

# BAKER

REFRIGERATION AIR CONDITIONING

## A.J. BAKER & SONS PTY LTD

### HILL DEFENCE PRODUCTS

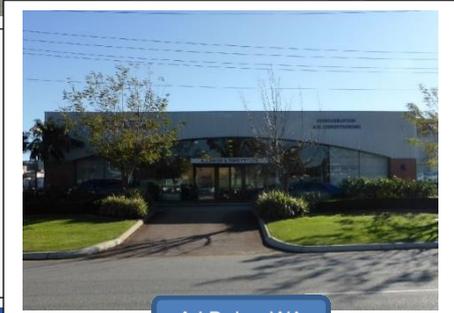
### COMPANY PROFILE



AJ Baker QLD



AJ Baker VIC



AJ Baker WA



AJ Baker NSW



AJ Baker SW-WA



AJ Baker SA

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## **1. INTRODUCTION**

A.J. Baker & Sons Pty Ltd (Baker Refrigeration – Air Conditioning) is one of the oldest Refrigeration and Air Conditioning firms in Australia. This fourth generation family owned Company was started in 1931 in Perth, Western Australia. From these early beginnings for both the Company and Refrigeration in general, A.J. Baker & Sons has grown to have a presence in the industry and achieved recognition at the forefront of Refrigeration and HVAC disciplines over this long length of time.

Peter Baker is the current Chairman of Directors of A.J. Baker & Sons, who with Managing Director Mike Baker, and the company's third Director Brendan Krummel provide the continuity of the successful family philosophy for now and into the future. Claus Mecklinger, the fourth company director, is also dedicated to the long term success of the business.

Some of the Company milestones that have been achieved are:

- First local WA Refrigeration Manufacturer.
- First local WA Air Conditioning Manufacturer.
- Expansion of the company to the eastern states - VIC/NSW/QLD/SA.
- Leading edge Rack Technology for Supermarket applications.
- National Importer of Manitowoc Ice Machines.
- First major importer of pre-assembled self-contained refrigeration display cases into Australia.
- Exclusive importer of Bonnet Neve Refrigeration Cabinets and Racks for Australia.
- Committed to the introduction & roll out of natural refrigerants. To date the company has installed over 300 supermarket installations using R744 refrigerant.

A.J. Baker & Sons' Business Plan and Structure is based on the following principles:

- Working closely with clients to deliver the best outcomes on project delivery.
- On-going training of all staff in leading edge technology.
- Infrastructure and warehouse capabilities to match any size project.
- A continual policy of advancement and growth through forming partnerships with customers and suppliers over the long term.
- Managing the labour resource per project & ensuring the highest level of installation standards are adhered to.

Throughout the ever changing Refrigeration & HVAC industry, A.J. Baker & Sons has continually adapted to meet the challenges of:

- The shift from CFC based refrigerants to HCFC / HFC Refrigerants.
- The use of natural refrigerants.
- The Analogue to Digital phase for sophisticated refrigeration controls.

Developing positive working business partnerships is a big focus for the company, which has seen the company be uniquely in the position of fitting out the same Coles Supermarket in Claremont Western Australia three times.

The Company Values are built around the following five pillars:

- Customer Service
- Quality & Innovation
- Employee Development
- Performance
- Responsibility

With the complete suite of capabilities from Design, Costing, Engineering, Project Management, Installation, Commissioning, Maintenance and Service our expertise is at your disposal. A.J. Baker & Sons have the management, financial, technical skills and resources to undertake all works within the Refrigeration and Air Conditioning fields. We look forward to providing our services to your organization.

## **2. COMPANY BACKGROUND**

A.J. Baker & Sons commenced its operations in Perth (WA) in 1920 operating at that time as a trading company. In 1931 the business activities enlarged to encompass its present operation as a Refrigeration and Air Conditioning Service Provider & Contractor. From its inception the company has shown steady and profitable progress.

In 2003, the company expanded into Queensland, and has cemented its position with major supermarket works for Woolworths, Coles, ALDI and major IGA independent chains. Works in Queensland extend all the way from Townsville to the NSW border.

