



## CORPORATE BROCHURE



# TSR

Trust | Safety | Respect

We work to provide solutions to keep local industries running *smooth and efficiently*.

We help our customers *find comfort*, no matter the weather.

We embrace **change**



We show **respect**

We stay **safe**



We get the job **done**



## OUR LEARNING

**As a service company, we believe our people are the key to the success of our business.**

At TSR, we consider it our responsibility to empower and encourage our employees to produce results and increase their knowledge, skills and abilities. We are dedicated to developing our people and encouraging our staff to participate in activities that will support their ongoing professional development.

Since 2014, we have been partnering with Protrade United, Australia's leading coaching and mentoring organisation, to provide our employees with ongoing mentorship in working efficiently, time management, team building, leadership and other personal development areas.

As well as providing mentoring and talent management to employees, TSR is also committed to providing formal training opportunities via apprenticeship

programs. From day one, our apprentices are teamed up with our experienced sales and installation team members, working alongside them to gain valuable experience on the job, build confidence and understand the importance of great customer service.

We are proud to have strong affiliations with TAFE QLD and WorldSkills Australia. Each year, our apprentices travel to Acacia Ridge Campus where they spend several weeks learning important elements of the trade, expanding on the real-life knowledge and skills they learn at TSR.

By committing to developing the capabilities and skills of our people at all levels, we create a culture of service that is dedicated to meeting your needs.

## GREEN AND SAFE

The trade industry has a major impact on the natural environment due to its consumption of resources, raw materials, energy and water. Over the last few years, it has become increasingly important to incorporate more sustainable practices to combat this and reduce business carbon footprint.

Even though we may be a “small business”, environmental responsibility means a big deal to us here at TSR. We understand that if we want our planet to remain habitable for our future generations, we need to do what we can to make our business more sustainable.

**We’ve been working hard to make our workplace greener, and whilst we recognise there is always more to do, every little bit counts.**

We’ve had longstanding environmental practices in place such as weekly cardboard collection, pallet collection for reuse, scrap metal, metal collection for reuse, safe refrigerant management and reusable cups in our office.

WE’VE HALVED OUR LANDFILL WASTE BY IMPLEMENTING THE FOLLOWING:	
	Recycling various packaging materials, Styrofoam and small batteries
	Using washable hand towels and cloths
	Saying goodbye to paper (we aim to be 100% paperless by the end of 2019)!

By being less dependent on natural and single-use resources, we hope to create a healthier workplace for our staff and customers, as well as help save our fragile environment.

**The safety of our employees, contractors, customers and the community is also paramount. We are proud to have a work culture that is focused on the safety and wellbeing of our employees and customers.**

Our Work, Health and Safety Management System is incorporated into all aspects of our business, providing the knowledge, tools and opportunities to make TSR a safe place to work in all of the environments we operate.

OUR CURRENT SAFETY INITIATIVES INCLUDE:	
	Risk profiling
	Safety training programs
	Injury management process
	Bimonthly safety meetings conducted by our Safety Advisor

Our technical systems are also designed so that our technicians are only permitted to commence work once they have analysed the job and taken all the precautionary steps required.

By ensuring that TSR personnel, suppliers and contractors know their health and safety responsibilities, we can work to keep our clients and community safe, and return home to our loved ones at the end of each day.

Our goal is to conduct our business activities as safely and sustainably as possible, while fostering a strong culture that cares for our environment and people.



## LICENCING

TSR holds all the correct licences and always complies with the legislative changes affecting the industry. We are well connected in the market and strive to strengthen our partnerships and alliances each year.

### **ARCTick Refrigeration Trading Licence** - [www.arctick.org](http://www.arctick.org)



An ARCTick licence is essential to operate in the industry. It guarantees the installers and technicians are appropriately trained in all aspects of the safe installation of air conditioners and refrigeration equipment.



