

**Bosch Thermotechnology Australia awarded  
AGL's Supplier of the Year for the third year in a row!**

In March of this year, several members of the Australian Bosch Thermotechnology sales team attended the annual AGL Retailers Conference for the third year in a row, which was held in Noosa, Queensland. As one of the major customers of Bosch Thermotechnology Australia, AGL are the largest energy retailer in Australia and are now represented all along Australia's eastern seaboard.

The Bosch Team, consisting of Representatives from New South Wales, Queensland, Victoria and South Australia were pleased to participate in discussions with this valued customer, reflect on the past year's performance, and consider opportunities for the upcoming year.

The AGL Retailers Conference culminated with an Awards Gala on the 6<sup>th</sup> of March, whereby the Bosch team were recognised with the award for *Supplier of the Year 2009* – the only award presented to a supplier. This is the third year in a row in which Bosch Thermotechnology has been awarded this magnificent achievement. It was said on the evening that it was unprecedented that any supplier has won this award three years in a row. It is evident that the hard work and dedication exerted by the entire Bosch Thermotechnology team has certainly paid off, as is testament with the receipt of this award above the likes of popular market leaders.

The prestigious honour is based upon various factors including the supplier's customer service focus, speed of delivery, distribution policy, price, advertising support, reliability of the product and their percentage growth on the previous year. Bosch Thermotechnology has been acknowledged as an ongoing integral part of the AGL and Elgas business model, particularly due to our exceptional customer focused approach as well as our sensible distribution policy. The recipient of the award is determined by the AGL and Elgas retailers themselves throughout Queensland, New South Wales, Victoria and South Australia, with each shop voting for their preferred supplier via a questionnaire.

Accepting the award on behalf of the Bosch Thermotechnology Australia group was Regional Manager, Steven Kevin. Mr. Kevin, as well as the entire Bosch Thermotechnology Australia team, was thrilled to be presented with such an esteemed accolade stating 'that it was with great pleasure that he accepted this award on behalf of such a fantastic team. A team that is bound by a real customer focussed approach that always aims to excel in all that we do.' Mr. Kevin aims to maintain this thriving relationship with AGL and Elgas in the future by maintaining outstanding levels of customer service whilst continuing to deliver the highest quality product.