warranty.
- ☹ Approx \$500 per project
- ☹ Approx 1%
- ☹ Approx a week of wages for a year
- ☹ Approximately 20k per year
- ☹ Approximately 5 to 10 hours per project
- ☹ Around \$250 per home
- ☹ As I am a small business, there is minimal cost, but time is involved for myself on occasions.
- ☹ As long as compliance certificate meets the council's requirements we have no issues. WE don't use non complying products so have no issues.
- ☹ At present we our cost is minimal at worst and virtually non-existent.
- ☹ At present zero as we do not engage in non-compliant building products.
- ☹ Being a small builder we tend to stick to tried and trusted methods, brick veneer. We'd be reluctant to have to do more paperwork for the few that cut corners and do not do the checks to ensure they comply.
- ☹ Big cost
- ☹ Big cost if something failed.
- ☹ Compliance certificates, best building practices, building code compliance, Australian Standard compliance, to building surveyors is around \$2500.00 on a \$500,000.00 contract
- ☹ Compliance monitoring is integral in the building regulatory process because often it is not the actual defective item that is costly to fix but the surrounding area that gets damaged, for instance, I was given a FORME shower strip drain to install that a client bought from Masters. I could not see how I could comfortably install it without concern for water leaks. I asked for a spec sheet and installation instructions neither Masters nor Forme could do

this so I had the owner return the item. This is one example.

- ☹ Compliance would require at least two hours/day to be entirely effective in accurately monitoring compliance. This cost is far too high considering governments have Australian Standards and other compliance bodies to ensure that this is not an issue. Building and other contractors pay huge amounts on additional costs just for to regulatory bodies can tell us what complies yet the process is just to tasking on our resource time. Products cost extra to comply and we still have to jump through hurdles that cost an arm and a leg only to find that these are based on Manufacturers specifications and may not be the best option for a project. For the hundreds of products in a simple dwelling there is a massive amount of documentation to verify to confirm compliance. FAR TO TAXING. The QBCC are paid a large sum ever year and what do they do for the contractor, NOTHING. Join the HIA and they can only do so much, but now the "Government" is looking at doing a review. WHAT a JOKE. Sorry but it has been a stuff up and will remain a stuff up until the Government and Manufacturers are removed from this process. Maybe employ an idiot and things will will improve or maybe a monkey after it has a lobotomy. How can you expect a vested interest group such as OEM's and then dim-witted politicians who know absolutely nothing about building take control of this. Please keep your survey and review out of the real world.
- ☹ Considerable
- ☹ Constant monitoring of product as suppliers constantly change country of origin. Lack of labelling to readily identify. Hard to put value on lost time, but have not used items in past and sourced from new suppliers.
- ☹ Costs should be paid by the supplier's therefor factoring the costs onto the consumer.
- ☹ Costs us jobs. We will not use non-compliant products. The public are generally ignorant & or think we are having a go at them when we can't/won't install non-compliant products they supply us to install. No one of authority makes the consumer aware, we are the frontline that cops it, not the suites apparently adjudicating over noncompliance.
- ☹ Depends what the Federal Government intends from this inquiry. Is it the intention to stop new and innovative products from getting into the



market place and therefore competing against large established suppliers, or is it to genuinely stop the use of sub-standard building materials? If it is to stop innovation, it will cost me dearly (and home owners in general). If it is to genuinely stop sub-standard materials, I and many others will benefit greatly.

- ☹ Difficult to ascertain, depends on amount of product used / supplied
- ☹ Difficult to assess have had only 1 instance, probably \$400-\$500 in disruption & additional supervision time.
- ☹ Difficult to determine as we are a small reno company
- ☹ Disastrous If the product was fitted and failed or, I was told after the fact of its non-compliance and the need/costs to replace the product without the support of the Supplier or Manufacturer.
- ☹ Don't know. just another cost
- ☹ Enormous costs! Plus the replacement costs when the products fail in the home warrantee insurance period; when the product fails in transport and in installing. The builder wears the total cost. Manufacturers can use the installed incorrectly or unusual damage through wear and tear clauses to walk away.
- ☹ Depends we are only small I don't use imported products that are not comm on ie Chinese cheap shit you are only asking for trouble.
- ☹ Even 1 hr is too much, it should all comply.
- ☹ Everything
- ☹ Extensive, every client who request something nonstandard needs investigation.
- ☹ Extremely important
- ☹ Fire and acoustic related products cost us usually 1 day per month chasing up info or checking on products. Many have tests but small print dis allows the product. It's a real problem after product nominated in documentation but fails through checking with Building Surveyor. 60/60/60 products are the biggest problem together with party wall requirements.
- ☹ First of all clients or owners need to be educated first as they are the ones who wants to save money and asking us to install products they bring from overseas. This could be electrical, plumbing or anything else related to building. We reject to install anything they bring

from overseas and as a result we cannot get awarded for the job. However, on the other hand, unlicensed cowboys accept those jobs and those jobs were given to them by the owners or clients.

Government/Council/Workcover and bodies like HIA need to focus on monitoring those cowboys and educate clients (even fine them) and make them out of business. As a building company we are responsible and we know what we are doing. However we do not think Australian government agencies are doing what they are supposed to do.

- ☹ Flooring products and whitegoods such as vanities from China are the main problem. We avoid them now.
- ☹ For small builders doing small projects the cost of compliance and keeping up with the rules is already out of whack with reality.
- ☹ For us this would probably add an FTE of 0.5 and it would need to be at a paraprofessional level. In a relatively remote country area it would be difficult to attract and retain such a person. We would also require extra data & document storage and add an extra computer and workstation for this additional part time role.
- ☹ Four hours a week
- ☹ Good building practice insures that we always use proven and validated products.
- ☹ Great
- ☹ Great cost.
- ☹ Great cost, especially if they don't meet the standard
- ☹ Great cost. Faulty and or non-compliant materials affect not only the bottom line with respect to rectification and or replacement cost but also my reputation.
- ☹ Hard to estimate but would be mostly my time in research say 2-4 hrs per week.
- ☹ Hard to place a dollar figure on the importance. What we find frustrating is that we always use certified products from reputable companies. Several of our competitors choose to import inferior products or use uncertified products in their bid to be the cheapest builder in town. It is near on impossible to compete on price when we are up against this type of behaviour.
- ☹ Have never set out to quantify. We just decided it was better for business not to use them.



- ☺ Have not given that any thought. I am of the opinion that he who supplies the product has to make sure it complies. It being illegal to supply non-compliant product
- ☺ We need to compete. But if others are using cheap imports. It is bad for our industry in the long term.
- ☺ High
- ☺ High cost on reliability and quality
- ☺ High for hazardous or safety items
- ☺ High importance
- ☺ High importance. Luckily I am in a section of the market where completion is not high so I can afford to use the best and reliable products and suppliers. Plus I monitor this and so do my subcontractors.
- ☺ Highly
- ☺ Highly important
- ☺ Huge cost. I only use reputable suppliers and rely on them to sell compliant material. For me to check the compliance and source of every product from subcontractors and suppliers would be impossible. It would be a full time job in itself.
- ☺ Hugely, Get rid of non-conforming products.
- ☺ I am also a certifier and I have inspected many imported products and request certification in the reports it never appears. Imported Plumbing supplies and no wells approval is most common yet the product is being sold out of shop fronts.
- ☺ I am small outfit and haven't monitored the cost.
- ☺ I could not give a cost on monitoring the products. But the cost if I don't is something I don't want to think about it could cost me my company.
- ☺ I do not believe that any cost is incurred to this company as we are pro-active in purchasing locally manufactured products wherever possible. We deal with reputable local businesses that value the quality of our work and do not supply us with cheap imported goods unless we inspect prior to ordering.
- ☺ I don't know a dollar value, but I know that I am very careful to make sure that everything is up to the mark.
- ☺ I don't use anything that I don't know about, therefore it is not a problem to me
- ☺ I don't want to increase any cost to the business but we are investing in implementing systems that hold the suppliers of materials accountable to providing evidence of compliance.
- ☺ I have not costed it
- ☺ I haven't put a figure to the time.
- ☺ I never had a need to chase up this problem before as the supplies have in recent time always supplied good products, but things are changing. To put a cost on it, it's always a time thing, so yes value wise, \$80 a week, it's hard to say!
- ☺ I only do small jobs now, so I am not doing those types of jobs.
- ☺ I wouldn't like to place any extra cost on my business as I would rather the manufacturer bear the cost by having a safe product complying with its intended use.
- ☺ I wouldn't place a cost on the need to monitor compliance of imported products but it is showing through the building industry that people are not after quality but chasing the cheaper alternative and this is a constant battle in the industry, through quoting and competing against someone who is using imported products compared to us who try and give a client quality rather than a cheaper option.
- ☺ I wouldn't say it is very much at the end of each project we probably spend half a day sorting out documentation. To put a number to it \$ 280.00/month
- ☺ If a product does not comply then it is sent back and something else is used instead
- ☺ If we ask for products that meet the relevant building codes & requirements, then it is up to the supplier of those items to ensure they meet those guidelines. Us as a builder would hold those supplier responsible if there were nonconforming products supplied. It's not really the builders' job to enforce it.
- ☺ If you buy products from legitimate main stream suppliers then rarely compliance issues for products would be a problem. IMO if you buy your materials from a dogey bloke operating out of his shed then I would question the legitimacy of what he is giving me.
- ☺ I'm not sure how to assess the monetary costs but it's becoming more and more prevalent that materials such as joinery come from china full of falmadah 9 time the acceptable amount are





used on high end apt exposing the end user to a life threatening product and yet it's still being used and not monitored. I could tell you a lot of stories on other product and developer bringing in their product from China with falsified fire test results .MSDS all causing harm to the installer and end user.

- ☹ I'm not sure what the cost would be however it seems ridiculous that we allow product into the country that does not comply with our standards. It would also create a level playing field for those that always use compliant products. Clients often choose non-compliant product however make the builder responsible for its failure.
- ☹ Important
- ☹ Imported cheap Glass panels for shower screens are the major problem I have encountered.
- ☹ In the past it has been minimal. However due to the infinity issue. We have spent in excess of 100 man hours to ascertain what houses have been wired using this cable. Our biggest cost in this is our legal trying to determine which supplier gave us this cable as both are denying. We to date have not received any documentation to prove either way. We have been discussing with the ACCC and FT and yet still no success on this. It is very frustrating
- ☹ Increased red tape - would take 2 hours a week, say \$500. Should not be the builder's responsibility if we purchase from reputable Australian suppliers.
- ☹ Initial cost would be time gathering information. Once on file then these materials could be used repeatedly. Say \$500
- ☹ It costs me time to find an alternative supplier. Whether the product is Australian or overseas. There are as many faults with Australian products as overseas products.
- ☹ It could be very large, as with the infinity cable recall. It may cost hundreds of thousands of dollars to replace a product that had certification, and the recall is pretty general assuming all infinity cable is bad, when we have heard it was 4 pallets that was a bad batch and they were sold to Masters. It is already a large cost for inspections, let alone the next step of replacing wiring throughout newish kind of homes.
- ☹ It is a consistent source of anxiety for me as suppliers, contractors, staff and owners seem to

have little idea of the performance requirements and certification needs for products used in the building process. This includes fixtures and fittings as well as building products. The cost to me can't be quantified but effects timetables, efficiency, causes delays, costs emotional energy as well due to conflict.

