

CAPABILITY STATEMENT

2020



www.obrien-energy.com.au

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"Our mission is to be the number one boiler products and service company within Australia; we will achieve this by being the continued market leader in technological innovation, service delivery, sales volumes for the mutual benefit of Shareholders, Employees, Customers and Key Suppliers.

While striving to fulfill our mission, we will be uncompromising in our pursuit, we will use our values to guide our decisions."

BRENDAN & SHANE O'BRIEN

Directors



*****AJ Bush 10mw Watertube Boiler
Simultaneous firing
Natural Gas and Digester Gas***

COMPANY PROFILE

About O'Brien

O'Brien Boiler Services Pty Ltd is a privately owned company which operates as Australia's largest boiler company. We provide a wide range of boilers, service and maintenance to the industrial and commercial industry throughout Australia.

O'Brien Boiler Services has approximately 60 staff across Australia, and has offices in Victoria, New South Wales, Queensland and Western Australia.

Our Values

Quality: We value the needs of our customers. Our high standard requires us to work safely, to make and provide the highest quality mechanical and electrical systems.

Integrity: We do the right thing and live up to our commitments. We do not cut corners or make false promises. Honesty at all times.

Trust: We trust each other and treat each other with mutual respect. Every individuals' skill and talent are appreciated.

Teamwork: We value a strong work ethic and the ability to make each other successful. We care what others think and their involvement, creating a sense of trust, pride, loyalty, ownership and family.

Entrepreneurial Spirit: We believe in developing a sense of entrepreneurship in each and every employee with regard to their work, projects and roles. We all strive to be proactive and take active interest in O'Brien Boiler Services business. We continuously strive to improve efficiency, quality and cost control. We encourage innovation, creative new ideas and opportunities for improvement.



OUR SERVICES

Sales: O'Brien can engineer, customise and construct your complete steam system solution designed specifically for your needs. From initial design, product selection, on site installation and regulatory requirements, O'Brien can ensure that your project is expertly managed from Start to Finish. From your initial thoughts and technical requirements, O'Brien offers a full scope proposal including design and detailed technical specifications. This ensures confidence of all parties that the scope and solution proposed meets the system requirements, budget specified and timeline for delivery.

Service & Maintenance: Our dedicated service team will ensure that your servicing and maintenance is scheduled at a time most convenient to your needs and site requirements while still remaining compliant to Australian Standards. Shared resources are situated in four locations nationally, each providing support to the other when required, which keeps response times to a minimum. O'Brien's systems and administrative reporting will ensure your equipment is maintained to the specifications required. We are therefore your administration when you need to produce reports or provide detailed records on the maintenance and servicing of your equipment, for compliance and other matters.

PMO: The PMO takes other functions beyond standards and methodology and participates in strategic project management either as the facilitator or the owner of the process. The interface between operations and service is critical and calls on the sharing of resources across O'Brien's to ensure accurate and timely execution of all projects. Tasks will include monitoring and reporting on active projects and portfolios (following up projects until completion), and reporting progress to key stake holders for strategic decision making.

Engineering & Consulting: O'Brien's engineering and consultancy services range from audits and planning through to preliminary and detailed design. The wealth of knowledge available within our team and network of partners is unparalleled. We have a great understanding that the systems we design are critical to the performance of our clients' operations and we customise the solution to meet the required outcomes. O'Brien is able to offer a unique perspective when designing systems due to our people being constantly exposed to hands-on experience through our existing services and case studies.

Furnace & Combustion: O'Brien Boiler Services provides heat processing equipment and combustion solutions across several industrial sectors. Our team has developed customer burner solutions for bakery oven appliances and industrial heating for the food industry. Our licensed service technicians are on call to maintain combustion equipment, and ensure a superior end-to-end service following installation which is designed to meet regulatory standards and reduce operating costs.

Training: O'Brien delivers a number of High-Risk Work Licence training courses. We pride ourselves on the calibre of our trainers and assessors and their ability to engage with students enabling them to effectively deliver the outcomes of the training. With various locations around Australia, we have a solution for you and your training needs, whether it be an individual on a public course or a company that requires site training, we have an option that we can customise for you.

What we do, we do well.

