

## **Company Capability Statement** (Commercial in Confidence)

Coles Refrigeration & Air Conditioning Pty Ltd has been successfully servicing equipment and tendering projects for 77 years (1939-2016). During this time the company and its valued employees have completed tens of thousands of successful projects all over our area of operation. The company always honours genuine commitments and company warranties (organisations are welcome to check Court \ Fair Trading records for such performance).

Defence tendering and contracting is generally regarded as requiring the highest standards in Australia. The Royal Australian Navy involved Coles Refrigeration & Air Conditioning Pty Ltd for no fewer than three Navy vessels including the HMAS Tobruk, HMAS Kanimbla and HMAS Manoora. All vessels involved projects totalling millions of dollars and with more complexity than any regular building.

### **History & Background**

Coles Refrigeration & Air Conditioning Pty Ltd was founded by the late Sidney Harold Cole in 1939. Mr Cole was the son of a British mechanical engineer who came to Australia in the 1880's to establish Adelaide's first ice works and meat chilling plant.

Today, "Coles" has grown to be one of the larger refrigeration and air conditioning firms of its type, in this State, outside of Sydney.

Coles Refrigeration & Air Conditioning Pty Ltd specialises in refrigeration, air conditioning, mechanical ventilation, catering equipment and kitchens. All applications are covered including commercial, industrial, marine and domestic. (The only exception being non-customer private refrigerators and private kitchens).

We offer a total package of design, finance, engineering, manufacture, installation, commissioning, preventative maintenance, and emergency breakdown service. Projects successfully completed range in value from a few hundred dollars to \$1.5 million dollars.

Cinemas, office towers, shopping centres, sporting clubs, hospitals, restaurants, bars, motels, butchers, corner shops, private homes, etc., proudly boast our products and workmanship. We have also air conditioned in excess of two hundred ships.

## **Ownership**

Coles Refrigeration & Air Conditioning Pty Ltd is a locally owned and locally operated organisation. All company owners and directors were born, raised and currently reside in Newcastle and the Hunter Valley region.

The company has a demonstrated track record of fulfilling company culture to identify, reward and promote quality persons. Such positions include; Senior Foremen, manager \ leadership roles, Directors and owners.

This strategic company focus leads to long-standing, locally based employees, taking responsibility and ownership of their roles, for the benefit of customers. The long-standing, strong, connection to the local area additionally ensures the best possible customer service.

## Company Directors

### **MR IAN CARNEY:-**

Born in Newcastle in 1962, Ian Carney is the second generation of the Carney family to work at Coles Refrigeration & Air Conditioning Pty Ltd.

Ian commenced employment with Coles Refrigeration & Air Conditioning Pty Ltd in 1984 after working for the international accountancy firm 'Deloitte Haskins & Sells'.

In 1986, Ian Carney became a Company Director. Ian presently holds the position of Company Secretary / Financial Director. His job description includes administration, marketing and accounting responsibilities.

### **MR RODNEY CRITTENDEN:-**

Born in Scone in 1968, Rodney Crittenden commenced a refrigeration and air conditioning apprenticeship with Maitland Abattoirs in 1985. Two years into his trade Rodney had his indentures transferred to Coles Refrigeration & Air Conditioning Pty Ltd.

After completing his trade Rodney moved into technical refrigeration / commercial kitchen equipment sales, engineering and project management. Under the tutorage of Engineering Director Ian Wattus, Rodney was trained "hands on" in the fields of refrigeration and catering equipment design, application and engineering.

In 2010 Rodney Crittenden became a Company Director. His present position is Company Director / Technical Sales Manager - Refrigeration & Catering Equipment.

**MR MITCHELL COUSINS:-**

Born in Newcastle in 1984, Mitchell Cousins commenced a refrigeration and air conditioning apprenticeship with the Nova Skills group apprenticeship scheme (hosted by Coles Refrigeration & Air Conditioning Pty Ltd) in 2001. Mitchell additionally enrolled in certificate and diploma engineering courses at night, whilst completing his apprenticeship, to further his learning, knowledge and skill base.