### **QBCC Licence**

TSR holds an "unlimited design" QBCC (Queensland Building and Construction Commission) licence and is therefore qualified to design air conditioning systems of all sizes. This licence is most important and will always be made available to the client for their security and safety. TSR also works closely with consulting engineers to achieve the best possible result for its clients. On many occasions TSR has been able to design and construct projects under its unlimited design licence. The success of these projects is reflected by the continued maintenance contracts established since completion.

### **Refrigerant Handling Licence (RHL)**

All of our technicians are qualified refrigeration mechanics with restricted electrical licences. TSR ensures all field employees including apprentices and Trade Assistants hold refrigerant handling licences and work to the TSR refrigerant handling risk management system.



## AWARDS

- Panasonic Incentive Awards
- Daikin Incentive Awards
- Woolworths Supplier of the Year Awards
- Australian World Skills Finalists 2014
- Queensland World Skills Finalists 2015
- PROTRADE United Business Award
- PROTRADE United Most Innovative Business Award 2018
- Queensland World Skills Winner 2018
- Australia World Skills Winner 2018
- Global World Skills Finalist 2019



## OUR STORY

**Tony Stephens and his wife, Judy, launched their refrigeration and air conditioning business, Tony Stephens Refrigeration, in 1987 from their home in Gympie, Queensland.**

After Tony's parents found it impossible to find a refrigeration mechanic after buying a hotel, Tony decided to take up an apprenticeship and fill the gap in the market. After working at the Amberley Airforce Base in Ipswich as an apprentice, he moved back to Gympie where he met Judy, and together they started a family and business.

By the tenth year, TSR needed to be relocated to a new showroom with a larger workshop on Pinewood Avenue, and in 2002 this space was renovated to make room for a spare parts division as well as TSR's ever-growing workforce. The business doubled its workspace size in 2007 to meet the rising demand for home air-conditioning, and in the same year appointed a Service Manager to assist with the expanding business and project scope.

