

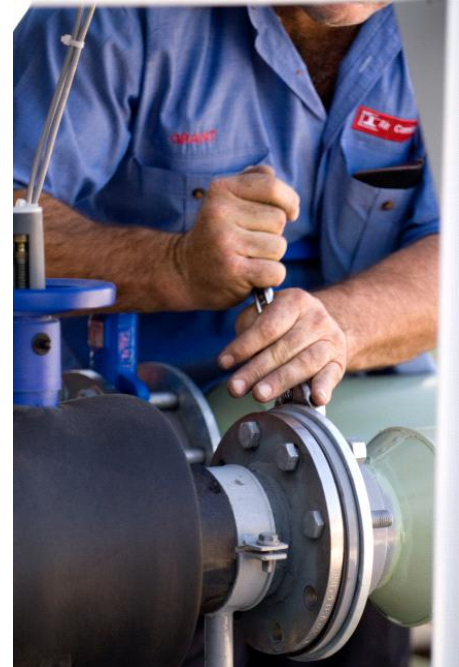
Air Comfort Services – Company Profile

We are pleased to provide the following information on Air Comfort Services, our experience and capabilities and the services that we provide.

Areas of Expertise

Our capabilities are extensive, and include the following:

- Design and Installation;
- Programmed Maintenance and Service;
- Air Conditioning and Refrigeration;
- Heating, Ventilation and Extraction;
- Cooling Towers (New and Upgrades);
- Process Cooling and Heating;
- Ducting Systems;
- Chillers and Boilers;
- Ventilation and Condensation Control;
- Products Storage and Chilling;



Company Background

Air Comfort Services Pty. Ltd. is a South Australian privately owned and operated commercial and industrial air conditioning and refrigeration Company, which has maintained steady growth and stability since commencing operations in 1981. Today it operates one of the largest service departments in Adelaide, and stands alone as the largest privately owned air conditioning organisation in South Australia.

The Company operates from two locations; the main operations being located at Cormack Road, Wingfield, and the second located at Angaston in the Barossa Valley.

In total, Air Comfort Services employs approximately fifty permanent staff. Many of our management and support staff have trade qualifications and extensive industry experience. The administrative functions of the business are very well resourced, enabling prompt and efficient processing and enquiry response.

Our business size means that we have the capacity to efficiently deal with large volumes of work, particularly during peak periods, whilst still maintaining an excellent level of customer service where our clients personalised requirements are met.

We are proud of the fact that whilst very few of our competitors regularly take on apprentices, Air Comfort Services trains more apprentices than any other commercial air conditioning organisation in Australia. This, coupled with running skills training sessions for our other qualified technicians ensures that a high level of expertise is retained within our organisation and industry.

Our Valued Clients

Since 1981 we have established a client base who are extremely satisfied with the services that we provide. Some well known organisations who utilise our services include:

- Churches of Christ Life Care
- Adelaide Entertainment Centre
- Cellarmaster Wines
- Epic Energy
- Samuel Smith & Sons
- Novotel Barossa
- Paradise Community Church
- Pembroke School
- Kings Baptist Grammer School
- Underdale High School
- Faith Lutheran School
- Adelaide Radiology
- Centacare Catholic Family Services
- Flinders Medical Centre
- Resthaven Ltd
- Royal Society for the Blind
- Eyensbury College
- Australian Glass ('OI')
- Foundation Medical Centre
- Integrated Electronic Solutions
- St Andrews Hospital
- Coca Cola
- BAE Systems
- Solver (Wattyl)
- S.A. Dental
- Knight Frank
- Taplins
- Colliers
- Adelaide University
- Lotteries Commission
- Australian Red Cross
- Ramset Fastners
- Woolworths Ltd
- Hills Industries
- CSR Building Products
- Codan
- Woodroffe Industries
- Royal Automobile Association
- Caroma Industries
- Australian Central Credit Union

Referees

You may like to contact the following clients to confirm the reliability and capability of our company, be it within the service, maintenance or installation areas.

- Peter Sulicich Pembroke School 08 8366 6200
- Peter Morgan Cellarmaster Wines 08 8561 2200
- Don Rabbah Churches of Christ Life Care 0409 690 790
- Wayne Lawrence Kings Baptist Grammer School 08 8289 0222
- Steve Hope Resthaven Inc 08 8373 9128
- Ian McQuade Novita Children's Services 08 8243 8243
- George Bartels St Andrews Hospital 08 8408 2017
- Steve Walker St Andrews Hospital 08 8408 2139

Service Operations

The Service Department is responsible for Routine Preventative Maintenance, Breakdown Response and Repairs. Our competent field staff drive modern vehicles, are well presented in company uniform and carry identification at all times. Appropriate Personal Protective Equipment is utilised and a Job Safety Analysis is undertaken for each and every job.