- ☹ It is a major time consuming issue 2 to 5% of my time.
- ☹ It is an absolute necessity. At least 5% of the project administrators time per project.
- ☹ It is critical for some products
- ☹ It is difficult as we are constantly checking products. We normally use local products such as steel where possible. I think around \$150 to \$200 in time per home.
- ☹ It is important that we firstly try to buy Australian products and as many local as possible. Being a small business we need to support local in hope it is returned to us in continued work. But it does all come down to satisfactory supply, service and compliance we pride ourselves on exceptional construction standards and compliance is paramount.
- ☹ It is of utmost importance that all products used comply. I believe that as an industry we have always trusted our suppliers to be the gate keepers for supplying only compliant products to our sites. It is at your own peril if you import your own products or deal with less main stream suppliers. I am aware that there are so many more options available these days to purchase materials for construction.
- ☹ It is very important to ensure all building products are compliant - especially the work we do in the Cyclone region - products need to be proven to be up to code.
- ☹ It would add an additional 0.5-1% of the contract value (500k = 2.5k-5k)
- ☹ It would add minimal additional cost if it was made compulsory for all building product suppliers to ensure compliance and provide the required documentation easily when requested.
- ☹ It would average out to around \$1200.00 per job. some are more but most are less
- ☹ It would cost many hours of work, around \$10,000-20,000 a year. The suppliers should be making sure their products are compliant not the consumer buying them who is the builder. Imported products shouldn't be allowed to be sold if they don't meet the standards. All





documentation should be on line from the manufacture of the products.

- ☹ It would place considerable time and resources
- ☹ It's a difference between installing / servicing the product once compared to products that don't comply.
- ☹ It's a gain as it potentially can save us from severe problems in the future.
- ☹ It's a priority
- ☹ It's an accepted part of the building process but cost plenty approximately \$200.00 on average per week, sometimes more sometimes less
- ☹ It's something we don't need. Tight margins, staff stretched....it just adds extra unnecessary work & stress having to rectify issues.
- ☹ It's time we all insisted on buying Australian certified materials.
- ☹ Just time
- ☹ Labour administration costs
- ☹ Large
- ☹ Less than \$1000
- ☹ Limited costs
- ☹ Limited. We are capable of knowing the quality and will only use the best. We would not trust a compliance notice as they sometimes get it wrong.
- ☹ Lots
- ☹ Low cost
- ☹ Low unless regulation increases
- ☹ Major Item such the inferior wiring featured recently would create a significant cost particularly when not detected until after completion. Waterproofing membrane performance is also a significant issue however most are domestically manufactured. There are significant costs with fit off items that are imported that prematurely deteriorate such as light fittings and door furniture and bathroom fittings. Often the materials are too flimsy and the protective coatings too thin. Most of the general hardware available is still domestically made but if inferior imported product is allowed to get entrenched into the supply chain there could be problems in future.
- ☹ Man time would be limited to the imported component which was inspected by the Building Surveyor or fire engineer. If say Knauf plaster

was to be used then the fire engineer / Building surveyor would have to be happy with the fire rating given by the supplier before we would install the product as required under the code.

- ☹ Maximum cost if one product is defective it impacts the whole company as remove or replacing would prove to be dire to my company.
- ☹ Medium to important
- ☹ Minimal
- ☹ Minimal amount.
- ☹ Minimal as only time spent if a new product introduced which is around specification updates annually. Maybe 5K / pa.
- ☹ Minimal as this is part of the purchasing process
- ☹ Minimal cost as we provide products that we know comply & can rely on good warranty & servicing if required.
- ☹ Minimal cost, as we always use products that is either manufactured in Australia or by Australian companies.
- ☹ Minimal direct cost but a lot of time
- ☹ Minimal.
- ☹ Minimum
- ☹ More red tape and paperwork how can you cost frustration
- ☹ Most products I use have stamped AS on them. All structural products and Items that require certification has either stamped or printed stickers on them, ie glass, insulation, gyprock, plumbing fixtures etc. No real cost other than general good supervision of product supply and delivery.
- ☹ My full cost as I am a building consultant
- ☹ My time to source information
- ☹ Near to nothing
- ☹ Negligible
- ☹ Next to nil. There is so much competition that drives the need.
- ☹ Nil
- ☹ Nil rely on suppliers to guarantee the products
- ☹ No cost but a little time
- ☹ No Idea
- ☹ No sure. We just do it as part of our project.



- ☹ Nominal percentage.
- ☹ None
- ☹ None as we only use compliant materials
- ☹ None at all, as all our products are made in Australia and are to Australian standards.
- ☹ None, as I only do reputable work through reputable suppliers the cost is inclusive.
- ☹ None. I believe There are enough fees, insurances and taxes already to be paid that make it hard enough to win jobs. This is I the suppliers job in my opinion. Maybe have a register online for Australian approved products so a quick search can be made to see if dodgy.
- ☹ Not a big issue so far
- ☹ Not a great cost as we know our suppliers and the sort of materials they supply.
- ☹ Not a huge cost as we now just reject products now that don't comply.
- ☹ Not a significant amount
- ☹ Not able to answer
- ☹ Not entirely sure that a cost should be borne by the business. Would think that Government and Industry bodies put the regulations in place to ensure that non-conforming products simply are not available to be purchased.
- ☹ Not finding this is an issue with our business as utilising reliable products manufactured locally if possible and don't see any value to create something additional for our business that will increase our costs. Currently is only a minor cost but will increase if the offshore products are not controlled. We already pay in this country to control imports so why pay again- make them do their job. If in doubt- keep it out.
- ☹ Not known at this time
- ☹ Not much / it's a simple process to check the compliance of products / We have had owners want to use non-complying downlights which we have refused to use.
- ☹ Not much it's the other builders that import cheap products and it makes it hard to compete on price what's that worth?
- ☹ Not much so far
- ☹ Not really
- ☹ Not really much. We always make the owners aware that if there wanted to supply any fittings or fixtures they must have the Australian standards or compliance certificates otherwise we will not install them. most of our customers do not supply items other than kitchen appliances which they purchase from local stores
- ☹ Not sure
- ☹ Not sure about actual cost but necessary
- ☹ Not sure how it works.
- ☹ Not sure what the direct cost is to monitor compliance but a fair bit of effort is put into creating detailed scopes of work that are used during the procurement process which then has to follow a process of confirmation. If I took everyone that is involved in the documentation and procurement process and their salary costs, the indirect costs to the business would be well over \$10,000 per annum in time that could be spent on other work.
- ☹ Not too much really, if any hardware or materials that we use fails more than once I will not use that product again.
- ☹ Of great importance!
- ☹ On a per project basis I would assume a cost of 4 - 8 hours depending on the nature of the project and the building products used.
- ☹ Only use CSR or Boral & sometimes Knauf
- ☹ Part time office person would be required to monitor all compliance approx \$25,000.00/yr, it would be 1/2 day exercise every day.
- ☹ Plumbing products automatic fine to plumber if caught installing non-conforming products
- ☹ Priceless
- ☹ Probably 0.5%
- ☹ Probably 30%
- ☹ Probably around 1 to 2 thousand a job depending on size & complexity of the project
- ☹ Purchasing/Compliance Manager \$85K +
- ☹ Reasonable costs incurred when materials cannot be specified as compliant. It makes good sense to make it compulsory to provide certification as part of the initial supply.
- ☹ Relative very small as I am a small business
- ☹ Several hours for each job
- ☹ Should be monitored by government or suppliers
- ☹ Significant



- ⌚ Significant time....and it should not be our responsibility to check whether they are compliant, as they simply shouldn't either be on the market or allowed to be imported if they are not.
- ⌚ Small cost
- ⌚ Supply Agreements with suppliers are only entered into with evidence that the material conforms to Australian Standards. As a large volume National Builder this is a very important part of supplier agreements.
- ⌚ Thank you for the survey, it has prompted me to ask some questions and perhaps implement some systems.
- ⌚ That is hard to say we all rely the supplier to know that there products comply with Australian standards
- ⌚ The body relating to these compliance issues should make sure that it is what the product is and certification that it has been tested by the appropriate authorisation body not to take over three months for them to do their job also after it has been rated to AS standards otherwise they are not doing their job why should the builder be responsible for this it's the government not complying to make sure we don't have inferior products in our market place therefore our manufacturers here have to go through the hopes why not the overseas suppliers do the same. I am very careful of what I buy and I make sure it has the compliance on the products I use in the building trade.
- ⌚ The cost at this stage has not been determined. We are presently caught up in the Infinity Cable fiasco.
- ⌚ The cost could be horrendous if non-compliant materials found their way into our buildings
- ⌚ The cost is minimal at the moment. However, if we had houses that were supplied with faulty products like the Infinity Electrical Cable the costs to fix the problem could send us broke
- ⌚ The cost is relative to the size of a project. The builder is left to carry the cost of removing inadequate materials, repairing the sub-structure and preparation and installation of the correct material. The supplier stops at re-supply only. I would not permit a supplier to re-install product. This needs to be done by the builders' sub-contractors, but how is the builder compensated for the incorrect supply of materials? The cost of re-installation should be covered by the suppliers' insurer.
- ⌚ The cost of complying is cheaper in the long run as there are no failures and client disputes.
- ⌚ The cost should be by the supplier. the builder should have a portal to log into to see that the material meets the Australian standard
- ⌚ The cost would be incurred by supplier, if they push a product, I would say back the product
- ⌚ The highest because it's my business name at stake.
- ⌚ The issue is that mostly you assume that the particular company who supplies your product may substitute a 'known' product for a generic product that is supposed to have the same qualities and compliance and yet quite often you can't tell who it is manufactured by. For example I might purchase fibre cement sheeting for a wet area and may refer to "villaboard" (a trade name) and I am supplied with a generic 6mm board product that appears to have the same qualities etc. I become reliant on my building product supplier (large national chain) to which I presume they have confirmed that this is compliant.
- ⌚ The main problem isn't our suppliers but that of our competitors continued use of nonconforming imported materials meaning you cannot compete fairly.
- ⌚ The onus should be on the supplier to monitor compliance of products.
- ⌚ The potential of great cost if the products provided do not meet Australian standards and eventually fail. All products provided buy suppliers should have compliance.
- ⌚ The problem is in the already high costs of the local products which continue to rise (monthly in some cases) this drives clients to look overseas for cheaper alternatives and some builders importing their own products which in turn makes those purchasing locally less competitive. I think if there was a significant cost to monitor compliance that would further distance buildings trying to do the right thing by purchasing locally. I think the cost of compliance should be borne by the local suppliers/ importers.
- ⌚ The problem is the material that was passed AS, like shadow clad, which is an appalling product. I never fit it, as it often fails to function, but has compliance. Too often the copper pipe to not to standard, and we get failures. I think that there should be more recognition that Australia has very diverse climates, it might be





OK for the West, but fail in the East etc, due to increased moisture. Most Australian manufactures are moving production off shore, I am sorry, but Chinese products have a shorter life, they work on lower margin and more sales. They are designed to do a shorter time. I have fitted hundred year old toilets in my reno house, they have done twenty years more and fine, the ones I now buy made in China will do twenty years tops. We need to keep manufacturing near, or people will simply buy a German or Spanish ceramic product. I don't buy GWA anymore.