In 2008, the company opened the Victoria Office, which provided our major clients in Victoria a local presence, providing full supermarket installation and case supply capability.

Mid 2009 saw the company open a Branch in New South Wales. This extends the company's ability to service its National clients. The branch provides warehousing, case supply and installation services for major retail clients. The company is also committed to further expand the NSW capabilities, with personnel now extending through to the A.C.T.

In late 2013 the company acquired the operations of Hill Equipment & Refrigeration in SA. As well as refrigeration & electrical installation and service, the fully integrated branch offers bespoke catering and defence industry solutions to ISO9001 accreditation.

In line with the company expansion, we have seen double digit growth in sales over the past three years, which is expected to continue into the future. The current number of employees in the company is above 230 with offices and warehousing located in all states:

### **Western Australia Branch**

6 Parkland Road  
Osborne Park WA 6017  
Telephone:(08) 9242 5000  
Facsimile:(08) 9242 5055

### **South-West WA Branch**

Unit 2, 1 Halifax Drive  
Bunbury WA 6230  
Telephone:(08) 9726 0500  
Facsimile:(08) 9726 0400

### **Queensland Branch**

157 Bluestone Circuit  
Seventeen Mile Rocks QLD 4073  
Telephone:(07) 3363 7900  
Facsimile:(07) 3363 7999

### **Victoria Branch**

67 National Boulevard  
CAMPBELLFIELD VIC 3061  
Telephone:(03) 8359 7800  
Facsimile:(03) 9357 9093

### **New South Wales Branch**

6 Grevillia Street  
Eastern Creek NSW 2766  
Telephone: (02) 8856 7900  
Facsimile:(02) 8856 7999

### **South Australia Branch**

26 Cavan Road  
DRY CREEK SA 5094  
Telephone: (08) 8368 2300  
Facsimile: (08) 8368 2399

The company has a very close business partner in EPTA which has a large percentage of the European market in refrigeration design. EPTA leads the commercial refrigeration sector for Food Retail chains, boasting such brand names as Bonnet Neve, Costan, Eurocryor, Iarp, and Misa. Based in Milan, it has 2,500 employees with annual production capacity of around 100,000 refrigeration case units, over 750 refrigeration racks and a commercial network worldwide.

This close business partnership with EPTA enables innovative engineering solutions to be passed onto key account clients.

We also have a strong partnership with other leading European case manufacturers with a fully integrated structure of suppliers such as Criocabin, Tecfrigo, Ubert and Manitowoc Ice Machines from the US (America's leading ice machine supplier).

A.J. Baker & Sons is an Australian family business with direct involvement by the owners. We set ourselves apart by putting customers first, aiming for the highest quality, flexibility and rapid response, and constantly improving/developing by building up our branch network to better service the customer/client base.

### **3. TYPE OF SERVICES**

The following types of services are offered by the company.

- Refrigeration System Design, Supply & Installation.
- Refrigeration Service & Maintenance.
- Self-contained "plug-in" Refrigeration cabinet Supply, Installation, Parts & Service
- Air Conditioning Design, Supply & Installation
- Air Conditioning Service & Maintenance.
- Drafting
- Ventilation Design, Supply, Install, Service.
- Catering Equipment Supply, Installation & Service
- Defence Refrigeration/Catering and HVAC equipment Design, Supply, Installation and Service
- Sheet metal Fabrication
- Facility Management.
- National Supply, Service and Parts Support for Manitowoc Ice Machines.

#### **4. Resources**

The success of any contracting company depends largely on the ability to control and integrate the available resources that at any given time have the capability to undertake the existing work program.

A.J. Baker & Sons is proud to maintain a large workforce in the different states. Current overview – effective Feb 2020, 240 employees

We are committed to the furthering of the industry by the employment of apprentices. Our in-house apprentice scheme prepares apprentices as fully qualified tradesmen, with an in-house training facility in the latest technologies.