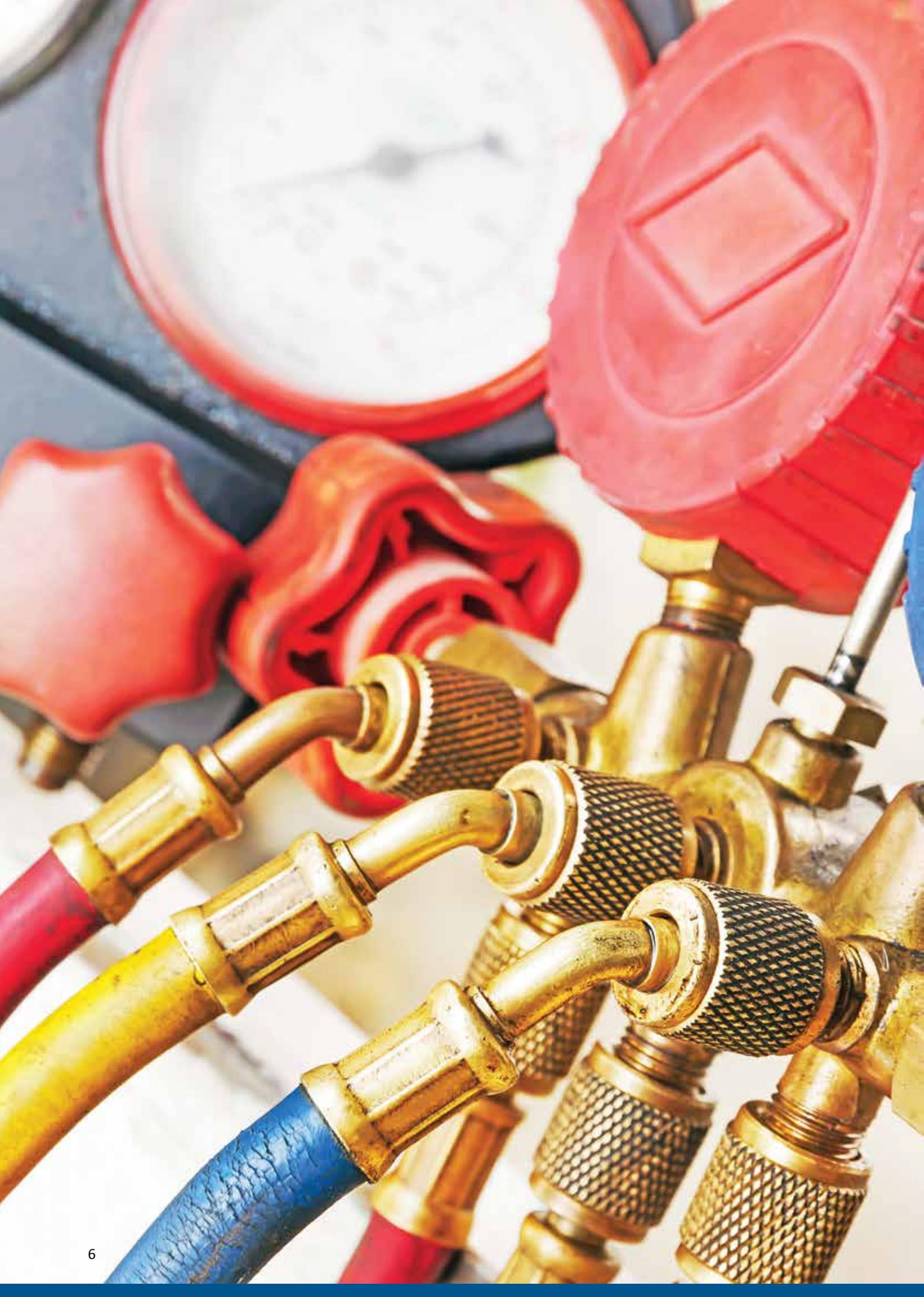
Today, TSR services the entire Gympie region through to the Sunshine Coast, north of Bundaberg and west to Kingaroy. We are the leading service provider in

the Wide Bay and South Burnett regions, and we have also expanded our services north to the Fraser Coast region where we provide our HVACR services to the commercial sector.

Since its humble beginnings, the business has grown to 22 employees including 21 locals. TSR has also welcomed the next wave of family talent who are equally passionate about the business as Tony and Judy are. Their sons, Dominic and Nathan Stephens, have followed in their father's footsteps to become qualified refrigeration mechanics. Together with their sister, Kate, they ensure the smooth running of the business's operations.

Being a family-owned business, they have close ties with the community. They've sponsored many local initiatives including the Gympie Show Society, Gympie Devils Rugby League Club, Cooloola Heat Hockey Club, Gympie Gold Cricket Team and Paddy Brennan Racing Team.

TSR's culture is driven by collaboration, honesty and courage. They treat all staff like family. They are willing to make things work through the hard times and have the entrepreneurial spirit to grow and learn as they propel a first-gen company into the next generation.



## TONY STEPHENS REFRIGERATION

TSR is an industry leader in the field of Heating, Ventilation, Air Conditioning and Refrigeration (HVAC&R). With our Headquarters in Queensland, we have been the leading service provider for over 30 years in the Wide Bay and South Burnett regions.

Director and Owner, Tony Stephens, established TSR in Gympie in 1987 with a vision to grow a refrigeration business in his hometown. Tony completed his training on site at the Amberley Air Force Base in Ipswich where he gained extensive experience with large air conditioning systems.

Tony's commitment to the industry in providing 24-hour service and support has seen TSR grow into one of the most reputable air conditioning and refrigeration businesses in Queensland.

Our alliance with quality sub-contractors such as duct installation specialists, service engineers and draftsmen provides a high level of service required to complete large building projects on time. The combination of quality suppliers, sub-contractors and the TSR team guarantees a professionally completed project, every time.