- ☹ The quality of all building materials has diminished over the past 15 years especially the products that came from the Asian countries obviously they don't have the same quality control alas the Australian gov is not protecting the Australian trades which really upsets me.
- ☹ There are definitely products being listed by architects that don't have accreditation and are flying under the radar of 'deemed to satisfy', or "alternative solutions" Concerning is the fact that some are structural members and aren't code marked. Green energy bricks being one used that worries me.
- ☹ There are significant compliance and administrative costs for builders like me (small scale residential) that aren't shared by owner/builders and therefore put us at a disadvantage when people are weighing up whether to use a builder. Placing the onus on the builder for products and materials compliance with the standards is unfair and ultimately erodes the legitimacy of the governing authority.
- ☹ There are so many products, supplies in a project some supplied directly by us, others as part of a supply/installation agreement. The time and cost to monitor each and every product in the supply chain would be very difficult and costly. (ie roof plumbing, joinery, electrical cables.....
- ☹ There is a cost in time to collect the documentation for the council, .2% of TO.
- ☹ They could cost me my business.
- ☹ They should not be allowed into Australia unless they are fully tested and comply with Australian standards and should be regularly checked for quality fade !!!
- ☹ This cannot be answered in a few words .I believe the biggest thing is a lot of people don't

have the knowledge required to fully understand what's required in medium rise which is predominantly what I do. For instance it's one thing to buy the right product, it's a whole other issue to make sure it complies when installed, in particular with fire indices and ratings .Then there is the issue of unscrupulous builders and those that are. At tender time this makes a big difference in getting a job and not .How do you measure that ,nobody knows until there is a fire weather short cuts have been taken.

- ☹ This cost is depending on the product installed, it could be a massive cost or a minor cost.
- ☹ This is a very important area as we have to provide a guarantee.
- ☹ This is an important part of any structure particularly for the longevity of the building and client satisfaction.
- ☹ This is reliant on the ease of information from suppliers and general industry awareness. The availability of conforming products may make problems in some cases as the big hardware's crush smaller operators that are much more helpful with compliance issues.
- ☹ This is very hard to put a figure to. First, why should it be up to the builder to monitor the compliance of building products. If products do not comply why are they allowed to enter the country or even allowed to be sold here. If the builder did have to monitor every product item for compliance, it would be a very big and expensive exercise and not to mention the time that it would take. Our Handover Pack would be massive with copies of all compliance certificates for every item in a house. Our plumbers have been having issues lately with "Brass" nuts rusting. These nuts have been used underground near the water meter. They are dumbfounded with this issue. The nuts look like brass but obviously are not. This has been very frustrating for our plumbers. What about the work that this would create for the building surveyor if they have to also monitor every item that goes into a building.
- ☹ Thousands
- ☹ Thousands per year
- ☹ Time - in materials selection process, & waiting for suppliers to find/send compliance info
- ☹ Time and Labour





- ☹ Time checking and chasing information \$10,k. pa Time including stop the job until issues are sorted \$15 to 20,k pa
- ☹ Time consuming
- ☹ Time in researching products
- ☹ Time..... I now make sure plumbing fittings have a watermark! Not sure how to put a cost on it.... But plenty of time to make sure stuff complies.
- ☹ To check and confirm compliance would cost about 8 hours per job. The suppliers I use are reasonably reliable. I tend not to use some of the cheap suppliers but the more reliable and suppliers of to end supplies.
- ☹ To keep my business name and reputation where we are the use of cheaper or non-complying material or fittings is not an option The subcontractors I use would never even consider a compromise.
- ☹ Too hard to put a figure on this.
- ☹ Unknown
- ☹ Unsure
- ☹ Unable to say but should not be much
- ☹ Unknown however we do spend substantially more time chasing info we need.
- ☹ Unknown, sorry. We are a small partnership and those types of overheads just slip into the general chaos of the day.
- ☹ Up to \$500.00 per month
- ☹ Up to 1% of contract price
- ☹ Very
- ☹ Very Costly & Time Consuming as suppliers & manufactures are always looking at cheaper overseas products and if you don't ask they don't tell.
- ☹ Very hard to quantify over all as it's a way of business life
- ☹ Very high
- ☹ Very high cost we need to ensure we don't have defects to rectify.
- ☹ Very High cost, As the builder is the first in line for any rectification work due to failure of a product and then compensation is hard to get. Most suppliers will warranty their product but won't cover costs for damage or work caused by the failure.
- ☹ Very High. This would probably require a full time employee to monitor what should be an obligation of the supplier to provide materials and products that meet standards and are fit for the purpose. I would say at least \$100,000- per year, and we are a small builder.
- ☹ Very Important
- ☹ Very important that everything complies
- ☹ Very important to our business that compliant materials are used.
- ☹ Very important when owner wants to supply items that they have purchased from say eBay and it has come from outside of a Australia.
- ☹ Very large amount of cost should we lose the ability to be vigilant and use materials that have not been used and tested on current or previous projects.
- ☹ Very Little
- ☹ Very little, as any authority body I have no confidence in, as I have been there and done it.
- ☹ Very time consuming, impact on deadlines, customer frustration, unnecessary stress all add up to loss of \$\$, reputation.
- ☹ We are a small building company, we are constantly in contact will contractors and suppliers all of whom use and comply with quality products.
- ☹ We are quite a small operator so we just choose good product aimed at the high end market. (no cheap alternatives considered) We have a niche market.
- ☹ We are quoting against builders of mass produced houses that I have heard are saving approx \$3000 on Hebal replacement alone. This is an area that needs to be monitored to protect the consumer. Cheap today broken tomorrow.
- ☹ We check to see the A.S numbers are on the product are there. \$500 per job.
- ☹ We employ a full time quality control supervisor to monitor product quality and trade performance \$85000 pa.
- ☹ We mainly use items such as tapware, sanitary ware, tiles etc and have had problems with tile sin the past, even though the documentation provided meant the criteria. (Was the documentation provided accurate?) Nevertheless, using products with banned



chemicals would have a huge detrimental cost on our business.

- ☹ We only use reputable suppliers who supply products or materials that they will back. We do not use questionable products that have not been tried and tested in the market place and have a proven record.
- ☹ We pride our business on using reputable concrete and reinforcement suppliers that meet Australian Standards.
- ☹ We rely on our purchase department.
- ☹ We spent over 3 years and more than \$500k in legal costs because of Trend uPVC windows that didn't meet the standards.
- ☹ We strongly enforce that the products we use meet the Australian Standards.
- ☹ We try at 100%
- ☹ We use the same suppliers for our materials and compliance is not an issue. New or different products can take a bit more time to follow up on compliance but is a small cost in both time and monetary costs.
- ☹ We, deal with the same suppliers all the time and don't have any problems.

- ☹ When we look at using a new product for any part of our homes we would look at spending at least 2 hours researching the product to ensure that it complies with standards. With the cost of materials rising all the time, suppliers are looking at ways to keep price down and sourcing other replacement products, in today's day and age technology is cheap compared to labour and raw materials. Unfortunately manufacturers can try to use the technology to reduce the amount of raw material that goes into a product. if the engineering is not correct we the builder end up suffering if we put an inferior product into the houses that we build. If a product fails that goes into a house even if it is a cheap product, generally we would have to cut through walls to rectify the faulty product and this is expensive. For this reason we have to be careful with the products we use and ultimately the responsibility falls on the builder first.

☹ Zero

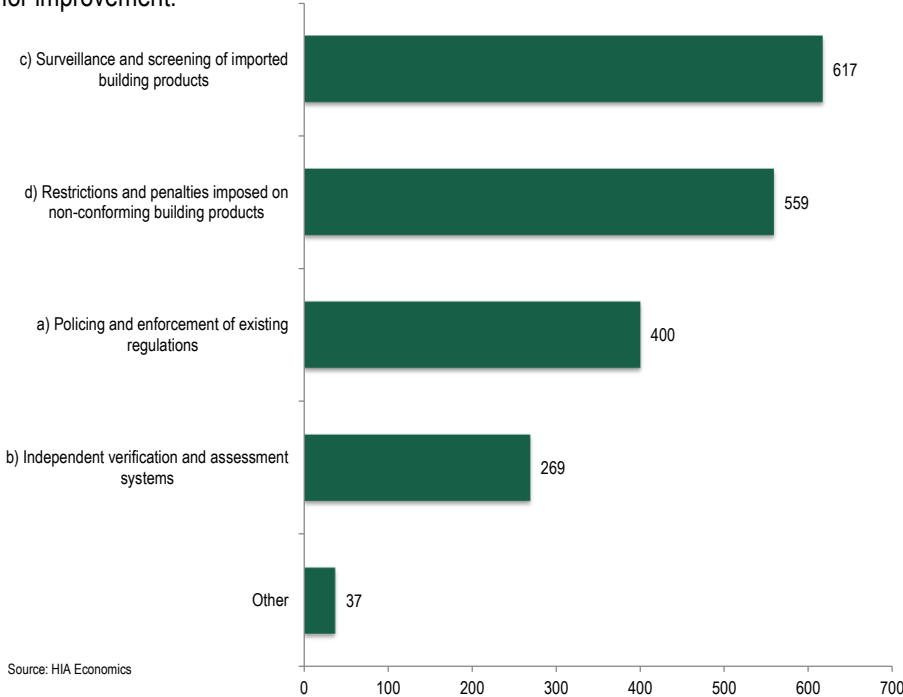
- ☹ Zero cost. materials specified and marked or no use.