As well as our own in-house facilities we employ a variety of specialist subcontractors for the supply and installation of capital refrigeration equipment. The management co-ordination and supervision are accepted as our total responsibility. Sub-Contractors are selected based on the quality of their work & past experience that A.J. Baker & Sons have had with them. We also place a high emphasis to provide innovation where cost saving engineering solutions are practical but never compromise standards or quality on the services that are being offered.

Many clients also have the added advantage of having A.J. Baker Sons on board from the early stages of the project. Having the refrigeration contractor involved early in the project can benefit all involved with services provided such as:

- Assist client Project Managers with Project Services Coordination meetings.
- Provide refrigeration case drainage layouts. Confirm refrigeration requirements with builder at design stage.
- Procurement of capital equipment for just in time arrival at site.

All our Project Teams are experienced and familiar with various types of mechanical services plant designs and varied styles of refrigeration systems. Based on the diversified number of projects that have been successfully completed, A.J. Baker & Sons have the required skill level necessary for the cohesive teamwork to achieve a timely and successful project.

## **5. PROJECT PROGRAMMING**

A.J. Baker & Sons recognize that planning is a necessary tool for successful project control. A plan is an objective or target which, to be totally effective, must be kept under continual review. By having close communication with the client/customer, we ensure they are on top of project design changes. Other systems used include computer cost analysis, contract management as well Microsoft Project for Gantt Chart representation & project scheduling.

## **6. SPECIALIST ENGINEERING/INNOVATION**

A.J. Baker & Sons have extensive experience with all major Australian Supermarket Design Briefs, including the Hybrid R134a/R744 design & also experience in full liquid recirculation CO<sub>2</sub> Systems. We have completed over 300 CO<sub>2</sub> installations across 5 States in Australia. As well as having extensive experience in CO<sub>2</sub>, we have many years of experience with standard HFC R404A/R507A & R134A style refrigeration installations. Having a close affiliation with EPTA, we continue to draw on the expertise of current & innovative engineering design trends used throughout their global network & pass this onto key account clients.

A.J. Baker & Sons custom builds or imports refrigeration compressor rack systems to client specifications used in supermarket applications.

We also have extensive experience of converting refrigeration plants from one refrigerant to another especially in regards to piping design & setting up the system to gain the best efficiencies achievable.

We also have in-house knowledge and expertise in the building of specific air conditioning and air handling plant.

## **7. DESIGN/DRAWING RESOURCES**

Our in-house drafting team uses the latest PC and plotter equipment utilizing AutoCAD software to enable us to produce accurate drawings in all formats from concept to installation. The department prides itself on being a market leader in all areas of refrigeration & air conditioning drafting and is well positioned to cater for all future drafting needs of the client. We are also investigating other software options such as REVIT and other 3D modelling programs, allowing the client to fully visualize the supermarket layout.

As required, we also have outsourcing arrangements for mechanical services drafting requirements.

## **8. MANUFACTURING**

With the support of our expert teams and a direct, reliable supply of raw materials, our certified facilities manufacture equipment to the highest standards of quality, safety and consistency. We are continuously upgrading our facilities with the latest technology, and expanding our production capacity responding to market demand. Equipment is subjected to and meets with the requirements as per the Military Environmental Testing Procedures.







## **9 SAFETY POLICY**

A.J. Baker & Sons understand the importance and their obligation to ensure the health & safety of its employees, customers and members of the public which could be affected by the activities of the company.

We are committed to conduct our work in a safe and proper manner in accordance with current legislation, industry standards and site specific or customer health and safety requirements.

We have a full time employee focusing on OH&S issues ensuring all team members within the company abide by the motto “safety first”.

## **10 QUALITY**

AJ Baker and Sons Pty Ltd (SA Branch) (hereinafter “AJ Baker (SA)”) has developed the Quality Management System (QMS) described in this manual to demonstrate our desire and capability to consistently provide products and services that meet customer and applicable regulatory requirements, and to operate with increased effectiveness and efficiency with the overall aim of enhancing customer satisfaction.