After completing his trade, Mitchell formally transferred employment to Coles Refrigeration & Air Conditioning Pty Ltd. At this time Mitchell advanced into technical air conditioning sales, engineering and project management. Under the tutorage of the Late Norman Clifton (Dip. Eng.), and Engineering Director Ian Wattus, Mitchell was trained "hands on" in the fields of air conditioning and mechanical services design, application, and engineering.

In 2011 Mitchell Cousins became a Company Director. His position is Company Director \ Technical Sales Manager, Project Manager - Air Conditioning Systems and Mechanical Services.

**MR IAN WATTUS:-**

Born in Muswellbrook in 1943, Ian commenced a refrigeration apprenticeship in 1961 with a Muswellbrook firm. Two years into his trade Ian had his indentures transferred to Coles Refrigeration & Air Conditioning Pty Ltd and moved to Newcastle.

After completing his trade Ian moved into technical sales. Under the tutorage of the Late Tom Holmes (Dip. Eng.) Ian was trained "hands on" in the fields of refrigeration design, application, and engineering.

In 1983 Ian Wattus became a Company Director. Ian's present position is Technical Sales Manager/Refrigeration Engineer.

## **SERVICE RESPONSE TIMES**

We are generally acknowledged, even by our own trade, as providing some of the best service response times in this state outside of Sydney. Our customers receive same day service with greater than 98% of all breakdowns operating again the same day.

All refrigeration and air conditioning servicing requirements can be carried out by our own service department and qualified engineers.

### After Hours Service

We provide comprehensive 24 hour, 7 days a week, emergency breakdown service which includes access to our wide range of spare parts and several wholesalers.

The service is activated, simply, by telephoning our main switchboard number, Ph: (02) 4957 0221 at any time outside office hours.

Utilisation is made of Vodafone personalised answering service. Customer messages are recorded and transferred to our service manager – utilising both SMS and email. The service manager returns customer calls, offers advice, screens calls, calls out technician(s) as necessary, supervises, etc. [Redundancy - the low-tech technology is proven and robust, but should anything fail several backup numbers are published in the Telstra White Pages.]

## ACCESSIBILITY - PERSONAL SERVICE

Coles Refrigeration & Air Conditioning Pty Ltd staff are always available - even after hours. Please find below home telephone numbers & mobile phone numbers for your use: -

### Key Company Contacts:-

Jason Renshaw	4976 3808	Service Manager	[(0438) 658 803 Mobile]
Ian Carney	4947 8954	Management	[(0418) 256 968 Mobile]
Rodney Crittenden	4932 9856	Management	[(0418) 133 078 Mobile]
Mitchell Cousins	4920 8138	Management	[(0437) 570 221 Mobile]

## **TOOLS & EQUIPMENT**

Over the years Coles Refrigeration & Air Conditioning Pty Ltd has acquired probably one of the best sets of refrigeration and air conditioning tools, meters, pumps, gauges, manuals, charts, software programs and technical books in our industry. A sample of our equipment follows and includes many of those items carried & required to perform the preventative maintenance tender and repair faults arising there from: -

- High pressure water pump and sprayer
- CFC Refrigerant recovery pumps and special cylinders
- Temperature recorder with paper charts
- Pressurised chemical spray bottles
- Refrigerant gauges and hoses
- Water hoses and bottles
- Multi meters \ Tong testers
- Extension leads and earth leakage units
- Radios and radio pagers
- Anemometer (Air flow meter)
- Spectroline fluorescent leak detector (This is state of the art leak detection equipment)
- Digital thermometers
- Electronic leak detectors
- Full range of hand tools
- Electric drills and saws
- Step and extension ladders
- Pulley and wheel pullers
- Acetylene cutting equipment
- Co2 gas for cleaning purposes
- Kirby refrigerant charging fittings
- Full sheetmetal workshop & equipment
- Comprehensive safety equipment

## **KEY PERSONNEL & EXPERIENCE**

Coles Refrigeration & Air Conditioning Pty Ltd boasts an impressive record when it comes to staff retention and stability of key personnel. One Hundred and Fifty Seven (157) years of Industry experience is available across just the under (6) six key account contact personnel. Across the greater company, some thirty five (35) valued personnel, the combined experience totals many hundreds of years: -

