



# Star Refrigeration Ltd Oxford Branch

We are in business to secure a better future by using the best people, systems and technology to deliver quality temperature solutions.

24/7

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## Your Local Branch for All Your Refrigeration Needs

**Star Refrigeration - Oxford branch has been established in the South East for over 25 years.**

Star Refrigeration is the largest independent industrial refrigeration engineering company in the UK, established in Glasgow in 1970. With over 250 employees nationwide, we provide fast response and 24-hour technical support from a network of nine branches to customers throughout the whole of the UK.

Star prides itself on being unique within the industry by putting customers first. This is why all Star branches, including the Oxford branch, are not just outposts of the head office. They are almost autonomous, and supported locally by a multi-disciplined team of sales, technical and administrative personnel. Business support systems and processes are standardised throughout the company and deploy the latest technology.

This professional local support is complemented by our complete range of services – from design through to commissioning and maintenance of cooling solutions which are proven to reduce energy consumption, increase efficiency and drive down lifecycle operating costs.

Many of our customers in the South East of England require rapid support when a refrigeration/production related problem arises. At all times we endeavour to provide onsite support within 2 hours of notification by employing skilled engineers from within the immediate geographical area.

Star Refrigeration promotes youth employment through its apprenticeship scheme and has been recognised as one of the top "100 Best Companies to work for" by The Sunday Times.



## Customer Benefits

- Dedicated, fully qualified engineering team for the South East area
- Rapid response time, typically within 2 hours
- Aftercare to ensure continuous smooth operation
- Experienced management and engineer teams readily available 24/7
- Highest standard of Health & Safety with continuous improvement
- Mutually beneficial partnership: Maintenance Contracts are delivered to time, cost, quality standards and with minimum disruption of services
- Design and consultancy teams available for customer's new projects and energy initiatives
- Corporate level support for UK wide customer sites
- Security from working with a company recognised by industry as a benchmark in technology and innovation
- Continuous creation of employment & apprenticeship opportunities within the local community
- Peace of mind from working with an environmentally conscious, technically reliable and financially sound company

# Oxford Branch Staff

Regional Manager

**John Simpson**



John has been with Star since May 2015 and is responsible for both the Oxford and London branches. Previously, John worked for an industry known OEM chiller manufacturer for 11 years, where he held roles from a Tech Support Engineer to management roles such as Client Services Manager, responsible for managing all chiller business operations, inclusive of contract management, P&L responsibilities to engineering solutions.

Service Manager

**Chris Druce**



Chris has worked for Star for 8 years, of which he has been Service Manager for 2 years. Chris is responsible for the day to day operation of the branch, its employees and customer site activities in the South East of England area. Chris's experience in the refrigeration industry ensures that both our customers and work colleagues receive the highest level of technical and commercial support at all times.

Service Supervisor

**Jason Cornwall**



Jason started with Star in 2008 as an apprentice and has worked out of the Oxford office as a fully trained Industrial Refrigeration engineer. Jason was promoted in 2017 and is now the branches Technical Supervisor working in the field supporting the engineering team with technical issues as well as in the office supporting the service manager & service controller with technical issues and customer support.

Service Controller

**Keith Dickinson**



Keith has been with Star for over 25 years and is currently Service Coordinator. Keith's role is to provide support to the management of maintenance and service contract work to ensure we deliver contractual obligations. He is also responsible for guaranteeing compliance with statutory and company procedures. Keith is available at all times to support customers requiring service, maintenance and technical support.

Branch Administrators

**Jac Clarke & Deborah Rhodes**



Jac has been with Star for 8 years and provides admin support to the Branch Operations team. Jac is responsible for all admin duties, from invoicing to contract renewal, spares ordering and arranging service works. Debra has been with star since 2017. Her main duties include entering engineers' labour utilisation into our system for job completion, parts ordering and reconciliation.

Regional Sales Manager

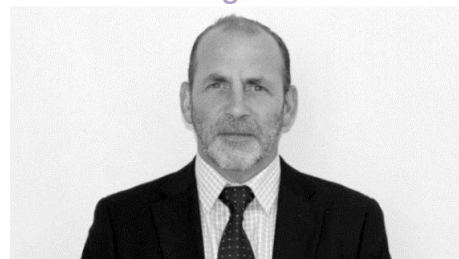
**Aiden Perks**



Aiden joined Star back in 2004 and worked as an engineer for six years. Aiden then moved to our design department where he worked for 4 years designing bespoke refrigeration solutions. Aiden is currently the Business Development Manager for the area, providing our customers with new projects and retrofit/upgrade proposals.

Head of Business Support

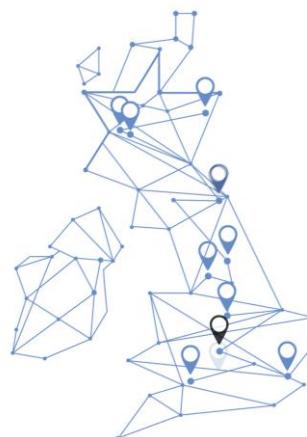
**Richard Sawbridge**



Richard has worked for Star for 24 years, taking on many different roles before being promoted to the Operations (South) Directors' role, responsible for four branches located in the South. His duties included P&L control, branch performance and service delivery. Richard has recently moved into the business support role for the UK, providing technical, training, and financial and policy support to all branches across the UK.



INVESTOR IN PEOPLE



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