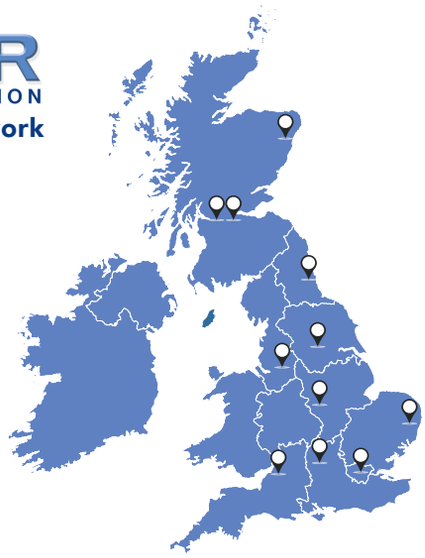
STAR REFRIGERATION

UK Branch Network

Glasgow (Head Office)
Aberdeen
Bellshill
Bristol
Derby
Leeds
London
Manchester
Newcastle
Oxford



Leeds Branch

Staff/**27** Sites/**30** Hours/**24** Score/**10/10**

Your Local Branch for All Your Refrigeration Needs

Our Leeds branch has been established in the North East since 1989

Star Refrigeration is the UK's largest industrial refrigeration company and operates as an independent contractor. We employ 400 people and serve over 400 customers throughout an extensive nationwide network of 11 UK locations.

With over 100 refrigeration technicians we provide 24-hour technical support to customers operating in a multitude of sectors. Our professional local support is complemented by a complete range of services – from consultancy and design through to commissioning, maintenance, spares, training and data monitoring of industrial cooling/heating solutions.

Star Refrigeration serves as the go-to advisor for UNEP, British Standards Institute, European Committee for Standardisation (CEN), International Standards Organisation (ISO) and ASHRAE amongst others. We can offer the same advisory services to support your business growth.

> *Please pass on our thanks to the team for the great service provided onsite. The engineers' hard work and commitment have allowed us to maintain reliable, efficient, and safe cold store operations throughout the year. Keep up the excellent work!*
>
> **Paul Darling - Lineage Logistics**

Call us to schedule a free visit from one of our technical engineers to assess your plant and assist you in achieving more efficient and sustainable operations. Tel: **01132 320000**

Customer Benefits

- Dedicated, fully qualified engineering team for the North 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

Leeds Branch Staff

Jeff Gurnett
Regional Manager

Jeff joined Star in 2008 as Leeds Branch Manager. He then progressed to operations management before reaching his current position as Regional Manager. In this role, he is responsible for the Manchester, Newcastle and Leeds branches. With over 43 years in refrigeration, Jeff brings a wealth of experience to all aspects of the region's cooling and heating needs.

Luke Walsh
Service Manager

Luke joined Star in 2016 as a Design Engineer, progressing to Branch Contract Manager in 2018 and then into his current role of Service Manager in 2020. He is responsible for the day to day operations of the branch, providing support to work colleagues and other areas of the wider business. Luke's variety of roles prior to joining and also within Star ensures that our customers receive high level technical support to remain operational, compliant and safe.

James Wilson
Service Manager

James joined Star in 2016 as a qualified engineer, progressing to Service Supervisor in 2021 and now in the role of Service Manager. He ensures engineers work safely and independently on site, working with customers and allocating workload to ensure that procedures and the highest standards are adhered to. Also responsible for order control, troubleshooting site processes and monitoring callout frequency to minimise disruption to the customer.

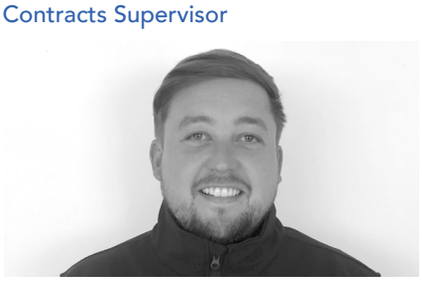
Matthew Roberts
Maintenance Manager

Matthew joined Star in May 2008 as an apprentice engineer, qualifying as a refrigeration engineer four years later. He was promoted to Service Supervisor in 2017 before progressing to Maintenance Manager in 2019, where he is responsible for the delivery of Star's tailored maintenance programmes across multiple sites, site-specific Star Care status reporting and contract renewals.