**MR IAN CARNEY**

[Administration Management / Director / Owner]

Qualifications include: -

- Chartered Accountant (C.A.)
- Bachelor of Commerce Degree (B.Com.)
- Fellow of the Australian Marketing Institute (F.A.M.I)
- Registered Tax Agent
- NSW Justice of the Peace
- Fair Trading Licence – Refrigeration & Air Conditioning
- 30+ Years' H.V.A.C. Industry Experience

**MR MITCHELL COUSINS**

[Technical Air Conditioning Sales Engineer / Director / Owner]

Qualifications include: -

- Certificate 3 Refrigeration & Air Conditioning Trade Certificate
- Certificate 3 Industrial Instrumentation / Programmable Logic Controllers
- Certificate Mechanical Engineering
- Diploma Electrical Engineering
- Fair Trading Licence – Refrigeration & Air Conditioning
- Member A.I.R.A.H.
- Australian Refrigeration Council Refrigerant Handling Licence
- 13+ Years' H.V.A.C. Industry Experience

MR JASON RENSHAW

[Service Manager]

Born in Newcastle in 1975, Jason Renshaw commenced a refrigeration and air conditioning apprenticeship with Coles Refrigeration & Air Conditioning Pty Ltd in 1994. Jason additionally enrolled in Certificate Mechanical Engineering & Business Management courses at night, whilst completing his apprenticeship, to further his learning, knowledge and skill base.

After completing his apprenticeship, Jason moved into the Office to take up the role of Service Manager in 1998. Under the tutorage of retiring Director James Carney, Jason was trained “hands on” in the fields of customer service, costing, quoting and selecting the right technician for the job.

Qualifications include: -

- Certificate 3 Refrigeration and Air Conditioning Trade Certificate
- Certificate 3 Business Management / Team Leadership
- 20+ Years’ H.V.A.C. Industry Experience

MR RODNEY CRITTENDEN

[Technical Sales Engineer / Director / Owner]

Qualifications include: -

- Certificate 3 Electro-technology Refrigeration and Air Conditioning Trade Certificate
- Fair Trading Licence – Refrigeration & Air Conditioning
- Australian Refrigeration Council Refrigerant Handling Licence
- 27+ Years’ H.V.A.C. Industry Experience



MR IAN WATTUS

[Technical Sales Engineer / Director / Owner]

Qualifications include: -

- Refrigeration Trades Certificate
- Fair Trading Licence – Refrigeration & Air Conditioning
- 50+ Years' H.V.A.C. Industry Experience

## **CURRENT KEY CLIENTS**

Most of our industrial clients have been customers for as long as we can remember - certainly over 20 years and at least one customer listed has been with Coles since 1939 - (75 years).

Please find following a cross section of some of our major, regular customers: -

- o Sanitarium Health Food Company,
- o OneSteel,
- o Orica Explosives,
- o United Group Limited,
- o Hunter New England Local Health District - Dungog, Mater, Rankin Park, Tomaree & Wallsend Hospitals,
- o Royal Australian Navy,
- o Baiada Steggles,
- o Aged Care Facilities - Bayside, Hawkins Masonic Village, Henry Kendall, Kanangra Centre, Lakehaven Masonic Village, Magnolia Manor, Maroba, Stockton Centre, Westcott
- o Coal Mines – Oceanic Coal, Centennial Coal, Wyong Coal Pty Limited,
- o Tony Cant Real Estate,
- o Cutcher & Neale Business Development Consultants,
- o Hunter Breast Screen NSW,
- o Salvation Army,
- o Australian Red Cross,
- o Meals On Wheels,
- o Kloster Group,

- o Sigma Pharmaceuticals,
- o GHD Pty Ltd,
- o Svitzer Australia,
- o Primary Schools – Charlestown, Fassifern, Gwandalan, Morisset, New Lambton, Pelaw Main, Waratah,
- o High Schools – Jesmond, Morisset, Newcastle, Toronto, Warners Bay.
- o Poly Pipe Pty Ltd,
- o Cessnock Rugby League Supporters Club,
- o Shenanigans Irish Pub,
- o Stockton RSL,
- o Bowling Clubs – Denman, East Maitland, Kurri, Waterboard, Windale Gateshead.
- o Numerous other valued customers small, medium and large.

