

23 January 2018



**AGA NewsFlash**

*Please forward to others within your organisation.*

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## AGA NewsFlash

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### Message from AGA

To AGA Members, clients and industry colleagues, on behalf of all of us at AGA I take this opportunity to wish you a very Happy New Year and hope 2018 brings you excellent health, much fulfilment and great prosperity. The year 2017 was a very significant one for the gas industry as we adapt to changing energy market conditions and grapple with rising energy prices, security of supply and the challenges of meeting the Paris Accord target to reduce emissions to 26-28 per cent on 2005 levels by 2030.

For AGA's part, I am delighted to report that we have expanded our laboratory capabilities even further and extended the Scope of NATA Accreditation to include calibration services as well as numerous additional standards. This will enable us to assist client companies, whether it be in R&D work, product development, incident investigations or laboratory testing for certification purposes or performance testing of whitegoods. Continual improvement in customer service has been a key focus in our product certification division and it is very pleasing to note that our efforts are reflected in customer feedback surveys. I would like to thank all of those who took the time to complete the customer survey as your feedback helps us to provide you with the best possible level of service and the best technical expertise at competitive prices.

Over the past year AGA has been a major contributor to improving consumer safety, including through standards development and is represented on numerous Standards Australia Committees. This gives voice to AGA Members, customers and industry colleagues at these committees so you can have your say and raise matters of concern or air suggestions to improve standards.

I am delighted to report that AGA hosted the 2017 Industry Forum which was held at the Oaks on Collins in Melbourne. Attendance at the Forum exceeded my best expectations with over 130 local and international delegates. I sincerely thank those who sponsored the Forum and made this event possible and also extend my sincere thanks to the Speakers, all of whom delivered very informative and thought provoking papers. The Industry Forum provides a unique opportunity for the industry to gather and discuss issues of common interest and we look forward to bringing you the 2018 Industry Forum. We'll provide further updates about the Forum in subsequent NewsFlash editions.

Another exciting development in 2018 will be the launch of AGA's new interactive Website which will offer AGA Members and Customers with a range of new options designed to complement their business interests whilst further extending AGA's reach in promoting consumer safety. We look forward to providing you with more details in the near future.

Once again, thank you for your ongoing support and we look forward to working with you this year and helping you to achieve your goals for 2018.

Chris Wealthy  
**Managing Director & CEO**

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