Will Harrison
Contracts Manager

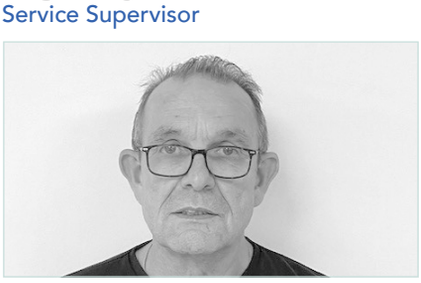
William has worked in the refrigeration industry for 30 years holding various positons in service, sales, design and contracting. A member of the Institute of Refrigeration with a Degree in Engineering, he is responsible for the delivery of Branch Contracting across the region. This encompasses new installations, modifications to existing systems and controls, plus component replacement and additions – with energy efficiency, reliability and compliance at the forefront of delivery for clients.

Adam Brown
Contracts Supervisor



Adam's core focus is the planning and delivery of contracts, ensuring strict compliance with company procedures. Working closely with customers, he provides support on plant design and performance, as well as any site-related technical issues. He also collaborates with the Service Controller to ensure correct deployment of engineering resources and regulatory compliance in branch contract implementation, and assists in the development of junior engineers and apprentices.

Roger Taylor
Service Supervisor

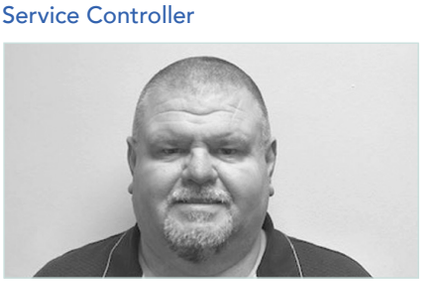


Roger joined Star in 2020 and brought with him a wealth of experience within the refrigeration industry. Roger plays a vital role in the development of our junior engineers, mentoring them through a wide range of electrical and mechanical site-based works.

Rob Cairns
Service Supervisor

Rob is our Service Supervisor at Leeds who returned to Star in September 2022. An apprentice trained engineer, he started his career in heavy commercial / industrial refrigeration in 2004. His responsibilities include supporting the engineers in problem solving, preparation of site risk assessments and compliance inspections and working to ensure that customers receive the highest service standards.

Chris Walsh
Service Controller



Chris joined the Star Leeds branch in June 2024, bringing over 13 years' experience within the Industrial Refrigeration industry As Service Controller his duties range from invoicing, ordering of materials for upcoming works, client invoice and contract queries, to being a point of contact for our clients requiring call outs, spares ordering and arranging service works.

Jayne Ellis/Amy Powell
Branch Admin

Jayne and Amy are the Branch Administrators, providing administrative support to the Maintenance Manager. Their responsibilities include processing of contract renewals, scheduling of maintenance visits, customer invoicing and preparation of customer meeting minutes. Amy has been with Star since 2023, having previously also worked in administrator and planning roles.

Chris Rand
Key Account Manager

Chris has worked in the refrigeration industry for 30 years, joining Star in 2004 as an engineer and progressing through roles as Supervisor, Service Manager, and Regional Sales Manager. He brings this wide-ranging experience to his current role as Key Account Manager, where he supports the Operations team in providing the best service for our key account business, retaining and adding value for existing key customers.

Alex Henderson
Key Account Manager

Alex joined Star in 2005 as a Technical Sales Engineer after working in the refrigeration industry for 10 years previously. During his time at Star he has carried out various different roles within the Sales Team and is currently Key Account Manager, looking after the needs of some specific larger customers as well as supporting the Regional Sales Team. Alex is customer focussed and enjoys working with his clients to deliver tailored solutions taking account of all their needs.

Will Rane
Regional Sales Manager

Will joined Star in 2021 as a Technical Sales Engineer after working in the refrigeration industry for 6 years previously. In 2024, Will progressed to Sales Manager and is now responsible for providing quotations for both new installations and modifications to existing plant throughout the north of England. Will is particularly keen to engage with customers to discuss ways to reduce their energy consumption and develop heat recovery opportunities.

> *Just wanted to drop a quick thanks to Star Leeds. Such a really well planned and executed shutdown it was a pleasure to witness all the team working together seamlessly. Really nice work, it's massively appreciated.*
>
> **Marc Crossfield - Butternut Box**

> *Your team did a great job for us and we will use your services again.*
>
> **David Priest - Newcold**

bsi. ISO 14001 Environmental Management

CERTIFIED LR ISO 9001 CERTIFIED LR ISO 45001

INVESTORS IN PEOPLE™ We invest in people Platinum

Alcumus ISOQAR CHAS

11 UK Locations

100 Field Engineers

400 Customers

9.9/10 Satisfaction

The Smart Road to NET ZERO

Leeds Branch

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