## STATEMENT OF CUSTOMER RETENTION

Coles Refrigeration & Air Conditioning Pty Ltd regularly performs maintenance services on a similar frequency to similar critical air conditioning infrastructure for a variety of clients. We currently have over four hundred registered contracted maintenance services across Newcastle, Hunter Valley and the Central Coast.

Please find following a cross section of some of our major regular maintenance clients with estimated time frames on how long Coles has consistently completed on site scheduled services: -

- o OneSteel - 42 years
- o United Group - 35 years
- o Kloster Group - 35 years
- o Baiada Steggles - 25 years
- o Oceanic Coal - 25 years
- o St Joseph's Convent - 20 years
- o Westcott Nursing Home - 20 years
- o Mater Hospital - 15 years
- o Orica Explosives - 15 years
- o Sigma Pharmaceuticals - 13 years
- o Sanitarium Health Food Company - 12 years
- o Rankin Park Hospital - 10 years

## **FINANCIAL STABILITY & VIABILITY**

Coles Refrigeration & Air Conditioning Pty Ltd is a very solid and conservatively financed company. Our location, management and ownership have remained constant for many years without prosecution, fines, insolvency or bankruptcy. This has seen our survival and prosperity in the extremely competitive Newcastle & Hunter Valley market for longer than any of our competitors.

Customers, and potential customers, are welcome to contact our accountants, bank or a credit reporting agency for a statement of their opinion.

### Referees

- Accounting: Forsythes Chartered Accountants

Mrs Kellie Wright (Partner)

PO Box 705k,

NEWCASTLE NSW 2300

Ph (02) 49 69 0690 or [kwright@forsythes.com.au](mailto:kwright@forsythes.com.au)

- Commercial Banking: Westpac Banking Corporation Limited

Mr Rodney Lear,

Level 1, 27 Donald Street,

HAMILTON NSW 2303

Ph (02) 49 23 7084 or [rlear@westpac.com.au](mailto:rlear@westpac.com.au)

- Commercial Insurance: Markey Insurance Brokers Pty Limited

Mr Frank Gaminde,

Cooks Hill Commercial Centre

P.O. Box 909,

NEWCASTLE NSW 2300

Ph (02) 49 26 2788 or [fgaminde@markeygroup.com.au](mailto:fgaminde@markeygroup.com.au)

- Legal: O'Hearn & Bilinsky,

Mr Phil O'Hearn,

104-110 Nelson Street,

WALLSEND NSW 2287

Ph (02) 49 51 8199 or [pohearn@ohlaw.com.au](mailto:pohearn@ohlaw.com.au)

## **QUALITY MANAGEMENT POLICY & SYSTEMS**

Coles Refrigeration & Air Conditioning Pty Ltd has developed, implemented and is maintaining a quality management policy and systems developed over 76 years of continual trading.

We use a computerised management and integrated accounting package utilising SAP Business One. All service calls entered are time and date logged. All details are recorded following our technician's findings including any parts used and the supplier they were sourced from. This identifies any potential warranty issues, concerns, ensures compliance, etc.

As part of our continuous improvement, we are currently in negotiation with simPRO Job Management to upgrade our customer service platform. This program is specifically developed to manage workflow, provide superior project management and service job control and analysis.

The package being considered includes bar code equipment scanning, electronic docket recording, real-time time management, etc.

The mutual benefits to both Coles Refrigeration & Air Conditioning Pty Ltd and our clients of this software program are impressive.

## **ENVIRONMENTAL / SUSTAINABILITY POLICY**

Coles Refrigeration & Air Conditioning Pty Ltd is committed to minimising the impact of its operations and products on the environment. Environmental performance will meet modern requirements and company activities will be conducted in a manner acceptable to local authorities, the community and customer requirements.