**Please select which areas you believe are most important to your business for improvement:**

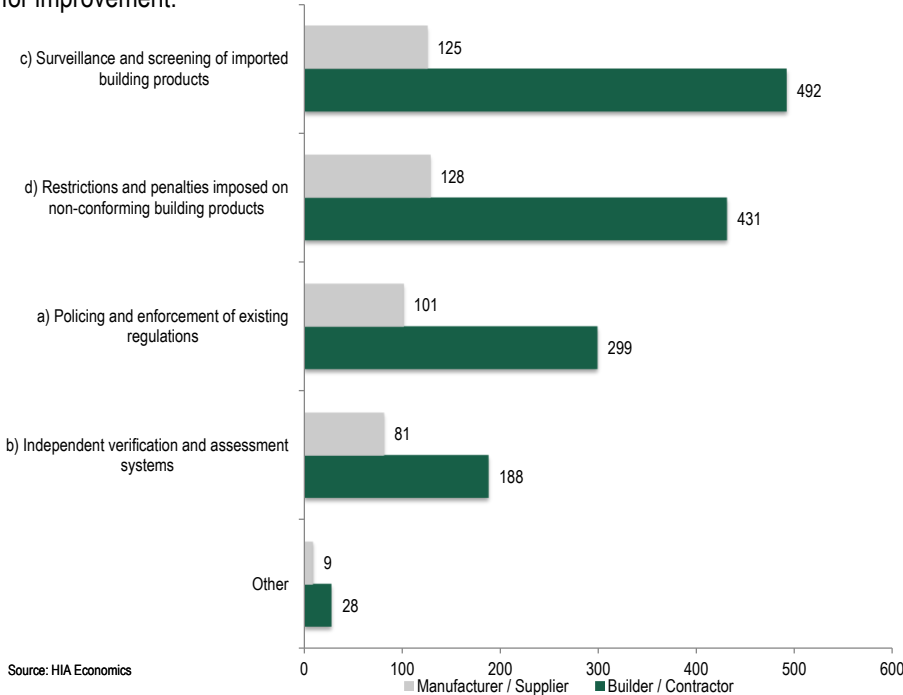
Across Manufacturer/Supplier and Builder/Contractors, respondents stated that surveillance and screening of imported building products was the area of most importance to their business for improvement followed by restriction and penalties imposed on non-conforming building products.

Please select which areas you believe are most important to your business for improvement:



On a breakdown by respondent type:

Please select which areas you believe are most important to your business for improvement:

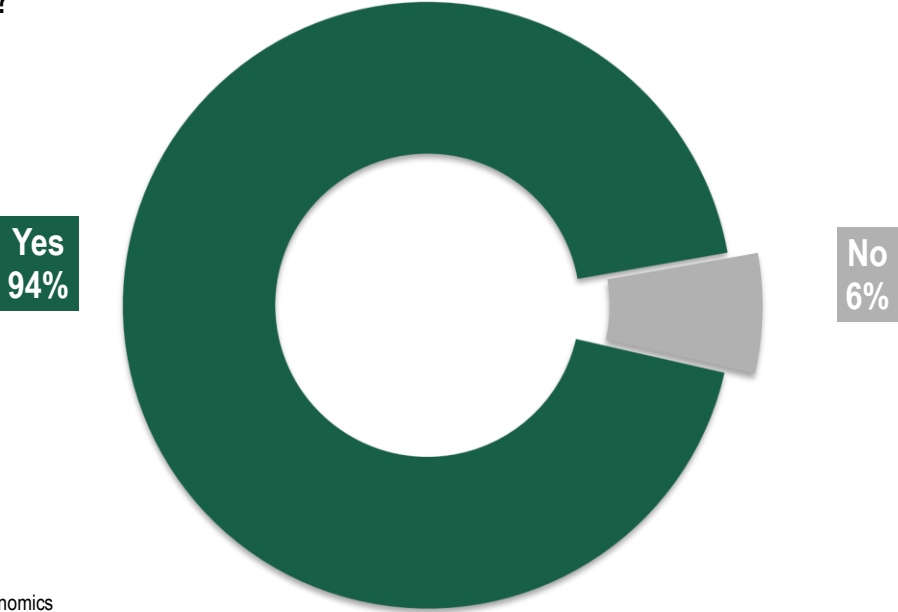




**Do you believe civil penalties e.g. fines, should be applied for suppliers of non-conforming building products?**

Of the of Manufacturer or Supplier respondents who ranked restrictions and penalties imposed on non-conforming building products second on the level of importance for improvement in their business, 94 per cent stated they believe civil penalties should be applied for suppliers of non-conforming building products.

Do you believe civil penalties e.g. fines, should be applied for suppliers of non-conforming building products?



Source: HIA Economics





## Are there any other comments you would like to make in relation to non-compliance of building products?

32 per cent of respondents provided comment and is provided in their entirety below.

- Builder / Contractor: "Floating" Flooring products (Vinyl Planks) appear not to be able maintain stability in the environmental changes ..hot to cold i.e. shrinkage and expansion.
- Builder / Contractor: (1) Option 1 - By way of import approval conditions and applicable building legislation, foreign suppliers (including suppliers of foreign sourced building materials/systems) to compulsorily contribute to a levy paid into a dedicated fund to, firstly pay for increased compliance, certification & audit costs (e.g. audit at source) and second, to provide for future claims; (2) Option 2 - By way of import approval conditions and applicable building legislation, foreign suppliers to compulsorily supply with building materials and systems a products liability Certificate of Currency (COC) from a reputable (authorised & Australian domiciled) insurer to a minimum sum insured and with statutory minimum wording backing their product/systems before those goods /systems could be incorporated into any Australian project. Mandating in the applicable State & Territory legislation (e.g. Victorian Building Act & Regulations), an onus on the applicable Building Surveyor, the obligation to require production of the COC(s) before any building permit (BP) could issue. The legislation/regulation would further mandate that the BP would be rendered null & void if a variation negotiated after the issue of the BP attempted to substitute a foreign building material or system without the COC in an attempt to circumvent the requirement. This option, I feel would shift the onus of rigorous vetting of building products and systems onto the exporter, their insurance company and advisers. Moreover, the legislation would statutorily impose a jurisdiction clause onto the exporter so that, regardless of the forum for disputes nominated in the supply contract, Australian jurisdiction would apply and the exporter would voluntarily submit to the Australian jurisdiction as a condition of import approval. One could also consider a statutory provision affording the ultimate consumer, the right to sue the foreign supplier and its directors and gain access to the relevant insurance policy. (3) With either option, it is envisaged the "Assessment Method" would be removed from the BCA/NCC as an option to achieve the required "Performance Requirement" for foreign sourced building products/systems unless they complied with either or both Options 1 or 2 described above. (4) Elephant in the room - ABCB, VBA and like State/Territory authorities being tasked to doing their job! (5) Comments 1, 2 and 3 above of course all subject to constitutional, FTA and foreign trade treaty limitations.
- Builder / Contractor: a list of non-compliance items on a website which are new to the market
- Builder / Contractor: Additional emphasis should be given in imported Chinese products where quality fading for profit is common practise. The supplier or importer should regularly have the product independently tested, marked by the company testing on when this product was review and tested say 6 to 12 month intervals minimum.
- Builder / Contractor: All building products from china need to be independently checked and certified.
- Builder / Contractor: All building products should be tested in Australia and must meet Australian standards.
- Builder / Contractor: All imported building products that enter Australia should be pretested to Australian Standards before they can be sold, retail or wholesale. The sale of any nonconforming product should be unlawful and the penalty for any business caught selling it should receive harsh penalties.
- Builder / Contractor: All national Trade and Industry fairs should only be allowed to show products to builders and architects and specifiers that meet compliance. The absolute rubbish being shown from China and India is worrying. We have asked several suppliers to



show compliance at the fair and they always claim they are still in the process of being assessed. Showing products at these fairs gives them a weight of credibility which they do not deserve.

- Builder / Contractor: All products should have a stamp on marking to show it meets Australian standards.
- Builder / Contractor: All products that are imported should be mandatory to meet Australian standards and any supplier selling non complying products should be fined or eventually lose their trading licence.
- Builder / Contractor: All products used should require Australian Standards compliance to be allowed into the Country. This should be a customs issue rather than a Contractor issue, though Contractors & manufacturers importing materials direct should be aware of the standards and ensure their materials comply.
- Builder / Contractor: Always be aware of what you intend to use If you are unsure follow up
- Builder / Contractor: Another problem in the big end of building where the pain will be felt at the small end of building. Betcha.
- Builder / Contractor: Any building materials that are not to Australian standard's the supplier's should be hit with heavy fines as this is affecting local business in all states.
- Builder / Contractor: Any imported materials should go through the same testing of compliance as Australian made products.
- Builder / Contractor: Any products to be used in any building and construction work should be tested and passed by Australian authorities prior to its release for sale in Australia. All imported products sold in Australia should have documentation verifying it meets Australian standards by Australian assessment process at each point of sale. eg, Distributors, Wholesalers, Retailers. Any product found non-compliant should not be sold in Australia. Heavy penalties should be imposed automatically to any person or company supplying or using non-compliant products.
- Builder / Contractor: Anything to do fire rating produced should have mandatory independent compliance.
- Builder / Contractor: Apart from product imported labour is quite often substandard. We have had to rectify many tiling works done by these people. The true cost is still to be borne by subsequent home owners.
- Builder / Contractor: As a custom builder who prides themselves on quality and trying to complete with other builders using these products makes it very difficult.
- Builder / Contractor: As builders we are constantly regulated to ensure we supply a quality job. Yet a supplier of non-conforming products appears to be able to get away with supplying dodgy products as there is little or no policing or penalties to discourage them.
- Builder / Contractor: As mentioned prior, too many non-accredited products being used by architects and flying under the radar of "deemed to satisfy" or " alternative solutions" This is a worry as if they have done all their testing I believe they should then submit data to obtain a code mark and accreditation. (Green energy bricks) is one I have been asked to use and am concerned that it being a structural member of a house and being used without accreditation is wrong.
- Builder / Contractor: Ban noncompliance products
- Builder / Contractor: Because you are provided with documentation, how do you know that this has been approved, which building zones (areas Australia) it is approved for, height restrictions, fire restrictions, weather restrictions, etc. For this reason, a central



public register should be created where approved products and their specified restrictions, limitations etc can be looked up. The material supplier should bare the cost of maintaining this online register. Complaints, shortfalls and or suggested improvements can be feed back to the supplier and certification group via this online register. Black listed products and reasons why should also be listed on this register to ensure users are aware why and where not to use these products and ensure that any products already on circulating in the market place are not used.

