

# Gallagher Newsletter

## The year that has been

### A final word from Richard Coxon reflecting on the year.

Hello everyone. I wish you all a safe and happy holiday season.

Once again, as we approach the end of another busy year we should take some time to reflect on the year that has been and contemplate what the future may bring.

For some part, 2019 has been a year of discovery with an exciting opportunity for us to employ our expertise and industry knowledge as New Zealand starts planning the required infrastructure for using hydrogen as a fuel source. We see this project as critical to beginning the process of establishing an alternative energy source that is more sustainable and ecologically friendly. This is not only exciting from our perspective, but also for the future of Australasia.

This year we experienced considerable growth with our contract manufacturing work, as more local businesses better understand and recognise the value in the tried, proven, and robust quality standards that we provide. Like us, they realise the importance of long term relationships with their customers, and know that the best way to achieve this is to deliver quality, time and again. They also enjoy the solid business infrastructure that Gallagher Contract Manufacturing provides.

It is exciting to see the wonderful array of technologically advanced products being developed by some fantastic companies that are also experiencing substantial growth. We feel very privileged to be involved in their journey.

Demand for our dispensers was steady this year despite having discovered a very small number of our dispensers were providing an unsatisfactory customer experience. We reacted promptly to this, and committed to updating all PULSE dispensers in the field to version 1.20 software; at our own expense. Over 5000 dispensers were updated within 4 months. I am extremely proud of how our team and service partners responded. Once again it demonstrates our commitment to do whatever it takes to maintain the quality of our products.

On that note, we often get great feedback from customers regarding the quality and longevity of our dispensers. This particular quote I'd like to share with you.

*"In the 30 odd years we have been in the fuel retailing business we noticed these Gallagher pumps seem to last forever. We recently renewed all our forecourt pumps and although we looked at another cheaper brand, one of our technical advisors who works on all types of pumps highly recommended we stick with Gallagher. One of the things he said was "the back up was excellent"*

*"But to be honest we never needed backup with these pumps anyway".*

Ron Bartlett – Hunterville Service Centre



The Gallagher team look forward to yet another prosperous new year with you all in 2020.  
Warmest Regards, Richard Coxon, (MD).



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