In particular Coles Refrigeration & Air Conditioning Pty Ltd will: -

- Actively develop a responsible environmental management system which complies with relevant environmental laws and regulations and take any additional measures considered necessary to safeguard the environment.
- Communicate our commitment to environmental protection to and consult with governments, the public, sub-contractors and customers.
- Operate the Company's facilities in a way that will minimise waste and to ensure that all waste that cannot be re-used is recycled or disposed of in a manner that does not endanger the environment.
- Ensure, through training of each employee, implementation of the Company's Environmental Policy.
- The responsibility for developing the Company's Environmental Policy rests with the directors in consultation with all stakeholders.
- The responsibility for the implementation of the Company's Environmental Policy rests with all levels of management and supervisory staff.
- The responsibility for application of the company's environmental policy rests with all employees.

## WHS POLICY & MANAGEMENT SYSTEM

Coles Refrigeration & Air Conditioning Pty Ltd is committed to the principle that every employee has the right to return home every day in the same state of health as he, or she was in, before starting work. Work Health and Safety (WHS) is not just a priority, it is a core value of our business.

Coles Refrigeration & Air Conditioning Pty Ltd is committed to ensuring the health, safety and welfare of all employees, contractors and visitors at our workplaces. This means that we will: -

- ☐ Identify foreseeable hazards, assess and either eliminate, or control risks in the work environment, whenever we develop, or modify work processes and for the acquisition of plant and equipment.

- ☐ Consult with employees on all WHS matters.

- ☐ Base the development of Coles Refrigeration & Air Conditioning Pty Ltd OHS Systems on AS4804 – Occupational Health and Safety Management Systems and legislative requirements in NSW.

- ☐ Provide employees with the training necessary to ensure health and safety at work.

- ☐ Provide employees, contractors and visitors with such information as may be necessary to ensure health and safety at work.

- ☐ Develop specific plans, set goals and measurable objectives to ensure the effective implementation of this policy and the continuous improvement of the Coles Refrigeration & Air Conditioning Pty Ltd WHS Management System.

- ☐ Provide adequate resources for WHS issues as determined consultatively with employees to implement our WHS Management System.

All members of the management team including Supervisors are expected:-

- ☐ To implement the details of this policy in the areas of their responsibility, with strong emphasis on the management of risks and employee consultation.

All employees are expected:-

- ☐ To perform their duties in a manner that does not expose others, or themselves, to health and safety risks.

- ☐ To adhere to the procedures, rules and guidelines that is part of the Coles Refrigeration & Air Conditioning Pty Ltd WHS Management System and to co-operate in the development and implementation of the WHS Management System and procedures.



## **POTENTIAL SAVINGS / BENEFITS**

Coles Refrigeration & Air Conditioning Pty Ltd is one of the largest air conditioning firms of its type operating in Newcastle. Over our 77 years of operation, we have developed tremendous relationships with the local wholesalers and major brand name equipment manufacturers.

Combine these relationships with our bulk purchasing saving offsets, we can offer substantial benefits such as additional trade discounts and more efficient turnaround times on spare parts and replacement capital equipment.

You would appreciate that the difference between receiving goods a day, or two, earlier cannot be underestimated.

At this stage we have only been able to estimate times and materials, until actual physical site experience is gained. We propose and offer that should our actual site experience differ by a reasonable amount from our tender price, we would adjust our tender price down accordingly. This is to ensure your organisation achieves value for money consistent with the work performed.

Furthermore, in an attempt to save customer costs, we can provide options within our pricing structure for variations on the servicing frequency. Once site experience has been obtained we will be able to advise if alterations can be proposed. Your organisation would appreciate maintenance services are a balance between performing cost-effective work and possible over-servicing concerns.

We are a locally owned and operated firm. As such this company does not need to factor in capital city "Head Office" overheads in charges.

## **ABILITY TO FOLLOW A DETAILED IMPLEMENTATION PLAN**

Coles Refrigeration & Air Conditioning Pty Ltd is fully resourced with dedicated, licensed, long term motivated employees and is ready to commence services immediately upon the successful awarding of this tender.

Our experience in liaising with our customers to ensure compliance with a detailed implementation plan has seen us build our customer base. Even more importantly we have been able to maintain this impressive list of major clients.

In addition to adhering to our client's detailed implementation plans, we have been able to execute our work flows whilst not compromising on the quality of our workmanship, or the safety of all those involved with the process.