- Builder / Contractor: Better cover on product warranty and fact and compliance data provided by suppliers.
- Builder / Contractor: Big companies run their own compliance tests. Who checks them??
- Builder / Contractor: Buy Australian is my answer, if these overseas substandard products were not available in the first place then we wouldn't have problems or a need for surveys like this! Who do I blame? The people we elect to run our great country!
- Builder / Contractor: Certifiers & councils should demand compliance information for products that may not be compliant and penalties should be imposed on importers of these products. Current legislation has the builder responsible for fitting non-compliant materials, however, the issue can be dealt with well before it gets to the builder.
- Builder / Contractor: Clean up and get rid of the crooks even big companies
- Builder / Contractor: Clear labelling/documentation to be supplied with product detailing applications it is not suitable for.
- Builder / Contractor: Compliance of building product is most important to our business because we always use them, if others are not! Due mainly to cost? It is not a level playing field
- Builder / Contractor: Compliance should be wholly undertaken by manufacturers and importers. There should be no additional monitoring requirements by end user (builders) other than paying only upon receiving relevant compliance docs with every invoice.
- Builder / Contractor: Compulsory compliance on all imported building products.
- Builder / Contractor: Contractors have to learn not to cut corners with costing of materials Australian materials need to be more competitive in pricing Contractors also need to promote Australian made products that comply with standards to clients so the client is aware of what products are being used. Quality building with quality products and materials needs to be marketed and promoted to the general public and prospective clients
- Builder / Contractor: Don't add another un-necessary cost onto builders. Stop allowing non-complying products into this country and it won't be an issue.
- Builder / Contractor: Don't allow them into this country if they don't comply with our regulations. We already pay people to check items coming into this country so why should it cost more.
- Builder / Contractor: Don't allow them that way nobody can use them
- Builder / Contractor: Don't allow them to be imported
- Builder / Contractor: Don't create any more paperwork for the builders. Don't make it the builders responsibility to check these items. Make it so it is not allowed to be imported at all if it does not comply. Put it onto the companies not the builder. There should be a blanket rule; if you CAN buy it in Australia then it complies. For this to be possible the above will have to be implemented.



- Builder / Contractor: Don't Trust Chinese documentation they are world leaders at photo copying compliance certificates.
- Builder / Contractor: Easy to see certification on all building products!! Thanks for asking.
- Builder / Contractor: Education and failed products information be regularly updated and available to builders and contractors free
- Builder / Contractor: Either enforce or open it up
- Builder / Contractor: Enforcement will never happen as most of the imported material comes from China and who is going to stop China. The biggest problem causing this issue is clients accepting the lowest quote or tender even though they probably know it is too low. This reasoning puts pressure on the builders to source the cheapest products.
- Builder / Contractor: Everyone should have to play by the same rules
- Builder / Contractor: Everything that reaches Australia should be screened and compliant. Or burn it at the docs.
- Builder / Contractor: Failure to supply documentation or clear visual evidence that products meet requirements should result in Defect notification and notice to rectify (Certifier) Licence demerit points Forfeiture of right to payment until rectified Every item or product should be subject to the same regime eg current requirements for glazing certificates Changes should be preceded by an education campaign. What about the FTA s recently signed and changes to the regulatory regime?
- Builder / Contractor: Floor wastes for bathrooms especially lineal grates. The waste holes are too small and are often below 50mm in diameter
- Builder / Contractor: From the last set of your questions, this inquiry definitely smells of promoting the use of existing materials and stopping innovation. This is not good for growth and development in the building industry. Without new ideas, Australia will go backwards in world standards. Double glazing is a classic example. Australia has only just made this a regulation and Europe has had this requirement for decades. Same goes for insulation. Now we have the emergence of Structural Insulated Panels which are brilliant. Please don't let this inquiry stop 'good' progress in product development.
- Builder / Contractor: Generally the poor quality of all materials supplied out of China is quite distressing, white goods, steel, glass, timber products, electrical products have all proved to be inferior and not suitable for use as intended.
- Builder / Contractor: Have all non-compliant materials informed to all registered builders via media..
- Builder / Contractor: Home owners should be able to easily identify whether or not a product meets AS by sighting a stamp or certificate. They are generally influenced by price even though they are told some products are substandard and that they will fail. Make it compulsory for a supplier to provide a certificate which must be given to the builder with the product. No certificate. No Use!
- Builder / Contractor: How do they get past the Aust standards??????
- Builder / Contractor: I am and you guys will make the right decision
- Builder / Contractor: I believe our existing laws/codes will go a long way to solving the problem if administered correctly, we don't need more red tap & committee's
- Builder / Contractor: I don't know how they are allowed to be stocked in the shops or imported if the products don't meet Australian standards in first place.





- Builder / Contractor: I have been running my own landscape company for almost 20 years. Over the last 5 years, there has been enormous problems with imported pavers from China and surrounding areas, where the product is not fit for purpose. Paver suppliers are selling low quality product that does not conform to Australian standards, and landscape companies like ourselves are left with the bill to fix up any issues on site. We have had one problem job in? Brighton that cost me \$20,000 to rectify at my own cost, where the product clearly failed, was not fit for purpose, we had CSIRO testing done etc. It would pay for the HIA to contact our professional body - landscape Victoria to further discuss this issue, as its putting small landscape companies under lots of pressure. Suppliers continue to sell poor quality / non-conforming product, and try to get around any responsibility by saying - we need to compete with other companies who offer the same rubbish to their customers. Buyer beware at the contractors cost!! This is a huge issue confronting the landscaping industry presently.
- Builder / Contractor: I have had issues with waterproofing products that have not lasted long enough to get through the required warranty period and have cost me thousands of dollars to replace. Manufacturers of waterproofing products need to prove their products to independent certifiers who are made liable if the product fails.
- Builder / Contractor: I really cannot believe that it happens given the numerous systems we already have in place. So, if we want complete free trade, we either remove the restrictions or set up very expensive surveillance systems.
- Builder / Contractor: I see them all the time most common in bathroom products we have asked for WELLS approval but no response and unfortunately when used we are forced to pay
- Builder / Contractor: I simply don't buy them and they should not be here and why are they and how did they get into the country without having the right documentation attached to the product.
- Builder / Contractor: I think that designers need to be a bit more carefully in what they spec. I recently had a project where cedar was specced over 4 Stories. If we weren't on the ball that's how it would have been built another disaster waiting to happen
- Builder / Contractor: I think the onus is on the suppliers of material to building contractors to comply with the standards and have readily available documentation to prove this.
- Builder / Contractor: If a product is no compliant it should not be imported in the first place.
- Builder / Contractor: If don't comply shouldn't get into country
- Builder / Contractor: If it doesn't comply that's the facts! It can't be used!
- Builder / Contractor: If it's not going to last the distance as years gone by, we don't need it .
- Builder / Contractor: If laws change regarding the certification of materials, it will make Australia even more expensive to build in.
- Builder / Contractor: If they do not comply with Australian standards they should be stopped at the docks & not allowed to enter this country. Only products complying should be allowed to be sold on to the general public as we do not know if they comply or not.
- Builder / Contractor: If you effectively punish the builders caught repeatedly allowing ANY failures to occur, then supply and demand will look after the rest!
- Builder / Contractor: I'm having major problems with well-known window companies constantly providing inferior and leaking product. Always having service teams attending jobs. They need tighter controls on standards.



- Builder / Contractor: I'm sure products that don't reach the level of quality expected by the AS but the reason this problem exists is because we as a country are manufacturing less & importing more. Also the consumer is constantly hunting for the best prices & gone are the days of making money on material so I can see why some people look for a cheaper alternative solution so they can make money on material.
- Builder / Contractor: Imported plywood, hardwood timber, imported kitchens and windows from Asia. Chinese structural steel sold at big hardware store are of my biggest concern.
- Builder / Contractor: Importers of non-compliant building products must inform the suppliers of their product that it doesn't meet the Australian Standards and this information must be given to the end user. Better still don't have these products come into Australia.
- Builder / Contractor: Imports from China require more stringency
- Builder / Contractor: In Australia manufacture timber window generally do not supply flashings and marking on glass for single lite door (full size ) the other area of non-complaints is imported shower screens.
- Builder / Contractor: In my experience there needs to be an information bank set up on what is an equal item available in the Europe which may be used here. Ie Knauf plasterboard. Toilet suites. Tiles etc.
- Builder / Contractor: In the kitchen and furniture industry pre-manufactured items are brought into Australia that do not comply with Australian standard. 1. Pre manufactured kitchens from China, the white melamine carcass leach formaldehyde over time. (the internal carcass go yellow leaching formaldehyde in food storage areas ) 2. Kitchen carcasses and doors are not HMR board. This is a regulation we have to meet as local kitchen manufactures. 3. Timber in Pre made items are not from sustainable forests. (Timber from illegal logging)
- Builder / Contractor: Internal Regulation is voided, when governments make trade agreements with other countries to allow supply of sub-standard material or labour into our industry or country
- Builder / Contractor: It can be expensive when a builder is expected to warrant works for 6.5 years and most materials are only warranted up 5 year had to replace imported rubbish exterior doors 2 complete timber deck sub frames at my expense as the supplying company went broke
- Builder / Contractor: IT is hard to monitor with suppliers who are supply and install.
- Builder / Contractor: It should be up to the supplier and relevant authorities to insure that imported products comply with Australian standards and are fit for purpose before they are sold and used for construction purposes. It is too hard to expect the builders and his contractors to Inspect every item before it is installed on site.
- Builder / Contractor: It would be great to have a standard a Builder can stand by when rejecting a product that an Owner supplies that is deemed to be sub-standard.
- Builder / Contractor: It's best that non-conforming products are banned form import. We don't need more regulation at the construction level. More and more sub-standard and cheap products are appearing on the market with reputable builders avoiding their use. However, there are rogues out there that will rate a cheap price over quality and conformance.
- Builder / Contractor: Keep them out
- Builder / Contractor: Lights are the biggest problem for us. My sparky regularly has to rewire them internally due to undersized cable, and dodgy joins. These are always imported product, supplied by owners.



