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Inter-Resting News

From The Desk of the MD

Welcome to the Company's first employee "Newsletter".

Newsletters are not new concepts and in fact, I believe we kicked off the Industry Newsletter rush to clients many years ago. Back in the late 1980's when the Montreal Protocol was eventuating, at BFS (the company before Inter-Chillers) we were subscribing to a USA HVACR monthly journal and receiving the latest updates and trends on the CFC issue and what impact that may have on our industry. The quality of up-to-date USA information "Down-Under" was too good for one set of eyes only so we produced a monthly CFC newsletter with interesting extracts taken from the USA Journal.

Always looking for a "Point of Difference" – No-one else was doing it!!

We mailed these monthly newsletters to every key "Blue Chip Corporation" engineering portfolio manager in Sydney. The response was overwhelming and indeed put our company name in the spotlight which in turn resulted in business growth and new contracts as an independent specialist HVACR Company.

After approximately eight months of producing this CFC Newsletter, "low and behold" the major OEM's (Trane, York, etc.) started to issue their own CFC newsletters to the same client base, much more glossy and professional than ours, but biased to their equipment. Coincidence? The moral here is always strive to create a "Point of Difference" to our competitors.

"Keep on thinking and doing something extra or different for our customers that is meaningful and appreciated."

Enjoy the Company's Inaugural Newsletter.

Graeme Blackman
MANAGING DIRECTOR

GM's Report

The "Inter-Family" pairing of Chillers and Marine have now been operating as separate entities for over three years. In that time both companies have continued with strong sustained growth, Chillers sales have risen by over 30% and Marine by a similar number.

Our project area has grown considerably during this period, whilst our maintenance portfolio has leveled out a little. It should be remembered, however, history shows many of these fluctuations are cyclic, indeed we had a huge increase in maintenance sales and lower project sales for the two years prior. Our Victorian division under the guidance of State Manager Geoff Sharp has started hitting its straps and is now firmly established and respected in the local market.

Our key relationships with PowerPax and Hitachi are strong and help keep us ahead of our competitors; these relationships also have the added bonus of providing us with many varied and interesting works plus valuable referrals.

We are lucky here at Inter-Chillers, we have great staff with strong loyalty and commitment. Our greatest strengths are our people and our independence.

I have no doubt you will enjoy this inaugural newsletter. We plan on bringing out two per year. If you have any ideas or stories to share, please pass them on to the editors Tracey and Steve, who I'm sure you will agree have done a fantastic job on this first edition.

I trust you had a wonderful Christmas, and hope that 2010 brings good health and good times to you all.

Andrew Mackay
GENERAL MANAGER

VIC State Manager's Report

The Melbourne office has transformed into a "one stop shop" with Coles/City Partnership, recently securing all supermarket sites in Victoria and Tasmania.

One thing very evident and a credit to all personnel is the presentation of all our existing Coles stores compared to our previous competitor. Management has committed to servicing and maintaining the additional sites with the eventual aim to be comparable to our sites. Capital equipment on the recently taken over sites is in poor state and we see some opportunities ahead.

Recently resigned long term agreement with Target saw the retention of all Victorian stores at the expense of losing Tassie sites, an exciting time predicted ahead with the upgrade of major components in the aim of reducing energy consumption along the Target business plan.

New installations saw the state of the art 750Kw PowerPax Chiller at Yarrowonga and Border Golf Club as a D & C, total estimated staged project approaching \$800k. Works involved refitting RTP units to CHW and HHW Air Handling Units throughout the entire Club.

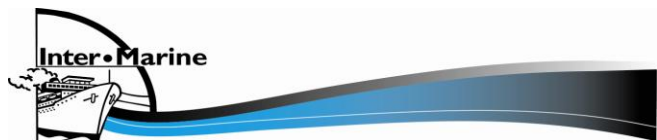
Supply and installation of various comms room units, tenancy fit-outs VRF installation and various small to mid-size refurbis is developing into a niche' in our industry.

Service and maintenance on comms room equipment continues to grow together with our business with the installing contractor of this specialist equipment.

New Account Manager Dave Roberts brings with him vast experience with 15 years as a Trane employee and is keen to share his knowledge to our loyal young service department.

To all in the Victorian operation, well done and let's continue to do well what we do best.

Geoff Sharp
VIC STATE MANAGER



Inter-Marine Report

Inter-Marine has experienced recent extraordinary growth through the thriving cruise industry. Australia will soon have four (4) resident cruise vessels – Pacific Sun (Freemantle), Pacific Jewel (Sydney), Pacific Dawn (Brisbane), and in December 2010 Pacific Pearl (Melbourne/Auckland based). In 2010 major dry dockings will include, Sun Princess (April), Pacific Dawn (May), Spirit of Tasmania (July), Diamond Princess (October) and Pacific Pearl (November).

Having recently successfully installed air conditioning into the Dawn Princess and a US\$1 million MUTS (Movie Under The Stars) screen, Inter-Marine is looking forward to being involved with another three similar installations in 2010 as part of the Carnival/Princess roll-out.