O'BRIEN SETS ITSELF APART THROUGH INNOVATIVE DESIGN AND SERVICE. WE ARE HIGHLY RESPONSIVE TO THE MARKET AND COLLABORATE WITH OUR CLIENTS TO DELIVER CUSTOM SOLUTIONS. WE BACK THIS WITH CONTINUOUS PRODUCT INNOVATION AND A STRONG SUPPORTIVE CULTURE.

Every project is different. In an industry where safety and efficiencies are both important, a 'one size fits all' approach can compromise the solutions. At O'Brien, we are generally reluctant to rapidly offer 'off the shelf' products to niche applications. Our strength is in working closely with our clients over the longer term delivering results, as opposed to short term relationships.

We work in partnership with our clients to deliver innovative, industry leading solutions. Our key point of difference is our genuine focus on listening to the clients needs. We believe that the development of the right products is improved with collaboration and an understanding of the challenges for each site. We respect and value that our clients have the best knowledge about the circumstances around each project and that their input is vital to the development of safe and effective solutions.

After listening and understanding the requirements, we apply our skills and experience to tailor a product and service that addresses the identified and agreed needs.

We have grown on the back of our reputation and the results we deliver. We are responsive, experienced, and approachable.

Experience plays a significant part in our ability to accurately determine the right product or service for the job at hand. Our senior management team have extensive and practical industry experience in engineering, project management, service and maintenance and customer care.

As a private company with a flat and very approachable management structure, we have the ability to move quickly and make decisions to minimise delays.



COMPANIES WE HAVE WORKED WITH

Food

A.J Bush & Sons Pty Ltd
Australian Meat Group Pty Ltd
Baiaida Poultry Pty Ltd
Bega Cheese Limited
Chris's Dips Pty Ltd
Eureka Chip Company Pty Ltd
Farm Pride Foods Ltd
Ferguson Plarre Bakehouses
Freedom Food Group Limited
Hazeldene's Chicken Farm
Heinz Australia
Heywood Stock Feeds
Inghams Enterprises Pty Ltd
JBS Australia
Junee Abattoir Pty Ltd
K L Ballantyne Pty Ltd
Kellogg (Aust.) Pty Ltd
Lactalis Australia Pty Ltd
Luv-A-Duck
Manindira Hardwood Sugars
Marathon Food Industries Pty Ltd
McCain Foods (Aust)
Monbeef Pty Ltd
Primo Smallgoods
Quaker Oats Australia
Real Pet Foods
Riverbank Stockfeeds
Sakata Rics Snacks Australia
Sandhurst Fine Foods
Sanitarium
Smiths Snack Foods
The British Ham & Bacon Co.
Warrnambool Cheese & Butter
Whangagin Grains & Stockfeeds
Whyalla Beef Pty Ltd
Yakult Australia

Beverage

Asahi Beverages
Australian Beer Company
Bannister Downs Dairy
Barbarian Brewing Co.
Best Bottlers P/L
Black Brewing Co.
Bootleg Brewery
Byron Bay Distillery
Campari Australia
Casella Family Brands
Coca-Cola Amatil
Feral Brewing Co.
Fosters Group Ltd
Houghton Wines
Lion-Beer, Spirits & Wine Pty Ltd
Mitchelton Wines
New World Whisky Distillery
Palmallat Suncoast Milk
Sow & Piglets Brewery
Tatura Milk Industries
The Kind Coffee Co.

Hotels & Laundry

Crown Melbourne Limited
Crown Perth
Hilton Seychelles Labriz Resort & Spa
Murray River Paddlesteamers
RACV Royal Pines Resort
West Coast Eagles
Alsco
Deluxe Dry Cleaning Pty Ltd
Spotless Group
Stevens McGann Willcock & Copping

COMPANIES WE HAVE WORKED WITH

Government & Education

Cessnock Correctional Centre
City Of Canning
City Of Greater Geelong
City Of Stirling
City Of Wagga Wagga
Melbourne Assessment Prison
Parliament Of NSW
Ascham School
Brisbane Boys College
Collingwood Secondary College
Griffith University
James Cook University
La Trobe University
Melbourne Girls College
Murdoch University
QUT
RMIT Village
Skillset
South Oakleigh College
The University Of Melbourne
The University Of Queensland