- Builder / Contractor: Lobby the government to stop importing Chinese products
- Builder / Contractor: Main problem is owner supplied gear they have purchased over the internet
- Builder / Contractor: Mainly customers purchasing products on eBay from overseas, mainly plumbing fittings and kitchen and bathroom units. Main concerns that they appear inferior in quality and regularly fail. As these are supplied by client we advise them but ultimately there choice to have installed .we accept no responsibility or supply any warranty on these items.
- Builder / Contractor: Majority of building products are made in China and quality of products are appalling. Australian standards are NOT met & come into Australia easily without being screened. Australia manufactures are screened & scrutinised more than imported products, but quality & standards are met. It's time that more controls are imposed on the imported product to ensure standards are met, quality is good.
- Builder / Contractor: Make it clearer to overseas manufacturers that they will not be approved
- Builder / Contractor: Make it simple and make it work.
- Builder / Contractor: Make suppliers liable
- Builder / Contractor: Make suppliers responsible for making sure materials comply to standards.
- Builder / Contractor: Make sure that the imported products are of a high Aust std
- Builder / Contractor: Making sure the client has the correct information. Of the products you use on their projects
- Builder / Contractor: Manufactures must put a complying certificate label on their product
- Builder / Contractor: Many builders don't do any risk assessment and just think as long as the product lasts 6 years than that's fine. Many directly import products themselves which I'm sure don't have the required compliance.
- Builder / Contractor: Misleading information on products
- Builder / Contractor: More needs to be done to stop the supply of these 'Bad' products, and those that undermine by using them. ie those contractors that make a job/task cheaper and undercutting those that charge the real costs for the real products
- Builder / Contractor: More products made in Australia!
- Builder / Contractor: Most of the items imported are inferior however there are people out there who buy on price. The cheapest quote gets the work in most instances
- Builder / Contractor: Most products from China are substandard and need to be policed
- Builder / Contractor: Need to stop importing melamine board that does not comply with Australian standards.
- Builder / Contractor: Needs to be more media and press coverage about the issues and dangers of importing non-compliant materials and products from outside of Australia. This will assist builders when we refuse to install items that an owner has purchased without the builder's knowledge in most cases.
- Builder / Contractor: Never had a problem with noncompliance of locally made and supplied building products.
- Builder / Contractor: No just do it Australian is good



- Builder / Contractor: Noncompliance products are products that may actually be effective, just used incorrectly. Adding extra costs to a product and then trying to police it is overly expensive. There is a simpler way, but obviously this will never happen as Dimwitted politicians are involved and OEM's with a vested interest. Just think who is determining the compliance parameters/specifications. OEM's with a vested interest and then Government bodies follow this lead. Perfect example, AWTs systems (Aerated waste-water treatment systems) are designed and manufactured by OEM's and then some tests are developed in assistance by these companies. Since they are implemented and still used nearly all have failed and still fail today to a point that even biannually serviced septic would be far more functional than any AWTs. This can be easily proven, but it will not happen as the regulatory bodies are controlled by OEM's. FAILURE and what you guys think I have faith in this being done again for noncompliance products. NO sorry I don't believe this kind of incompetence is capable of doing what is best for this industry.
- Builder / Contractor: Non-compliant goods should not be allowed into the country.
- Builder / Contractor: Non-compliant products are generally used by non-compliant builder's
- Builder / Contractor: Non-compliant products should not be allowed into Australia for any market.
- Builder / Contractor: Non complying products invariably cost the builder in repairs or maintenance all products should be compliant prior to their importation.
- Builder / Contractor: Now there is free trade to a lot of countries . This is going get bigger
- Builder / Contractor: Only that it is on our shelves to put into projects is should have passed Australian standards already, not find out later.
- Builder / Contractor: Only that in the eyes of the public this issue gives our industry a bad name!
- Builder / Contractor: Owners should be aware of these products and therefore held liable if found defective if they have supplied them. It should not be up to the builder to have to check on these things when the owners are wanting to supply their fittings, appliances etc because they can get them at such " a cheap price"
- Builder / Contractor: Pas load gun nails don't comply but are used by everyone
- Builder / Contractor: Penalty
- Builder / Contractor: Please don't let this turn into another paper chase. It would be significantly simpler to control the importation of non-compliant goods AT CUSTOMS, rather than expecting Builders to chase up every data sheet on every product they buy in good faith from local suppliers.
- Builder / Contractor: Please try to stop the authorities with loading up the builder with more and more regulatory requirements that are out of the builders' control ie importing! The enforcement should be on the person bring goods into the country not on the user as they usually only have info supplied by the importer or on seller. As a builder or subcontractor purchasing of product should be monitored to ensure what is sold is consistent with AS. This will also stop a lot of unfair price competition with unscrupulous contractors using sub=standard product.
- Builder / Contractor: Plumbing and electrical products that do not comply should not be permitted for use in our industry.
- Builder / Contractor: Products being purchased by retailers (plumbing fittings, being taps and sanitary ware) which do not comply with AS but are being sold locally. Clients assume that purchasing on line or in retail stores makes the product compliant and this is not always so.





- Builder / Contractor: Refer to final comments on cost to my business.
- Builder / Contractor: Repeat my previous answer. Furniture and flat pack cabinetry are imported with formaldehyde levels outside acceptable levels but are allowed into the country because they are classified as finished products. Not acceptable.
- Builder / Contractor: Screening of imported products to ensure that meet Australian Standards is vital to the construction industry. It will also put local manufacturers on a level playing field with imported products. This need is for health, safety and wellbeing of consumers as much as it is an industry need. It will also assist and encourage local manufacturing and increase employment locally.
- Builder / Contractor: Should not be allowed
- Builder / Contractor: Should not be allowed to be sold or imported here
- Builder / Contractor: Sick of using substandard products, standards need to be raised and products tested prior to hitting the shelves.
- Builder / Contractor: Some builders take a uni formed risk in providing cheaper products in order to increase their profitability or competitiveness. Owners have no knowledge of what they are getting and have an expectation or assumption that all the products used in the construction of the building meet the required Australian standards. Builders need to take more responsibility for what they use and ask the question why is it so much cheaper? Ask suppliers to provide evidence of conformity / compliance with Australian standards and BCA, and check with their certifier / building surveyor.
- Builder / Contractor: Some products, ie, Chrome floor grates imported from China, do not seem to last long before they start to show signs of rust. The recent change from tungsten light bulbs has been a real let down. I change my light globes far more often with the new 'longer lasting' bulbs than before. I have also had comments from older (retired) clients that some of the bulbs that take a long time to warm up are dangerous for them. They turn on the light, then have to wait until it gets bright enough for them to see. Surely the environment is worse off for the extra bulbs required to match 1 life span of the tungsten type? (Not really about none compliance, but relevant anyway!)
- Builder / Contractor: Spot checks on imported goods much the same as narcotics surveillance would seem to be the most cost effective way of monitoring imports, as I'm sure imports from China for instance could easily duplicate relevant compliance certificates as they are the best counterfeiters in the world.
- Builder / Contractor: Statute of existence. Can't be deemed non-compliant if performing the task used for
- Builder / Contractor: Stop import
- Builder / Contractor: Stop the products coming thru the internet systems and heavy fines for companies who try to import and use internet sales including third party suppliers ie EBay
- Builder / Contractor: STOP THEM FROM BEING IMPORTED!
- Builder / Contractor: Strongly believe that imported products need to be closely scrutinised and ensure they meet AS/NZ standards. It should not be up to the builder to find out this information if products are purchased in good faith. Builders should in my opinion avoid the internet purchasing BS and stick with reputable local suppliers with good industry knowledge and back up. The industry is under threat from cheap inferior products and clients being dumbed down by internet blogs and crap DIY shows. Imported labour is also having a negative effect on the industry as Governments try to fill holes with stop gap measures instead of investing in quality industry



practitioners that can educate young local talent. And don't start me on turning my Building Company into a tax collection agency!!!

- Builder / Contractor: Substandard building materials should not be allowed sold. I think the inspectors should be vigilant also the DIY person who will purchase non-conforming building products because they are cheap.
- Builder / Contractor: Supplier should be held responsible for replacement or rectification.
- Builder / Contractor: Support local business
- Builder / Contractor: The amount of bureaucratic compliance already in the building industry is huge Individual building companies particularly small ones cannot be also expected to be import verification officers we are already by default immigration tax superannuation etc Government officers.
- Builder / Contractor: The checking of compliance with tender requirements at project completion is almost non-existent, both by customer and regulators
- Builder / Contractor: The client and/or builder is constantly looking for a "cheaper product" and so we find ourselves in a predicament where importers handball non-conforming products to the purchaser. Once the product is identified as inferior (by the tradesman and usually at time of installation) the purchaser AND seller then handball responsibility back to the tradesman/woman i.e. - \* toilets don't conform to AS but are allowed to be purchased. Once installed its plumber's responsibility as he / she usually must provide the compliance certificate to relevant authority. \* (Above is applicable to electricians as well). \* wall/floor tiler installs porcelain tiles that seem ok at time of installation (i.e. no colour variation). Once grouted and cleaned imperfections in colour show, as the protective wax has now been removed which impeded judgment at the time of laying. Upon advising supplier, the supplier removes themselves from responsibility as "the tiler should have seen variation at time of installation". Almost all products with a "problem" come from China where, I believe, standards and quality control at time of manufacture are not enforced. In summary I would recommend stricter quality controls on manufacturers and importers and the quality control responsibility (and any subsequent rectifications required) to lie with the supplier of the building product. This includes the importer.
- Builder / Contractor: The compliance of materials should be solely the responsibility of the sellers of the products.
- Builder / Contractor: The compliance standards are too high generally in this country. eg India where millions live in far less. It is my view in light of affordable housing shortages in this country being picky with building products is only going to make it less affordable.
- Builder / Contractor: The Government is not protecting Aust product or personnel and the construction industry as we have known it will disappear in the next few years.
- Builder / Contractor: The onus should be on the supplier to have products meeting Australian Standards, not the purchaser.
- Builder / Contractor: The people most affected by some of the products being used are the consumers usually completely unaware until a problem or major fault and let's face it there are a lot of builders out there that don't have the pride in their work to screen some of this rubbish out And they are also the guys that won't return and rectify these issues I don't have any real answers but the industry has not improved and won't because in this age the pressures of price out way everything else in the sector of work I provide
- Builder / Contractor: The responsibility needs to be with the importer. We already have huge loads of regulations and standards to meet. We need to know that when we purchase



product from a supplier that checks have already been made as to the adequacy of the product.