7m x 7m MUTS Movie Screen



ZZ Top Live at Commissioning



Amber Thinks She's In The Driver's Seat – WRONG!



MUTS Team Hard at Work in Brisbane Dry Dock

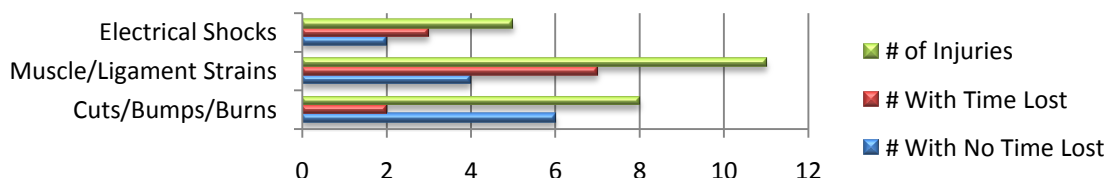


Pacific Jewel – Window Cleaning by Abseiling on the Dome

Safety First

Over the last twelve months, Inter-Chillers has invested an increased amount of time and money into the development of our OH&S procedures and processes. We upgraded our service reports to include a more detailed risk analysis for technicians, have incorporated a safety element into the Toolbox Talks, appointed your employee representative (Andrew Stuart) and engaged Mutual Solutions (OH&S consultants, who are an arm of our workers' compensation insurers, Employers Mutual) to conduct an audit and provide recommendations to bring our compliance up to date with current legislation. This is an ongoing process and all staff are encouraged to participate and get involved – after all, your safety is your responsibility as well!

Injuries have been minor with minimal time lost and most employees returning to full-time normal duties within a reasonable period following any incident. However the number of injuries seems to be increasing and of particular concern, minor electrocutions among our apprentices, which has raised some questions (and a few hairs) regarding ongoing electrical and safety training. Please take care of yourselves out there, use your PPE, refer to your safety manual and procedures and make sure you let Tracey, your supervisor or manager know if you've been hurt, even if you don't think it's a big deal. Below are some injury statistics from January 2008 to present:



On The Job

NSW

Inter-Resiting Projects:

Looking back over another successful period for projects in 2009, there were not a lot of cooling towers this year, but still a good amount of chillers. It's interesting how the percentage of PowerPax chillers has increased, no doubt due to their growing acceptance in the market. Chillers installed include:

99 Mount Street	One Carrier screw
National Archives	Two Carrier screws
AMP	One PowerPax
2 Market Street	One PowerPax
Stockland Jesmond	Two Trane screws
124 Walker Street	One PowerPax
ASX	One PowerPax
350 George Street	One PowerPax
Macquarie Uni	Two PowerPax
67 Albert Avenue	One PowerPax



What is it? Inside the old seawater pipe at AMP.



New 2300 kW Chiller 1 at AMP

We installed some condensing sets and other types of equipment as well. At AMP Sydney Cove we replaced the 40 year old seawater pipe system with ABS which included night works under water in the harbour using divers and much of it was learn as you go. We then added a new DDC system to control the entire chilled water producing plant. Total project value was around \$1,500,000.

Often these jobs present interesting challenges, with results that can be incorporated into our general activities. Jesmond is a good example.

This job was to convert an old DX system to chilled water, supplying new chillers, cooling towers, pumps, electrics, fresh air modifications, etc. The Consultant came up with a layout placing the towers inside what was a very congested plantroom. In fact there was not really enough room to locate the gear let alone service it, and one can only imagine what the place would end up like with water and chemicals splashing over everything. We came up with an alternative layout putting the towers on the roof and better utilizing the space. The client thought this was wonderful as long as it didn't cost him any more money, was acceptable to Council, could be completed six months earlier, and was acceptable to the neighbors. Too easy!!

However perseverance, planning and discussion paid off. We kept on providing the client with sound reasons to change, and eventually common sense prevailed. We managed to get more money for the works and have ended up with what has proved to be an extremely successful outcome.

The lesson here is that if you feel a job can be done better, stop and think about it. Do some homework and find out who best to discuss it with. Most clients are reasonable if presented with good advice, but sometimes a little diplomacy is required. Maybe they need to think it's their idea but that's okay. Doing a good job comes first; the glory can come later.

Inter-Resiting Service Work:

Our strong relationship with PowerPax/Turbocor compressors and their local distributor Air Solutions continues. During the past year we have dismantled and re-assembled more than a dozen PowerPax chillers this year, and not all of these are for our own jobs. This means we are getting a share, albeit small, of our competitors' project works. It also puts our name in front of a wider audience and gives us the chance to display our skills and demonstrate our familiarity with these units which is good for future business.

Guru's Tip:

We constantly refer to chillers but often forget the first part – water. That's right, it is a water chiller. All the metal, refrigerant, plastic and other materials are there for one reason, and one reason only, to chill water. If we don't know how much water we're cooling, how do we know how well a chiller is performing? Unless we're attending to a clearly obvious problem, the guru recommends checking the chilled and condenser water flows. How do we do this? Preferably by measuring the water pressure drop as it passes through the vessel. If this can't be done try the pump pressures. Compare these with the design figures and ensure that they are within 10% of what they should be.

