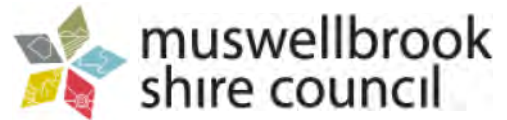


MACI

BUSINESS AWARDS 2009



PRESIDENT'S MESSAGE - 2008 BUSINESS AWARDS

I am pleased to officially invite all Muswellbrook businesses to enter the Chamber's 2009 Business Awards. This is our seventh annual awards programme and is once again the highlight of the Chamber's year.

Past winners and all contestants have given us very positive feedback about the benefits they have gained by participating in this competition. They have enjoyed increased recognition in the local community as businesses that are committed to good management practices and customer service. They have also gained valuable insights into opportunities for improvement.

The global events of the latter part of 2009 have been felt more severely in other countries than Australia and I believe the local economy has fared very well and is well placed for future growth. The outlook for increased coal tonnage through the port of Newcastle should give us all confidence that a period of sustained economic growth in the Hunter is well underway. As usual when economic activity increases, competition increases and the Hunter will once again become the focus for businesses outside the area to come and compete.

Our business awards are designed to equip local businesses with the tools to raise their profile, examine management practices and improve customer service. The Chamber acknowledges the many businesses in Muswellbrook which provide excellent customer service and welcome the opportunity to recognise them through the Business Awards programme. The Chamber is inviting nominations from the whole community. Your business can be nominated by yourself, by another business or by a customer.

I urge all business operators to examine the enclosed documents and participate in the awards programme.

Unfortunately I will be overseas on the awards presentation evening on 17 April but I wish all contestants success and hope everyone has an enjoyable evening.

Mike Kelly, President



WHO CAN ENTER?

The awards are open to all businesses operating within the Shire of Muswellbrook except those associated with sponsors, the Chamber Board, and the panel of judges.

AWARD CATEGORIES

The Business Awards will be given for the following categories ;

- Retail (Small and Large)
- New Businesses (Operating between 6 and 24 Months)
- Professional Services (this can include accountants, law firms, financial institutions, real estate agents)
- Health & Beauty Services
- Trades & Industry (Small and Large)
- Community Groups / Not-for-Profit Organisations
- Hospitality & Tourism (this can cover the following: cellar doors, restaurants, motels, B & Bs, Visitor Information Centres, Galleries, Accommodation, Clubs and Hotels)

ASSESSMENT CRITERIA

Assessment will be based on the business's performance in the following areas ;

- | | |
|--------------------------------|--------------------------|
| • Occupational Health & Safety | • Marketing |
| • Business Planning | • Administration |
| • Human Resources | • Community Involvement |
| • Customer Service | • Employee Involvement |
| | • Continuing Improvement |

HOW TO ENTER?

Complete the application form in this brochure and either fax to ;

MCCI Secretary on 6541 1285 or mail to ; MCCI Awards Committee, PO Box 683 Muswellbrook 2333

This will be used to prepare a short list of finalists. Closing date for the questionnaires is 15 March 2010.

HOW ARE THE ENTRIES JUDGED AND ASSESSED?

A panel of independent judges will visit the finalists' businesses for final judging in the last two weeks of March 2010. Judges deliberations will be final and remain confidential.

AWARDS CEREMONY

The Awards Ceremony will take place at the Muswellbrook RSL Club on 17 April 2010. The winning businesses will be announced and presented with a trophy during this high profile event with media and publicity exposure.

CONTACT POINT

Contact De-anne Douglas on either 6541 1434 or 0419 684 519 for further information.





Mt Arthur Coal, a wholly owned subsidiary of BHP Billiton, is a coal mining operation located five kilometres south west of Muswellbrook in the Upper Hunter Valley of New South Wales. Mt Arthur Coal provides Run of Mine (ROM) coal that is produced for domestic and export power generation. Over 690 people are directly employed by Mt Arthur Coal, the majority of which live in the local Upper Hunter area.

Mt Arthur Coal values the community in which it operates, sharing the area with rural properties and other industries such as horse studs, vineyards, olive groves and residential suburbs. Mt Arthur Coal contributes to sustainable community development through its Community Fund which provides sponsorship to local community organisations, and also through its employees who volunteer their time and raise funds for the community through the BHP Billiton Matched Giving Program.

Mt Arthur Coal is committed to best practice and is continually improving and advancing its operations to ensure minimum impact on the community and environment whilst also maintaining its Zero Harm Policy for our workers. Mt Arthur Coal is proud to be part of the local community and is proud to continue its support of the local Muswellbrook Chamber of Commerce and Industry's Business Awards 2009.



Bengalla Mining Company is a joint venture between Coal & Allied, Wesfarmers, Mitsui and Taipower. Our coal mining operation commenced in 1998, and has established itself as an important part of the Hunter Valley coal industry. Bengalla produces steaming coal that is used for power generation in Australia and overseas. Bengalla is committed to minimising environmental impacts on the area including the adjacent productive agricultural land, and is actively involved in a range of initiatives to improve

its sustainability and environmental stewardship. This was highlighted in 2009 when Coal & Allied won the Hunter Business Chamber Environmental Sustainability Award.

Bengalla has a committed workforce with a very strong safety culture. Bengalla employs 263 full time employees with 60 percent living within the Muswellbrook Shire. Bengalla is proud to be recognised as an employer of choice, delivering innovative practices that go beyond statutory compliance.

We are proud to be part of our local community. We do not take our role in the community for granted, and so we also engage our employees and local communities in a range of community-focused environmentally sustainable activities."



Sustainability is not just about resources and the environment but harnessing the energy and ideas of people.

Muswellbrook Shire Council's vision for the future is of a community with:

- a strong, diversified, vibrant and expanding economy'
- a community where people choose to live, work, play and learn;
- a community that has a strong and sustainable future beyond the exhaustion of the finite coal resource;
- A community that works together towards the development of sustainable industry and employment opportunities now and for our future generations.



The Muswellbrook Chronicle has been serving the local community for 135 years. It is a newspaper that has presented the news and views of the Muswellbrook people, reflected public opinion and created debate.

Not only is the Muswellbrook Chronicle dedicated to providing relevant information, it is also a vehicle for local business people to promote their products and services. For decades the newspaper has followed the lives and events that have shaped the history of our town and those that will shape our future. The Muswellbrook Chronicle is proud to be a major sponsor of the Muswellbrook Chamber of Commerce and Industry Business Awards.



As an integral component in the promoting of products and services of many local businesses, events and special occasions as well as providing live, up to date, local and national news and announcement coverage to a wide audience throughout the Upper Hunter Valley, 98.1 Power FM and 2NM 98.1 are once again proud to be associated with and offer our support as a major media sponsor to the 2009 Muswellbrook Chamber of Commerce



6 Wilkins Street, Muswellbrook. Phone: 6541 1358
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