## CUSTOMER REFERENCES

Our best advertisement is from our current long standing client base. Please find following a list of contact details for clients that currently have a similar scope and scale of work on site maintained by Coles Refrigeration & Conditioning Pty Ltd.

### -Kloster Group

Contact - Cheryl Chapman

Ph (02) 49 22 0500 or [cheryl.chapman@kloster.com.au](mailto:cheryl.chapman@kloster.com.au)

### -Oceanic Coal

Contact - Garry Holmes

Ph (02) 49 58 0475 or 0408 237 426 or [Garry.Holmes@glencore.com.au](mailto:Garry.Holmes@glencore.com.au)

### -Orica Explosives

Contact – Brett Galloway

Mobile 0434 605 489 or [brett.galloway@orica.com](mailto:brett.galloway@orica.com)

### -Rankin Park Unit

Contact - Alan Torlop

Ph (02) 49 21 4879 or Mobile 0412 424 714 or [alan.torlop@hnehealth.nsw.gov.au](mailto:alan.torlop@hnehealth.nsw.gov.au)

### -Sanitarium Health Food Company

Contact - John Collins

Ph (02) 49 80 2925 or 0404 086431 or [John.Collins@sanitarium.com.au](mailto:John.Collins@sanitarium.com.au)

### -United Group Limited

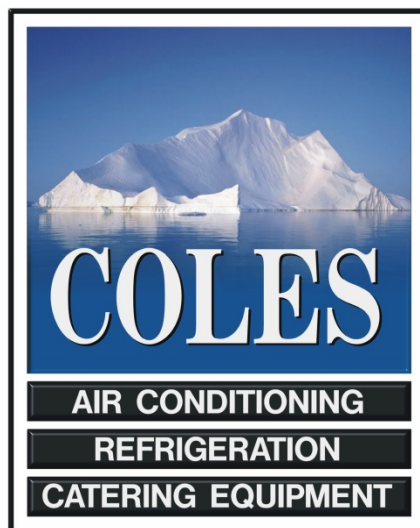
Contact - Kristy Lee Walters

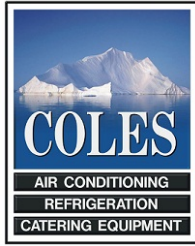
Ph (02) 49 23 5304 or [kristylee.walters@ugllimited.com](mailto:kristylee.walters@ugllimited.com)

## AUSTRALIAN STANDARDS, CODES OF PRACTICE, POLICIES & PROCEDURES

Coles Refrigeration & Air Conditioning Pty Ltd will comply with all governing or applicable Australian Standards, codes of practice, policies and procedures for the Goods and Services including, but not necessarily limited to: -

- AS / NZS 1668.2 – 2002 - Mechanical ventilation of buildings;
- AS / NZS 1668.4 - Natural ventilation of buildings;
- AS / NZS 3666:2002 - Air-handling and water systems of buildings – Microbial control relating to the maintenance of cooling towers;
- AS / NZS 1677:1998 - Refrigerating systems;
- Any other relevant Australian Standards;
- Relevant State Laws, Acts, Regulations and Codes of Practice;
- The National Construction Code Series (NCC) incorporating the Building Code of Australia (BCA)
- WH&S Acts and Regulations.





**C**ommitted & courteous

**O**wnership & opportunity

**L**oyalty & learning

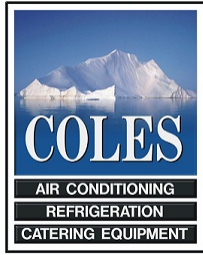
**E**nterprising & encouraging

**S**afety, satisfaction & success

**A**ttitude

**I**ntegrity

**R**espect



# Culture

## Statements

### *Team player*

I am a team player and consistently have high attendance, good paperwork and great communications skills for the benefit of the team.

### *Hard work*

I work efficiently and do everything I can to make sure tasks are completed to the very best of my abilities. I look for other opportunities so the team stays busy and productive.

### *Positive attitude*

I stay positive and help those around me have a good day by staying positive. I am always willing to participate and help out.

### *Safety first*

Safety is my priority. I make sure my work is done to a high safety standard and encourage others to do likewise.

### *Enjoyment*

I spend a lot of time at work so I make a point of enjoying every day and brightening the days of others!