Our mission is:

AJ Baker and Sons Pty Ltd (SA Branch) specializes in the design, fabrication, installation, commissioning and servicing of a wide range of commercial refrigeration and catering equipment and specialized air-conditioning.

Our mission is to maintain and enhance our leading position in these market sectors by our continued pursuit of excellence and exceeding our customers’ expectations and regulatory requirements with innovative, quality products and services.

Our QMS utilizes the process approach and quality management principles contained in the international standards: ISO 9000:2005, ISO 9001:2008 and ISO 9004:2000 to enhance our ability to continually improve.

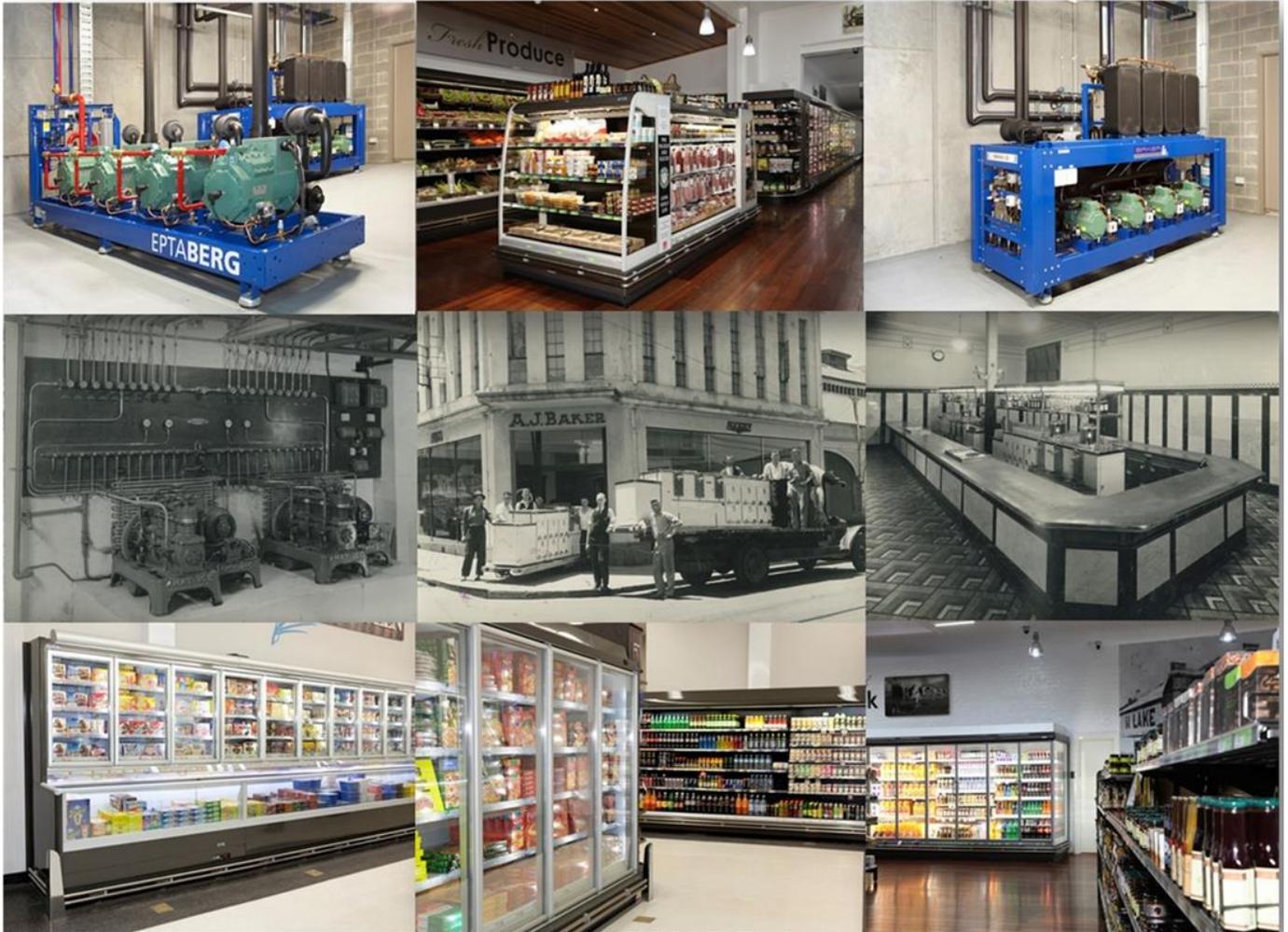
## **11 REFRIGERATION/AIR CONDITIONING SERVICE & MAINTENANCE**