If the design is not known, record the actual anyway. This lets us build up data which may be referred to in the future to see if the flow is constant or varying and this can be of great benefit when trying to eliminate those often mysterious bugs.

Who We Are – Employee Profiles

Silvano Ferlin – Service Technician, NSW



How long have you been with Inter-Chillers?
Almost 9 years.

What type of work were you doing before?
Working on cargo ships as a chief electrician and I was in the Yugoslavian navy.

What made you choose this type of career? I wanted to learn about air conditioning, thought it was interesting.

What is your favourite job at Inter-Chillers? **Working on controls, but overall I enjoy everything.**

What is your least favourite job at Inter-Chillers? **Crawling in the rafters and under the floor boards of old heritage buildings.**

What would you consider your greatest achievement? **Having my kids, creating a family.**

What was your most embarrassing moment at work? **Forgetting to push a reset button to restart a unit.**

What was your scariest moment at work? **Falling from scaffold at 65 Berry Street and landing in front of Howard, whose response was “what are you doing there, you’re supposed to be working”.**

What interests do you have? **Riding my motorbike, bushwalking.**

Do you have a nickname? **Sly (after the rock band Sly and the Family Stone).**

Do you play any sports? **Bit of basketball with my son.**

Where did you grow up? **In Croatia.**

Tanya Bermingham – Service Co-Ordinator (VIC)



How long have you been with Inter-Chillers?
Just over 4 years.

What type of work were you doing before?
Non-Air Conditioning related work.

What made you choose this type of career?
I wanted to take on a new challenge.

What is your favourite job at Inter-Chillers?
Telling the techs where to go.

What is your least favourite job at Inter-Chillers? **Do you really want to know?**

What would you consider your greatest achievement? **Surviving in the office as the only female for 3 years.**

What was your most embarrassing moment at work? **Not telling!**

What was your scariest moment at work? **I’m in the office most of the time so I think I’m quite safe.**

What interests do you have? **Net surfing, reading and going to live theatre.**

Do you have a nickname? **Too many to remember.**

Do you play any sports? **Does dancing count as a sport?**

Where did you grow up? **Melbourne.**

What's News (for 2009)

New Starters: NSW: Gabbie Jones, Owen Mackay, Darren Perry, Luke Phillips, Peter Spiteri, Reece Wood, Jake Blackman.

VIC: Kem Behlul, Melinda Hall, Christian Kerlin, Brenton McDonald, Dave Roberts, Michael Voet.

Engagements: Lance Smedley (to Jodi)

Weddings: Clint Wuest (to Sarah)

Births: Emma Jane Cherry (14/03/09)
Makayla Louise Doel (13/05/09)

Graduations: NSW: Jason Joaquim, David Johnston, Ross Di Bartolo (Apprentice of the Year), Sam Biggar.

VIC: Christian Kerlin.

Milestone Birthdays: Silvano Ferlin (50), Ernie Guttenbrunner (50), Sam Biggar (21), Ross Di Bartolo (21), Melinda Hall (21), Jake Blackman (18).

In Memoriam: Rowen Gillett

10 Years Service:



Craig Sullivan 23/03/09



Steve Workman – 22/11/09



Steve Ellis – 06/12/09

Fresh Look for 2010:



Our entire national fleet will adopt this new vehicle signage with implementation beginning late January 2010.

Christmas Events 2009



Sydney Office celebrated Christmas 2009 in style on 5th December at Doltone House, Jones Bay Wharf. Sixty eight revelers including VIC State Manager Geoff Sharp and his wife Ellen ate, drank and danced the night away to Double Trouble who were a feature of our last Christmas event. Ross Di Bartolo received the prestigious Apprentice of the Year Award and received a certificate and a \$500 Coles/Myer gift voucher. There were surely plenty of sore heads as well as feet the next morning – a great night had by all!



Melbourne Office staff and partners were joined by Graeme & Deb Blackman and Andrew & Carol Mackay to celebrate the Christmas Party on 21 November, commencing with pre dinner drinks at Rydges Hotel in the city. Twenty seven party goers then boarded the Booze Bus (licensed bus service), driving and sipping for 30 mins to the Exchange Hotel in Footscray for an assortment of entrée and finger foods which included delicious seafood and nibbles.



Back on Board

The gang reluctantly boarded the Bus for another 30 min trip (more sipping) with a night light tour of the city saddened by a heavy deluge, destination Williamstown a Greek restaurant, Remvi by the Bay. Here the group settled in to more socialising and more fabulous food, consisting of seafood and traditional combination meat platters. During dinner Managing Director Graeme Blackman presented Steve Workman with his 10 year anniversary certificate which included a \$5000 travel voucher.



Back on Board

At around 11pm, the now social party headed back to Rydges for a night cap ending around 12. All agreed it was our best Christmas Party yet!



VIC State Mgr, Geoff Sharp with General Mgr Andrew Mackay