- Builder / Contractor: The seller should be responsible for stocking products which supply. If their products do not comply they should be advising customers of this
- Builder / Contractor: The standard of products available for purchase has decreased in recent years tap-ware has more limited lifespans. doors from our main manufacturers being supplied with faults years after the issues have been identified. Including external doors that the manufacturers advise are not suitable to be exposed to even restricted whether. We have been advised that we are the last Builder in Geraldton that insists on using BHP steel as others use cheap Chinese steel that has no conformance stamp.
- Builder / Contractor: The suppliers computer generated invoicing should state the compliance information on the products they sell. Not all building site sheds are configured to research and store this very important information when a delivery of materials arrives and contractors and trade are kept standing around while the foreman is trying to work out where the goods have come from!!!!
- Builder / Contractor: The system requires an overhaul, what one surveyor approves another wont, we need an even playing field one rule should apply across the board
- Builder / Contractor: There has been occasion when we were held responsible (a builder is deemed to be an expert!) for a client's selection that failed in due course, when the end product was altered after we completed the project. It cost us a lot of money to have that situation resolved. A builder should be able to be protected against product failure when the product is supplied by the owner, or is selected by the owner, which generally is a cost issue.
- Builder / Contractor: There is a great deal of pressure from owners to use non-compliance products. They want us to carry the responsibility. They want to buy it cheap on-line or ask us to do it and want us to install as well - which makes us liable. We can say no - but being a small business, sometimes we have to consider this as it could depend on whether we get the job or not.
- Builder / Contractor: There should be more stringent testing on products.
- Builder / Contractor: These noncompliance building products should not under any circumstance be allowed into our country to be used in our buildings. Which could fail and be a risk to some one's health and safety. As a builder I should not have to check ever product for our standards for compliance, this rubbish should not come in at all, nip it in the bud straight away and there no problems.
- Builder / Contractor: These products that I have had as non-conformance I have had no trouble in get it corrected by any supplier that I deal with.
- Builder / Contractor: They create problems for later we work to Australian standards
- Builder / Contractor: They should all be certified that they reach AS or performance standards that are an assurance to the end user. Too many cheap inferior products are used form questionable sources with no guarantee for the consumer who is normally left having to deal with the faults.
- Builder / Contractor: They should be stopped being able to be either manufactured in Australia or imported if they are manufactured overseas, as those who use them, whilst in the long term will be caught out due to poor performance, in the short term have a distinct economic / price advantage by using them...as they are usually cheaper to buy than compliant products.
- Builder / Contractor: They should not be allowed into the country



- Builder / Contractor: they should not be allowed to be imported into the country
- Builder / Contractor: They should not be permitted which in turn would give the decent builder a better opportunity of winning quotes who use complying products
- Builder / Contractor: They simply need to meet the Australian Standards and not be allowed to be marketed if they don't.
- Builder / Contractor: This has not been a massive problem up until now but the potential for inferior imported product purchased online will be an increasing threat.
- Builder / Contractor: This is an extremely important issue firstly as I can only see that the safety of individuals both practitioners and the greater public is at risk if this isn't addressed as a matter of urgency. The other direct concern is the costs involved in getting this wrong. This is evident in the recent examples that have come to light ie non-compliant electrical cabling. We are electricians as well as building contractors and are just so relieved that we weren't affected in this.
- Builder / Contractor: This is becoming a big issue in our industry. My business to use products of a higher standard, but becoming more difficult due to flooding of inferior products and suppliers moving offshore. One example is Frameless showerscreens, competitors can obtain for \$180, but very doubtful that product is compliant with our regulations, local Australian compliant product starts around \$800+. I blame successive regulatory bodies for not enforcing standards, and allowing an unfair playing field, as well putting installers and home owner's at risk.
- Builder / Contractor: This is everybody responsibility
- Builder / Contractor: This is one of the many challenges facing the building industry at the moment, particularly in South Australia. Prices being driven down which has increased the level of these non-conforming products being introduced into the country. Architects and specifiers need to be more specific when issuing specifications perhaps actually nominating a product and removing everything related to, "and/or similar"
- Builder / Contractor: This is only an issue when builders / owners try to reduce costs by not supporting local , credible suppliers.
- Builder / Contractor: This issue is not an issue and the responsibility of the builders.
- Builder / Contractor: To Import a product, compliance should be required prior to importation. The importer should then be made to regularly prove the product meets the Australian Standards. Failure to do so should be a criminal offence, with a goal sentence mandatory. look at the wiring fiasco. The likes of Bunnings and it's Woolworths competitor regularly import substandard copies of good products, and whilst they outlast the mandatory 12 months warranty, they never give the life of performance of well-made Australian Products.
- Builder / Contractor: Too many approved products are poor quality like shadow clad.
- Builder / Contractor: Trusted standards such as EC, CPSC and British standards should be accepted in Australia to some degree, giving more choice in using overseas product. Products manufactured in China has a big cost to quality factor in the choice of product.
- Builder / Contractor: Try to buy AUSTRALIAN MADE TO KEEP THE WORK IN AUSTRALIA
- Builder / Contractor: Unfortunately if there is an opportunity to save a dollar by using a non-compliant product, people will be tempted to try it out. The internet does not help the matter either.





- Builder / Contractor: Use Australia made products. The customer should be made aware of the poor quality coming in from overseas and use this as a sales advertisement.
- Builder / Contractor: Use new import products on government projects first and do compliance there before market release.
- Builder / Contractor: We are competing against other builders who do not always comply, but they seem to continue to be registered and not brought to account.
- Builder / Contractor: We are currently doing a project where the client is using stacker stone which weighs approx 60KG per M2 I have seen this being installed on blue board and the likes off when the product is not design to carry the weight
- Builder / Contractor: We as a business will not fit or have on our job site any that don't comply as the replacement cost exceeds the original cost our warranty doesn't cover them
- Builder / Contractor: We as builders are under strict rules so should suppliers
- Builder / Contractor: We believe a more rigorous regime of inspection and fitness for purpose testing is long overdue.
- Builder / Contractor: We don't need more regulation. We have lost our local manufacturing industries & importing cheap products that's the problem. Regulation is killing us work is slowing down we are unable to employ the only areas that are growing is in regulation. Local products aren't a problem. Anything made in China doesn't last but there isn't much of a choice
- Builder / Contractor: We have a building product which is not performing and compliant which has been reported to the HIA and QBCC but is very frustrating that neither party wants anything to do with it. This is a very big shame that the Authorities and Association will not look into this as this product is used across Australia by the Building Industry including HIA Members not to mention the Public who are left with this product. It is disappointing that as a Member of the HIA being a National Association will not act on this.
- Builder / Contractor: We have always found that if there is a problem with a product, it is replaced without question
- Builder / Contractor: We need to continue education people...tradies/clients/suppliers etc. The thinking of cheap is not always the best and people are slowly coming to terms with this..... but how can we get Australian manufacturing back? Maybe never!
- Builder / Contractor: We need to know the products meet the appropriate Australian standards, and will not fail causing us problems.
- Builder / Contractor: We need to stick with Aus made and compliant products.
- Builder / Contractor: We purchase from reputable suppliers. It should be the suppliers responsibility to purchase only quality conforming products from manufacturers, and manufacturers responsibility to show suppliers that their products conform.
- Builder / Contractor: We rely heavily on our suppliers & sub-contractors to supply & use compliant materials. But perhaps from now on I should request compliance data with each invoice. Regulating each new product entering the country would seem an almost impossible task. But certainly flagging those items which could cause harm or failure would be worth pursuing further.
- Builder / Contractor: We should use "Australian Made" but if certain products need to be bought in from overseas of course regulations and standards need to be 100%
- Builder / Contractor: What about imported Non registered trades (bigger problem)



- Builder / Contractor: When purchasing from building company suppliers normally you order the product according to its use for example wet area board I may refer to it as villa board and in turn the company will provide you with a product that is designed for the purpose of a wet area board and yet it may not have the markings that some of the traditional Australian named and brand companies have. You tend to put faith in that building supplier who you have dealt with the years that the product is appropriately complying with Australian standards. In light of recent developments I should take more care in verifying the product specifications upon purchasing and not just rely on my building supply company
- Builder / Contractor: When quoting jobs the playing field needs to be a level one as non-compliant products are usually cheaper than the compliant products therefor it can cost you work
- Builder / Contractor: Where a builder purchases building products in good faith the builder should not be liable for the costs of rectification works. It is time that the supply chain took responsibility for the products that they are supplying,
- Builder / Contractor: why are they allowed to import inferior products putting strain on local manufacturing. People aren't comparing apples with apples
- Builder / Contractor: Windows are an area that needs to also be looked at as some that are imported do NOT meet Australian standards for wind compliance
- Builder / Contractor: With so many online stores and small companies getting containers over its hard to trust some stuff. I try to buy from the larger stores ie: Bunnings, Home hardware and trust that what is on their shelves is up to scratch to use.
- Builder / Contractor: Yes. Don't allow them to enter the country
- Builder / Contractor: Yes. Most products we use are manufactured outside of Australia. Part of the issue I am finding is that they may have a written warranties, but actually having the company backup their warranty is the problem! They will find any little loophole they can to not provide warranty because they can fall back on to the installation component. I have found this with Wall Tiles and Composite Decking Sealer.
- Builder / Contractor: Yes. The government needs to ensure that the importing company whether here or afar MUST have their own insurance. The burden of cost should not pass downstream to unsuspecting end users. It is the responsibility of the Government to ensure what hits our shores meets the legislation that they created.
- Builder / Contractor: You get what you pay for!
- Builder / Contractor: You get what you pay for. Though sometimes an expensive Australian product is faulty. Most Australian manufacturers cater only for the new and not the renovation market. Renovations show what products have failed and why. The fact that you have to concrete under a shower base or a bath tub or spa, shows Australian manufacturers build weaknesses and potential faults into their products. Some overseas manufacturers are way ahead of Aussies.
- Manufacturer / Supplier: All I want for my business is a fair playing field...and it is not fair at the moment as importers (hardware stores, large retail chains) are bringing products that do not comply with Aus standards and are obviously cheaper.
- Manufacturer / Supplier: All products sold in Australia should comply with Australian Standards. Non-complying products should be banned from sale in Australia.
- Manufacturer / Supplier: An independent body such as the ABCB/CSIRO need to develop a verification system that allow product claims to be verified by testing and those test results to be posted on the ABCB/CSIRO web site for all to read. End user and competitors could then check that a product certification number posted on marketing and



product labels matches what has been verified. An example of non-conforming products would be flexible ducting in residential and commercial market. There may be only 1 manufacturer that makes a compliant flex duct that meets the in-situ thermal R-Value product compliance in Australia.

