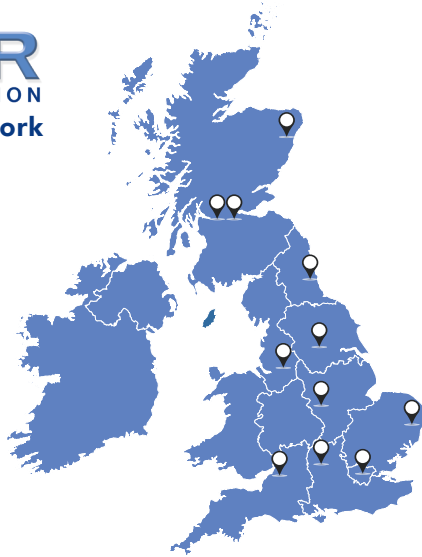


Glasgow (Head Office)  
Aberdeen  
Bellshill  
Bristol  
Derby  
Leeds  
**London**  
Manchester  
Newcastle  
Oxford



## London Branch

Staff/21 Sites/46 Hours/24 Score/10/10

## Your Local Branch for All Your Refrigeration Needs

### Our London branch has been established in the South East since 1984

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.

*I would like to extend our thanks for the last year which has been trouble-free in regard to the CO<sub>2</sub> systems we have on site. Please extend our gratitude to all the engineers at your London branch who have done an exceptional job. Everything went as planned and their professionalism and patience are much appreciated.*

**Greg Cairns - C&C Catering Engineers**

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: **01474 568221**

### 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

# London Branch Staff

**John Simpson**  
Regional Manager



John has been with Star since 2015. Previously, John worked for an industry known OEM chiller manufacturer for 11 years, where he held roles from Tech Support Engineer to management roles such as Client Services Manager. In his current role, John is responsible for both branches located within the South East, training and developing teams to deliver to Star standards, resolving regional technical issues and maintaining strong relationships with key regional customers.

**Nick Broad**  
Service Manager



Nick joined Star in 2017, having worked in the refrigeration industry for over 30 years. He has a wealth of experience within most sectors of the industry and has managed large teams of engineers country-wide. Nick is responsible for the day to day operation of the London branch and its engineering team, including service delivery and customer satisfaction.

**Ian Kemp**  
Service Coordinator



Ian joined Star in 2020, bringing over 20 years' experience in engineering. In the role of Service Coordinator he ensures we deliver our contractual and service obligations to our clients while upholding compliance with statutory and company procedures. Ian is available at all times to support our customers requiring service, maintenance and technical support.

**Paul Greenberg**  
Maintenance Manager



Paul joined Star in August 2021 as Maintenance Manager for the London and Oxford Branches, bringing over 30 years' experience in the industry, from key account and service management across supermarkets, hospitality and retail, and latterly data centres and facilities. As Maintenance Manager for the region, he uses this unique customer insight and industry experience in ensuring that the branches deliver contractual services to specification, Star quality standards and on time, staying within agreed costs and maintaining relationships with our customers.

**Sam Packman**  
Branch Administrator



Sam joined the London branch team in 2024, bringing a wealth of experience from previously held administrative roles within a busy operations-based business environment. She uses this skill set to benefit both team and customers, responsible for varied duties from monitoring branch processes for continuous improvement, to the upkeep of documentation to fulfil customer needs and maintaining customer relationships. Branch responsibilities also include the upkeep of financial systems and maintaining safe working practises.

**Peter Wain**  
Sales Manager



Peter joined Star in 2021 as a Technical Sales Engineer. His core focus is to fully understand clients' cooling and heating requirements by reviewing the overall site operation and working with the client. Through this collaboration he is able to work through the various challenges – whether that be Energy Efficiency, F-Gas, Net Zero, Compliance etc. His customer focus and technical perspective allow him to provide all-round support for his clients.

**Martin Moore**  
Compliance Manager



Martin joined Star in 2008, starting life in the company as an Engineer before progressing to Field Supervisor and now fulfilling the role of Service Manager. Martin's vast experience in the refrigeration engineering industry ensures that both our customers and work colleagues receive the highest level of technical and commercial support at all times.



### London Branch

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Gravesend Kent DA11 0DL

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Email: [star.london@star-ref.co.uk](mailto:star.london@star-ref.co.uk)



11  
UK Locations



100  
Field Engineers



400  
Customers



9.9/10  
Satisfaction

The *Smart* Road to  
**NET  
ZERO**

Star Refrigeration Ltd -  
Registered in Scotland No. 48005  
Registered Office: Thornliebank Industrial Estate,  
Glasgow G46 8JW