Pulp & Paper

Arnold Webbing
Australian Paper
A-Z Pallets
Encore Tissue
Gilmac Pty Ltd
Kimberly Clark Australia Pty Ltd
National Polystyrene Systems
Opal Packaging Australia Pty Ltd
Orora Limited
Queensland Tissues
Ultrastak (Australia) Pty. Ltd.
Vistaprint Australia Pty Ltd
Visy
West Australian Newspapers Limited

Health Care

A.E. Atherton & Sons Pty Ltd
Alfred Health
Ballarat Health Services
Barwon Health
Brookfield Global Integrated Solutions
Cabrini Health
Cobram District Health
Coolaroo Clinic Services Trust
Department Of Health - WA
Fremantle Hospital & Health Service
Glenray Industries
Gove District Hospital
Greenslopes Private Hospital
Health Scope
Hollywood Private Hospital
King Edward Hospital
Manningjaya Trading
Maryborough District Health Service
Metro North Hospital and Health Service
Mt Romance Australia Pty Ltd
Pathwest
Qimr
Royal Brisbane Hospital
Royal Freemasons Ltd
Royal Perth Hospital
Sunnybank Private Hospital
Townsville Hospital & Health Service
Wangaratta Private Hospital
Wesley Mission
Western District Health Service
Western Health



"Our commitment to leadership in sustainability is anchored firmly in our corporate values. The balance between economic success, environmental protection and social responsibility has been an integral part of our corporate culture since the beginning. The focus on sustainability has evolved continuously at O'Brien. We create more value for our customers, our employees, our shareholders, for the community we operate in, and for our company, while reducing our environmental footprint at the same time."

BRENDAN & SHANE O'BRIEN
Directors

COMPANIES WE HAVE WORKED WITH

Chemical

BASF The Chemical Company
Chem Pack Pty Ltd
Chemform
Chemtrans- K&S Group
Clariant (Australia) Pty Ltd
Coogee Chemicals
CSBP
Dutjahn Sandalwood Oils Pty Ltd
Ecolab Pty Limited
H&R Anz Pty Limited
Hexion Australia Pty Ltd
Incitec Pivot Limited
Ixom Pty Ltd
Jowat Universal Adhesives Australia
Lipa Pharmaceuticals Limited
Milltech Pty Limited
PPG Industries Australia Pty Limited
Qenos
Queensland Nitrates
SI Tec Fertilizers
Sonac Australia Pty. Ltd.
Summit Fertilizers
Toxfree Australia Pty Ltd
Valspar Paint(Australia) Pty Ltd
Vinindex Pty Ltd
Vital Chemical
Wren Oil

OEM Machinery

A & D Refrigeration & Air Conditioning
Adelaide Inspection Services
Airservices Australia
Albright & Wilson (Australia)
Limited
Allnex Resins Australia Pty Ltd
Apex Engineering Services Ltd
Atlas Copco
BSA Limited
Catulus Co. Ltd
Cbd Mechanical Electrical
CLTP Panel Products Pty Ltd
Cold Logic Pty Ltd
DG Group Australia
Ecoremedy Llc
Elite Combustion
Fenner Dunlop Pty Ltd
Food Equipment Australia
Frigtech Services Pty Ltd
Fulton Hogan
GM Holden Ltd
Grosvenor Engineering Group Pty Ltd
HMS Australia Operations Pty Ltd
HVAC Australia Pty Ltd
Industrial Cooling Services
Interflow Pty Limited
Laserbond Ltd
Maxi Boiler Service P/L
Mcconnell Plumbing Pty Ltd
Mechanical Air Service Pty Ltd
Nissan Castings (Australia) Pty Ltd
P&O Maritime Services Pty Ltd
Systems Insight Pty. Ltd.
Zerso Pty Ltd

PROJECTS WE HAVE DELIVERED

O'Brien Boiler Services has a long-standing and extensive client base incorporating commercial, manufacturing and heavy industrial customers, and our reliability and expertise means we are often the first point of contact for these organisations.