A.J. Baker & Sons has a fleet of fully equipped installation and service vans, manned by qualified refrigeration and air conditioning tradesmen. We provide a 24 hour service to the industry with some of our major customers being Woolworths, Coles, IGA, Aldi, Australian Fast Foods and government agencies. We carry out maintenance contracts for both refrigeration and air conditioning and will customize a maintenance contract to suit your specific requirements.

## **12 COMMERCIAL REFRIGERATION DISPLAY CABINETS & CASES**

A.J. Baker & Sons are the sole Australian agents for a wide range of high quality imported commercial refrigeration equipment. These include Bonnet Neve, Costan, Iarp, Tecfrigo, Eurocryor, Criocabin and Ubert display cabinets and are national distributors for Manitowoc Ice Making Machines.

Examples of most of these products are on display in our modern showrooms in each state. The company also has a large Australia wide sales network of dealers who allow deep market penetration and sales support of our plug-in products.



### **13 DEFENCE FORCE PROJECTS**

A.J. Baker & Sons' SA Branch have been servicing the Australian Defence Force for over 40 years. The expertise in engineering design and fabrication has seen custom built catering and HVAC products that are listed with NATO, allowing a cross-reference amongst all NATO countries. The full QA system also provides for complete documentation and cross-referencing, meeting the exacting standards of the ADF. Examples of the projects to date are:

- Collins Class Submarines – Complete Galley Fit-out (6 vessels)
- Huon Class Minehunter – Complete Galley Fit-out (6 vessels)
- FFG Frigate Upgrade – Refrigeration & Catering equipment (6 vessels)
- ANZAC Class Frigates – Complete Galley & Refrigeration Fit-out (6 vessels)
- Thales Australia- Mine Hunter Class Galley upgrade.
- RAAF – Design & Construction of 45 Command Module A/C units, AIR87.
- ADF – HLTHSPO - Design, Construct & Maintain over 150 mobile HVAC units, controlled environment (medical) filtration systems.
- Tiger Attack Helicopters – Trailer mounted computer cooling system.
- Varley Group – manufacture and commission 6 x 6kw SATCOM trailer hard fixed cooling systems.
- RAAF-Super Hornet – Design and Construct 23 x hard fixed air-conditioning systems portable containers.
- Lockheed Martin – 3 x 18ww TADRS portable environment control systems.
- Global Defence Solutions – 3 x RAAF Deployable Catering System.
- MCDSPONavy – Mine Hunter Class – Obsolescence Design Review, awarded 6 year maintenance contract, refurbishment and supply of on board refrigeration equipment.
- Daronmont Technologies – 5 year comprehensive maintenance contract servicing 40 x 6kw RAAF 114 unit Darwin.
- BAE – Captive cooling systems.
- ASC – ongoing ILS support – maintenance contracts refurbishing galley equipment.
- ASP Ship Management – ILS support HMAS Sirius.







## **14 CONCLUSION**

As we celebrated our 100<sup>th</sup> year in the industry in 2020 our commitment and dedication to the industry is truly total.

Our company philosophy is that of a family-owned business, striving to provide the very best of service and the finest materials and quality of workmanship at a competitive cost.

We believe the above information will indicate our interest and suitability to fulfil any contractual obligations. We trust the information provided helps you to evaluate us as a viable refrigeration and mechanical services contractor and we look forward to being of assistance to you in the future