The Department is genuinely committed to providing a proactive service to our valuable clients; with the focus on reducing unnecessary breakdowns and minimizing plant down-time, primarily through the implementation of an excellent preventative maintenance program.

Wherever possible, the tradesperson who is allocated to routinely maintain the site will also be scheduled to undertake breakdown and repair work and in most instances personally prepare any necessary quotations. On larger premises, we ensure that a secondary technician is also rotated through to ensure that there are at least two technicians with site specific knowledge. Our extremely low staff turnover rate in our Adelaide Service Division (less than 5%) has ensured an outstanding level of consistency for our clients.

Air Comfort Services places a high priority on prompt breakdown attendance in the event of any plant failure. We have a sophisticated job allocation system which takes into account the client's business; availability of the regular technician; work location; job difficulty and urgency – with immediate response to critical areas being a priority. The daily climatic conditions are an influence; however contract clients are always given priority.

We also offer a *genuine* 24-hour emergency breakdown service, covering every day of the year. Our normal business hours are 8:00am to 5:00pm Monday-Friday (excluding public holidays) and we have two technicians on the after-hours roster each week. Should neither of them respond to a page within 10 minutes, the call will escalate to team leaders, supervisors and then management, thus ensuring that your breakdown is attended to. Air Comfort Services also have a special arrangement with one of our major suppliers whereby we can have 24 hour access to spare parts if urgently required.

We only utilise staff with the skills and qualifications appropriate to the work being undertaken. Generally, the majority of work is undertaken by our experienced Refrigeration Technicians, at times accompanied by an experienced Trade Assistant or Apprentice to assist with lifting, fitting parts and cleaning filters etc. In some cases (e.g. water treatment or boiler servicing), an outside expert is contracted to ensure that all requirements are met.



Contracting / Installation Department

Air Comfort Services offers qualified personnel with the expertise to provide an air conditioning advisory service for clients who may be contemplating upgrading, modifying or extending current systems. In addition we are able to provide a service for clients who are building new premises providing advice on the best system to install.

In addition to the advisory service Air Comfort Services have the capability to undertake any tasks required to install, modify or upgrade any air conditioning system and to subsequently maintain the equipment.

The Contracting Department primarily concentrates on an installation service to meet client's needs. Examples of major installations conducted by Air Comfort Services include Pembroke School, Wolf Blass, Trott Park Aged Care, Nazareth College, Yalumba Winery, Underdale High School, Flinders University, Australian Red Cross and Arnotts Biscuits.

Site Folders

Folders relating to each individual maintenance site are compiled upon commencement of a maintenance program. These folders can contain the following information: equipment to be maintained; service schedules; works schedules; plant layout with equipment location; site log book and site special requirements. These folders act as ready source of information on the equipment and service details. Upon completion of a maintenance visit, a service report is completed. This serves as a record of all work carried out. Recommendations for work considered necessary to maintain plant in a reliable condition are also detailed on the report.

Training and Quality Service

The Company is committed to quality service and Best Practice work methods. We have undertaken numerous steps to ensure that we provide what is expected by our clients and are currently in the process of obtaining accreditation to the ISO9001 standard. It is expected that this will be achieved by late 2008. Preliminary assessment indicates that our practices are very close to, and in many cases already exceeding the ISO9001 standard.

Currently, Air Comfort Services Pty. Ltd. has been certified as having a Quality Assured System by an external agency, ECAAS. As a result of our certification we are accredited by the Department of Administrative and Information Services to undertake work to \$1,000,000 for the S.A. Government.

Air Comfort Services undertakes regular training and monitoring. Our staff have regular toolbox, safety and product training sessions, and a number of our field technicians are undertaking an Advanced Diploma of Engineering, Refrigeration. In addition, all of our technicians have undertaken the mandatory 'Rescue and Resuscitation Training' and every two years complete Fire Safety Training.

Police Clearance Certificates

All technicians and other employees likely to come into contact with the elderly / children etc. have had Police Clearance Checks undertaken. This is renewed 3-yearly.

Builders Licence

Air Comfort Services hold a Builders License R27693 to carry out the business of Building Work Contractor in the area of Air conditioning Installation.

Public Liability

Air Comfort Services Pty Ltd holds a Public Liability policy for \$20 million.

Workcover

Our Workcover registration number is E1081006.