01

- Matilda Bay
- Supply boiler and all steam equipment for new micro brewery



02

- Mt Isa Mines
- Supply engineering and procurement services



03

- Brewpack
- Supply and install 4mw industrial Watertube steam boiler

BREWPACK

04

- A J Bush & Sons**
- Supply and install simultaneous fired Natural gas and Digester gas 10mw Watertube boiler



05

- K L Ballantyne
- Supply and install 2 x 2.5mw steam boiler plant



PROJECTS WE HAVE DELIVERED

06

- La Trobe University
- Supply and install 3 x 7mw high temperature hot water boilers



LA TROBE
UNIVERSITY

07

- Midfield Meats International
- Supply and install 2 x 10mw water tube boilers



08

- Crown Casino Perth
- Supply Vertical Steam Boilers



09

- (HVAC) Gold Coast Hospital
- Supply and Install 4 x packaged steam boilers complete with the deareator and clean steam generation



10


- Orica Australia**
- Design and Install - 55mw 70 bar Watertube Boiler with economizer and deaerator



11

- Bega
- Supply and install 46 bar 10mW Industrial Watertube Boiler





"Our workforce consists of people from diverse cultures, backgrounds and skill sets, and this diversity enriches our breadth of knowledge, capability and experience."

We believe in the principle of equal opportunity in employment for all people, regardless of any personal attributes such as gender, sexual preference, marital status, pregnancy, family responsibilities, ethnicity, political or religious belief, cultural background, disability and age."

BRENDAN & SHANE O'BRIEN

Directors

*****Orica 55mw 70 bar Watertube Boiler
Complete with economizer and deaerator***

OUR PEOPLE

Our most important asset

O'Brien requires that all employees take quality seriously and that they perform their duties mindful of the fact that the quality of the goods and services provided under the name O'Brien is one of the most important factors in ensuring that the Company remains a sector leader. In doing so we also ensure the security of our future.

Our core values of Quality, Integrity, Trust, Teamwork and Entrepreneurial Spirit are deeply entrenched in our Our People. We take pride in the knowledge our team possesses, the drive they exhibit and their ability to consistently deliver.

We believe in good people and service excellence.

The key to our success is our people and the culture that we nurture. It is through our people that our company continues to grow and how we maintain our reputation as the best in the industry.

Safety and family are at the core of our culture.

We encourage our teams to work with integrity and have the courage to innovate, grow and be accountable.

We believe in hard work, good ethics and a positive attitude. Our employees motivate each other, believe in each other and drive positivity and together they form a successful team that is continually kicking goals.

We do all this, and we have fun doing it!





THE WAY WE WORK

Why choose O'Brien?

O'Brien Boiler Services has a 24 hour, 7 day a week call out facility with instant phone support. Our technicians are on call to attend to any after hours emergencies a site may encounter. Our wide range of accessible equipment ensures that we are able to get you up and running with minimal disruption.

We provide systematic, tailor made reporting to ensure your plant is maintained to the specifications required and retain detailed records of all maintenance and servicing of your plant as well as the ability to track the annual spend on your assets.

We are forward-thinking and innovative and continue to be the best in the business by implementing state of the art technology to ensure our field technicians and service engineers have instant access to the information required to seamlessly execute a service request or specification to your satisfaction.

Our commitment to Health, Safety, Environment and Quality

O'Brien Boiler Services is committed to ensure our business practices are consistent as we work towards compliance of AS/NZS4801, ISO14001 and ISO9001. Our purpose is to ensure the potential and actual workplace safety risks or environmental aspects and impacts of each worksite are identified.

We intend to continually improve and demonstrate sound workplace safety, environmental and quality performance required by the relevant state legislation and standard requirements.

Once fully implemented, the HSEQ Management System Manual is designed to:

- Eliminate workplace safety incidents across our operations
- Investigate and prevent recurrence of HSEQ related non-conformances
- Set tough but achievable HSEQ objectives, monitor progress and ensure continuous improvement
- Minimise the impact on the environment
- Train and develop all our employees

Our goal by 2028 is known as the O'Brien Rule of 25. We endeavour to improve performances for all thermal producing systems in Australia by a factor of 25%. Reduction of 25% for CO₂ emissions. Reduction of 25% dependence from non-renewable fuel (oil, and natural gas). Increase efficiency in all equipment we use, maintain and sell by 25%.

"The health and safety of all employees at O'Brien's is of the utmost importance and always front of mind. We pride ourselves on having the best systems and processes in place, and we choose safety as they glue that keeps our company together."

"Our safety record is good, but we intend for it to be great."

BRENDAN O'BRIEN
Director





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OUR BUSINESS PARTNERS