- Manufacturer / Supplier: Australian building is not innovative. Just because a product is not compliant with Australian regulation does not mean it is not fit for purpose, it may be we are just behind. Shoddy, unsafe or underperforming products need to be eliminated, but new technology should not be.
- Manufacturer / Supplier: Because the suitability of a product really only comes into play once the project application is known (e.g. a window in a fire-rated location) and can be critically impacted by the installation process (e.g. installed with the correct fittings and gaskets, the right way around, without being damaged in the process), a lot of responsibility must come back to the designer, and to a great extent the builder. The builder is the one being paid to bring together materials and skills appropriate to the design and bring the construction out of the ground - s/he is the ONLY one who really knows what goes into the build in many cases. And knowing that the building will likely be there for a very long time, s/he has a moral responsibility to build that building in a fit manner - there should be far greater legal accountability laid at the feet of the builder, for a longer period of time. Only then will issues of genuine, reliable compliance of the materials going into that building be held up against the lure of lower costs. Right now it seems that too much effort is being taken to help builders hide from their responsibilities, and not enough to educate and empower them to step up to their responsibilities, while calling-out those who do the wrong thing.
- Manufacturer / Supplier: Builders buying building materials direct from places like China (some of which might not comply with Australian standards and regulations) threaten the existence of suppliers who play by the rules and sell only compliant products. Self-regulation does not work. The only way of fixing this problem is to police it, but governments don't want to do that. They've abrogated all responsibility.
- Manufacturer / Supplier: Building Certifiers and Council Certifiers are not pulling their weight - almost every building site in SA has some form of noncompliance and IS NOT POLICED
- Manufacturer / Supplier: Companies advertising as if they are compliant to Australian Standards should be penalised when their product is not compliant
- Manufacturer / Supplier: Critical to enforce some regulatory measures to counter
- Manufacturer / Supplier: Do not let the imported products into Australia unless accompanied by verifiable conformance with Australian Standards in much the same way as cars cannot be imported without showing conformity with ADR's
- Manufacturer / Supplier: Education to all industry stakeholders as current very little pay attention it is price driven by companies/contractors who only do what is good for them and not the industry
- Manufacturer / Supplier: Enforcement seems to be the area most lacking, particularly in the WaterMark area for sanitary plumbing products imported and sold without any enforcement. A guess is probably 20-30% of all sanitary drainage products sold is imported. Of this only a small fraction is being discovered, typically on larger projects such as hotels, or multi residential. Larger building firms are importing product lots of product copied from Australian suppliers. The loss of income, breach of IP, and lack of quality, and safety control is a significant loss to the Australian manufacturing, and building products supply industry. Assistance to protect Australian developed IP (registered Design, Patented, Trademark) by Customs would be of great assistance to the local manufacturers competing against these unfair practices.



- Manufacturer / Supplier: I firmly believe they should not be allowed into the country unless they comply with Australian standards.
- Manufacturer / Supplier: I know if it regulated - then the cost will come back on the honest and responsible suppliers (added cost again) then we are being penalized again. It seems that if you are a small business you pay for someone to regulate yourself? We just can't afford it. The burden of the Regulator should be not just be on the building industry and as I have stated, small business who it effects most
- Manufacturer / Supplier: I think the building industry as a whole is well governed and policed and believe more policing will only increase pricing in an industry that is already struggling. With the advent of the internet and accessibility to import easily cannot be stopped and the legitimate businesses will always suffer because of the undercutting by the shonkey cowboys that are everywhere. I believe that far too much focus has been put on OHS and not the actual work being carried out. The damage done is about to be felt about this electrical cabling but this was allowed and the legitimate Electrician who missed out on work because of the under-cutting and the used of sub-standard products seems to be where we are heading. It should not have taken this long to see what was happening with so many well established Companies going under.
- Manufacturer / Supplier: If there is a committee formed to further consider recommendations, I would appreciate an opportunity to contribute.
- Manufacturer / Supplier: If we buy Australian made products from Australian produced materials it benefits Australians and Australia.
- Manufacturer / Supplier: Installers of non-compliant products should be made to remove and rectify building works at their cost. Cancel building registration and fines.
- Manufacturer / Supplier: It is a simple 2 step process: 1. Introduce a body with powers to police 2. Introduce meaningful penalties for non-compliance
- Manufacturer / Supplier: It really is very simple, clearly self-regulation DOES NOT WORK, Stop talking about it and actually start weeding all the shit out of the industry
- Manufacturer / Supplier: It would help if there was a clear body that we could report evidence of non-compliance or submit complaints.
- Manufacturer / Supplier: it's unfair for manufacturing companies to compete with cheaper non-conforming products at costs which are below our cost price, consumers and building companies are becoming more dependent on imported products because of cost factors making increasingly difficult for our own manufacturing industry to compete on the same level playing field and thus ensuring the eventual decay of those particular manufacturing industries to cease and desist
- Manufacturer / Supplier: Many of the non- compliant keep under the radar as they are being used as non-structural products. When customers use these products they often don't ask or obtain authentic certification. Sometimes builders simply don't know if a product or the certification is compliant.
- Manufacturer / Supplier: Must meet Australian standards
- Manufacturer / Supplier: Need to develop and have a level playing field, which does not just apply to Imported material.
- Manufacturer / Supplier: Not all non-compliant products are imported, some are manufactured locally. Not all non-compliant product use is solely due to the product failing standards, some products comply with certain standards, however they may be used in non-compliant applications and inappropriate uses on buildings.





- Manufacturer / Supplier: Not interested in a new set of regulations. The Standards are already in place. Interested in independent, cost effective certification of products to confirm conformity to current standards which is recognised Australia wide.
- Manufacturer / Supplier: Our country would have a lot more compliant products if overseas standards were not adopted! Who checks the ABCB? Who checks JAS ANZ? Once third party certification is awarded!! ABCB just overview the paperwork and award it JAS ANZ just award it.. Codemark should not be awarded based on determination!!
- Manufacturer / Supplier: please see the second article in [http://www.ecosmagazine.com/?act=view\\_file&file\\_id=EC130p5b.pdf](http://www.ecosmagazine.com/?act=view_file&file_id=EC130p5b.pdf) We have to compete with poor board and materials being imported from china etc and reduce our costs to compete. The materials are unable to be imported into the country in their raw state (EG Hi formaldehyde board) however if it is cut and drilled, put in a box and sold off the shelf (eg flat pack cabinets) then the government seems to think it is the fine to allow the products to be imported. This one problem alone, I believe, will have a major impact on our health system in the coming years as the effects of high formaldehyde levels take hold especially when being used in a domestic situation like kitchens and furniture.
- Manufacturer / Supplier: Seems simple to solve issues like infinity cable and wiring of products imported. Ensure companies wishing to import have the product go through Australian government approved laboratory before sold in the country
- Manufacturer / Supplier: Seems to me that imported products that have little or no competition in Australia and are used without any regulating. But when imported products do have competition for example. Plywood industry, timber industry make it difficult to import. Having level playing field is our biggest problem. Other companies using cheaper imported products, in fact we are looking to start importing some products ourselves. For example Chinese manufactured steel framing is about 50 cents per meter and the Australian equivalent is \$3.5 per meter. Imported labour is hurting our company as well. The companies using this labour claims they cannot get Australian workers what they really mean is they want to make as much money as possible and using these workers are a very big saving. Maybe we need to start importing some cheaper public servants or better still lets import a worker for every Australian so we don't have to do anything.
- Manufacturer / Supplier: Small businesses as ours require more support, Australian products are much higher in cost than alternatives on the current market.
- Manufacturer / Supplier: Stern reinforcement and punishment for the supply and promotion of non-conforming product must take place.
- Manufacturer / Supplier: Supplier of building products that conform to code should be able to demonstrate this on their packaging/labels, so merchants and end users know to that the supplier is credible. i.e. A brand like a tick. To qualify for the "tick" brand an independent assessment should be carried out.
- Manufacturer / Supplier: Supply the resources to police the all industries that require compliance to a standard
- Manufacturer / Supplier: Testing of certifiers and designers to make sure they know what standards apply. I know one supplier who pays certifiers; designers and builders to use their non-compliant products
- Manufacturer / Supplier: The Australian Building & Construction industry will be under attack from cheaper imported products and labour, with the recently signed FTA's with China, Japan and Korea. Our industry, Australian jobs and the country will suffer if our border controls do not include the submission of appropriate approvals and test reports for incoming building and construction materials, products and prefabricated buildings,



where the policing of and verification of these certificates/reports are managed effectively and consistently enforced.

- Manufacturer / Supplier: The availability of cheap non-compliant products has a massive detrimental effect on the building industry in Australia, both for those businesses who endeavour to use quality products as they are cost prohibitive and clients are unlikely to consider this when comparing quotes, but more so for the end user who could be put at risk.
- Manufacturer / Supplier: the building industry is headed the same as our food industry with cheap importers undermining the competitiveness and thereby the ability of industry to compete - impacts economy, employment and eventually confidence of every consumer
- Manufacturer / Supplier: The penalty should go to the manufacturer/importer. The advice we received from our first solicitor was 'go bankrupt'. That is against our morals. Much time was spent, the second Solicitor (after a few weeks) had a conflict of interest, the third charged us approximately \$10,000 for nothing.
- Manufacturer / Supplier: The rate of incidents seems to be increasing. Our other concern lies around packaged cementitious products which do not come under a specific Australian standard. So, it is hard to benchmark and compare products as the standard is too broad or just not written
- Manufacturer / Supplier: The standard and quality of housing whether it be detached, multi res or high rise will suffer immensely and de value properties in the med to long term. We should be building at high quality housing and buildings that are built for Australian conditions
- Manufacturer / Supplier: The trade barrier reduction appears to mean we compete with non-compliant products that are dangerous - when someone dies - maybe Australia will react! The process of compliance is flawed totally
- Manufacturer / Supplier: The use of non-licenced trades and non-compliant building products significantly reduces accountability and makes it nigh impossible to apportion responsibility.
- Manufacturer / Supplier: There needs to be penalties for companies doing the wrong thing and they need to be of a scale that deters others from doing the same thing.
- Manufacturer / Supplier: They form a very serious threat to our health for future generations. The goods being imported are designed for short term use. these goods are then disposed of and buried underground. These non-conforming goods leach contaminants into the soil and into our water system. They also emit harmful chemicals such as Urea Formaldehyde which has been proven to cause cancer simply through breathing this in. The industry is aware that we cannot compete on labour. All we ask for is a level playing field when it comes to compliance. Safe conduct and safe measures equal to what we have to adhere to in our strongly regulated sector.
- Manufacturer / Supplier: They should be banned.
- Manufacturer / Supplier: Unless there are strict laws , many companies are non-competitive.
- Manufacturer / Supplier: We are aware there are products with certification in the country and the certification is false in its claims. Independent testing continues to prove we are losing sales to products we do not meet the Australian standards. Major builders in Perth continue have various non-compliant products on projects. Some may not be aware, Others we believe are importing the product themselves.
- Manufacturer / Supplier: We must make Consumers aware that members of organisations such as the HIA and the MBA are NOT enforcing the requirement to provide fully compliance products when they sub contract works. Consumers are at risk!



Manufacturer / Supplier: we refuse to install fittings supplied by customers if the product is not certified, or has the correct standards marked on the product. but the problem with that is that the infinity cable had all the right markings and we do have a copy of its approval papers, and the ACCC has admitted that it had certification. As a small business we do not have the resources or the time to have the products tested, as I believe this should be done by the importers of the product. Another point is that the infinity cable was selling for more than the Australian products so buying cheap was not the issue.

Manufacturer / Supplier: Why do we have Australian standards that overseas manufactures seemingly don't have to comply to.

individual support | local knowledge | national strength



**economics**

If you would like to know more about HIA Economics  
contact us on 02 6245 1393 or visit [hia.com.au/economics](http://hia.com.au/economics)