In the last three decades of professional service, TSR has secured many local, national and multinational clients whose business relies on refrigeration and air conditioning to successfully run their organisation. We are trusted by supermarkets, manufacturers, builders, health organisations, educational institutions, hospitality businesses, and industrial and domestic customers to keep their investment secure.

## CUSTOMER CONNECTION AND SUPPORT

At TSR, we are committed to providing the highest standard of customer service. Whether you choose TSR for either a service job or major project, you can trust us to have the appropriate team and systems in place to provide timely responses, reporting, budgeting and up-to-date advice.

Routine maintenances are automatically scheduled and managed through TSR's Job Management Software System. This includes scheduling and alerts to ensure all jobs are completed in the required timeframe, and that technicians are dispatched to attend urgent requests immediately.

At TSR, we connect with clients on a level that differentiates us from our competitors. Clients are our number one priority, and we do not leave a job until you are 100% satisfied.

## SERVICE, MAINTENANCE AND OPERATIONS

As HVAC&R industry specialists, we know that minimising downtime is critical to your operations. Our Service Manager and Service Coordinator always work together to provide the best possible service required to monitor and meet your needs. TSR's Service Coordinator ensures that any delays or disruptions are communicated directly to you straight away.

We can also supply you with customised reports to help keep your business maintenance in check and align it with your budget.

All of TSR's out-of-service air conditioning units and refrigeration systems are decommissioned in our workshop, where refrigerant is recovered, stored and returned to suppliers.

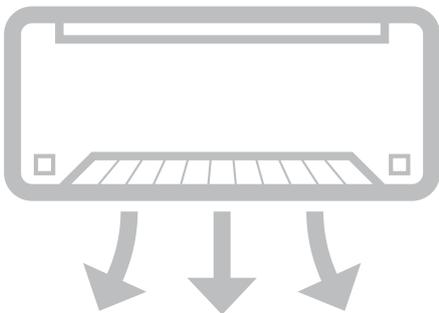
All out-of-service units are scrapped and prepared for recycling.

## PROJECTS AND COMMERCIAL AIR CONDITIONING

We have been designing and installing air conditioning for over 30 years, with our team responsible for the complete process from design through to installation.

Our management of commercial installation is monitored by our projects team, who ensures all assigned tasks are completed on time. Once your project is complete, you will automatically be scheduled into our first year's free maintenance program.

# PROVIDING BUSINESS SOLUTIONS - COMMERCIAL AIR CONDITIONING



## SPLIT SYSTEMS

TSR supplies and installs a range of wall-mounted air conditioners designed for those wanting the comfort of a unit that blends discreetly with its surroundings. The split-system units offered to our commercial customers deliver a pleasing design as well as functional appeal. We ensure the units are compact and powerful yet quiet and energy efficient. They are designed for Australian conditions and built to last.

### Features and Benefits:

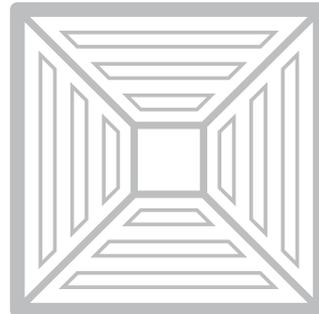
- Air purifying filters
- Innovative air flow systems
- Fast start-up times
- Energy-saving technology
- Clean, healthier air
- Robust
- Warranty guarantee

### Options:

- Reverse cycle (heating or cooling)
- Cooling only

### Our Suppliers:

- Panasonic
- Daikin



## DUCTED SYSTEMS

A ducted system provides discreet air conditioned comfort throughout your entire complex. It can be installed in a new building or tailored to suit an existing one. Once installed, only the controller, the return air and discharge grilles are visible inside.

Ducted air conditioners comprise an indoor and outdoor unit, and flexible ducting. The indoor unit is covered and out of sight either in the ceiling or under the floor, with the ducting distributing conditioned air through vents located throughout the building. Our professional installers ensure the outdoor unit is positioned in a discreet location to keep the outside of your office simplified and sophisticated.

### Features and Benefits:

- Heating or cooling for the whole building
- Better office aesthetics
- Energy-saving technology
- User-friendly controls
- Flexible air handling
- Inverter technology

### Options:

- Premium inverter
- Standard inverter
- Zoning

### Our Suppliers:

- Panasonic
- Daikin
- ActronAir



## TAKE ADVANTAGE OF DESIGN AND CONSTRUCT EXPERTISE

TSR's Design and Construct projects are rapidly growing, with our unique QBCC licence leaving no limits. This renowned, unlimited design licence sets TSR apart and enables us to design, install, commission, service or repair refrigeration, air conditioning, mechanical ventilation and air handling systems for a building.

From the initial design and estimate, to the construction period and finally the warranty and maintenance period, TSR's construction and service teams can provide you with the best solution, whatever your requirements are.

We have successfully completed major projects for international, national and local companies including; Nestle Australia, Laminex Industries, Queensland Health, Building and Asset Services, and the Gympie Regional Council.



## WARRANTY

TSR has established a network of quality suppliers to enhance the level of service we provide.

Being warranty agents as well as dealers, we give you peace of mind, knowing you won't be left stranded when it comes to backup service.





## SERVICE AND MAINTENANCE

We provide around-the-clock service of commercial refrigeration and air conditioning systems. Our premises consists of modern offices, a fully equipped spare parts area, storage facilities, workshops, and an innovative training and conference area. TSR ensures that all service vehicles and technology systems are fully equipped and updated in order to maximise customer service.

Our service department offers ongoing routine maintenance, with 24-hour, 7-day breakdown service, commercial and household needs all catered for. Our technicians are fully qualified, and have been handpicked and trained for their proven analytical abilities.

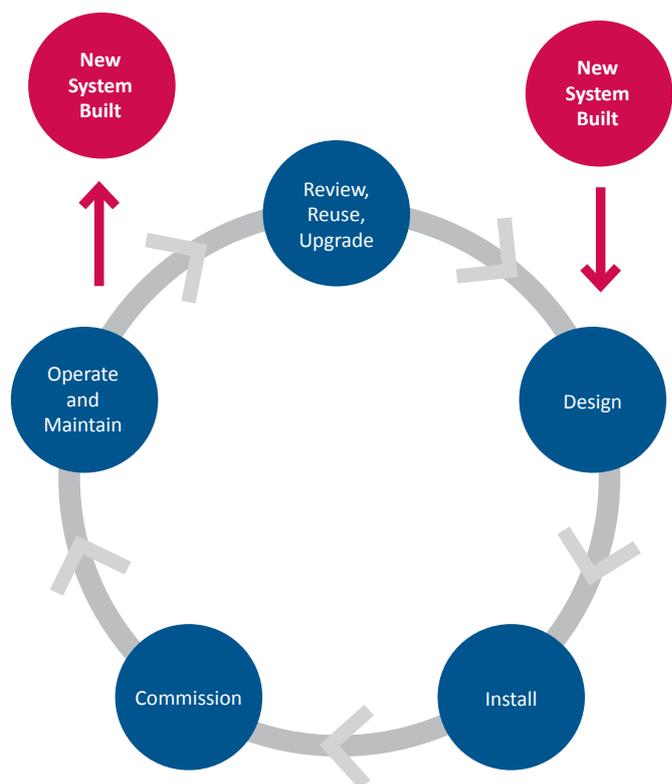
## MAINTENANCE

HVAC&R systems provide comfort conditions within a building, and owners rely on these often complex systems to successfully operate. Failure to maintain HVAC&R systems reduces their value, increases their operating costs, and introduces unreliability, dissatisfaction and risk to a business' operation.

We believe maintenance to be extremely significant. It improves safety, and increases efficiency, reliability and satisfaction. Maintenance is about knowing and doing—knowing what needs to be done, knowing how to do it, and doing it.

Creating scheduled maintenance programs is our expertise. We closely follow the AIRAH DA19 HVAC&R Maintenance Guidelines, and have mastered the art of planning, specification, delivery and management of maintenance for your HVAC&R system.

## LIFECYCLE OF AN HVAC&R SYSTEM



## COMPLIANCE

Our service team have extensive experience in commercial HVAC preventative and statutory maintenance and essential services testing. We partner with NEBB certified companies which allows us to supply maintenance records and test certificates to ensure your building meets compliance and runs as efficiently as possible.





## PROVIDING SOLUTIONS AT HOME: HOME AIR CONDITIONING

### AIR CONDITIONING IN YOUR HOME

From the moment you walk into your home, we want you to feel comfortable, whether it's summer or winter. We can provide you with year-round comfort through our great range of air conditioning solutions. Whether you're after a ducted system, split system wall units, or you're not sure what you need, we promise to deliver a solution that meets your needs.

### WHAT'S RIGHT FOR YOU?

How do you know what's right for you and your home? We can help.

Our air conditioning specialist will arrange to visit you at your home, and assist in selecting the correct size unit and design to suit your living space.

Once installed, you'll barely notice the unit is there, and no matter what the weather is like outside, inside you'll have a whole new level of comfort right at your fingertips.

#### Benefits and Features:

- Ultimate comfort
- Energy saving technology
- Discreet design
- Warranty guaranteed

#### Options:

- Ducted systems
- Split system (reverse cycle and cooling only)

#### Our Suppliers:

- Panasonic
- Daikin
- ActronAir
- Fujitsu
- Mitsubishi

## WHAT OUR CUSTOMERS AND PARTNERS ARE SAYING



*TSR provides a high level of service at a cost that represents true value for money.*

The Gympie Regional Council has developed a strong working relationship with TSR through the contracting of servicing air conditioner and refrigeration units across the whole of council.

TSR provides a comprehensive service to council by not only servicing, repairing and installing our equipment but through the provision of advice regarding our needs.

As a local service provider TSR have a rapid response time for emergency call outs.



**Heather Kelly** - Gympie Regional Council



TAFE Queensland has undertaken the formal training of their apprentices in our first-class training facilities here at SkillsTech TAFE Queensland.

*The respect, discipline and enthusiasm that all of TSR apprentices go about their classes makes their attendance a rewarding one for all.*

Their results are consistently in top marks and their leadership and willingness to help other students is evident. TSR takes the time to tutor their apprentices and reinforce their college training.



**Carl Balke** - SkillsTech TAFE Queensland



*TSR have improved the performance of our HVAC systems within the Wide Bay Hospital Health Service.*

Our systems run more efficiently and effectively due to their ability to carry out a professional preventative maintenance service.

We would not hesitate recommending this company to other clients as they are reliable, trust worthy and knowledgeable. They approach every job with the right attitude and attention to detail and are committed to achieving the very best for our patients and staff.



**Peter Heath** - Wide Bay Hospital and Health Service



TSR and Nestle Gympie have formed a very successful relationship for many decades. Tony and his team have completed all the services and repairs on site.

*TSR have also been our key contact and supplier for all new installations, upgrades and enquires for all our air conditioning requirements.*

The team at TSR have always been a huge support, providing a professional approach, excellent commitment and superb level of service.



**Mick Purvis** - Nestle Australia Ltd



TSR is a local reputable business that supplies us with quality products.

*The TSR staff always go that extra mile to ensure a quality finish to their work.*

We have been using TSR as a subcontractor for many years and cannot fault their professional approach and commitment to get the job done.



**Pat Witteman** - Gympie Building Company

## CONTACT US

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