

AIR CONDITIONING
& MECHANICAL
ENGINEERING

HADEN
EXPERTISE • COMMITMENT • RESULTS

NORFOLK 
INTEGRATED ENGINEERING



Our story

Established in England in 1816 by brothers George and James Haden, Haden Engineering has grown to become a leading provider of HVAC (heating, ventilation and air conditioning) and refrigeration maintenance and construction services in Australia and New Zealand.

As one of the few truly national heating, ventilation and air conditioning (HVAC) companies in Australia and New Zealand, Haden is well placed to provide the reliability that comes from the strength and expertise of a national company, combined with local presence.

Since our initial project in Australia, the installation of mechanical and hydraulic systems in the Sydney Opera House in 1969, our highly specialised team of engineers, technicians and support staff has grown to more than 1250 employees in over 48 branches across Australia and New Zealand.

With a depth of experience that only comes from employing directly from the local areas in which we operate, we not only ensure we have people on the ground who understand our customers' needs, but also contribute to the future of local communities.



We aim to be at the forefront of the design and delivery of sustainable, cost effective, energy efficient HVAC and refrigeration solutions. Our active membership of associations such as the Green Building Council of Australia, Property Council of Australia, AIRAH, New Zealand Green Building Council and Refrigeration Air Conditioning Companies Association (RACCA) New Zealand help us to stay in touch with changes in today's markets.



INDUSTRY-LEADING EXPERTISE IN HEATING, VENTILATION, AIR CONDITIONING AND MECHANICAL SERVICES SINCE 1816

Our sister companies

Haden is a member of the Norfolk Group – a leading provider of integrated engineering solutions to the Australasian market.

Haden enjoys direct partner relationships with all other companies in the Norfolk Group including:

- O'Donnell Griffin: a leading electrical and communications engineering company
- Energy Products International: a major New Zealand manufacturer and supplier of heating and air conditioning systems
- Ductclean: one of Australia's largest industrial cleaning contractors, specialising in duct cleaning and filter maintenance

Norfolk Group companies demonstrate considerable international project experience which extends to India, UAE, Singapore, China, Hong Kong, Malaysia, Vietnam, Indonesia and Papua New Guinea.



Our solutions

Haden provides a total life-cycle service, from initial design and engineering, to construction, commissioning, refurbishment, maintenance and repairs across many industry applications.

Our experience spans the commercial, health, education, government, infrastructure, resources, industrial, retail sectors, agribusiness and transport infrastructure with the capacity to deliver technically, environmentally and geographically complex projects and maintenance programs.

Our solutions include:

- Delivery of complex construction projects – design, lifecycle costing, engineering, installation and commissioning according to sustainability strategies
- Whole of life design and life cycle planning
- Comprehensive suite of tailored maintenance programmes, products and services including asset management, lifecycle management and energy management
- Building Energy Monitoring and Controls System solutions
- Industry leading advice and consultation in Ecologically Sustainable Design (ESD) in HVAC and refrigeration

- Audit and reporting services for Building Code of Australia, essential services compliance and New Zealand Building Code Compliance utilising IQP registered technicians.
- Reporting and advice by accredited engineering professionals conversant with major rating schemes including Green Star and NABERS
- Retrofitting and recommissioning to promote energy efficiencies and reduce lifecycle costs of heritage and older buildings
- Integrated multi-service base building and tenancy fit-outs
- Accuracy in reporting (AIR) Asset Management
- Comprehensive refrigeration solutions from design engineering through to proactive maintenance and service.
- 24/7 service to any location within Australia and New Zealand, with more than 90% of technicians directly employed by Haden

Dedicated construction and service managers have front line experience in HVAC and refrigeration engineering and service, allowing Haden to design installations and maintenance programmes that suit individual customer needs.



RAPID RESPONSE TO EMERGENCY SITUATIONS 24 HOURS A DAY 7 DAYS A WEEK

Our approach

Collaboration is more than just a word at Haden. It is an approach that our employees apply to every part of our business; both within our organisation and with our customers and suppliers. We actively seek opportunities to improve our business processes and learn from the experience we have gained on each project.

From our initial contact we encourage the establishment of open, rewarding relationships that support you in developing your solution; from pre-contract support to help you scope, design, cost and plan your project, to reviewing the solution to gain the optimal energy and cost efficiencies.

Our organisational structure and robust processes are flexible enough to adapt to your requirements, whether they be a small maintenance contract or the design and construction of large scale projects. Our culture of knowledge sharing ensures that our local branches are supported by a network of cross functional teams, a centralised engineering team and technological solutions.

We are committed to creating enduring relationships that last long after the installation or maintenance works have been completed.

Our people

Today's business environment demands high levels of technical and analytical skills, innovative thinking and an ability to apply new technologies to deliver practical, efficient, sustainable solutions.

To meet these demands, Haden's culture of performance excellence provides ongoing opportunities to employees for the continual upgrading and development of skills.

An experienced team of project managers, supervisors, commercial administrators, and planners support the successful implementation of projects and service and maintenance contracts.

Our technical resources include licensed and skilled:

- HVAC&R Engineers
- Accredited Green Star engineers
- Design Engineers
- Project Managers
- HVAC&R Technicians
- Chiller Technicians
- Plumbers.

Occupational Health, Safety and Quality

Safety All Ways is our highest priority and is one of the greatest commitments we can offer to our employees and their families, our customers and sub contractors.

Our belief is that all accidents can be prevented. We are committed to ensuring a safe working environment for all employees and others on Company premises and we are all responsible for maintaining a safe workplace by following safety and health rules and practices. We extend this to ensuring our workplaces are free from harassment, violence, bullying, drugs and alcohol abuse.

In Australia our award winning OH&S system has been proven in the workplace, is accredited to AS/NZS 4801:2001. In New Zealand we are accredited to the tertiary level of the ACC workplace safety management programme.



Corporate social responsibility

Haden is proud to be gold sponsors of the Property Industry Foundation, established by members of the Property Industry in Australia to assist charitable organisations provide help to young people at risk.

We are also dedicated to maintaining the history of Australian archives through our sponsorship of the Australian National Museum in Canberra, an iconic building that Haden was proud to be a part of during its construction and continues to hold the maintenance contract to this day.

Haden also contributes to the research and development of sustainable building solutions through its sponsorship of the Warren Centre for Advanced Engineering's Low Energy High Rise project.

Our projects



Health

Haden has partnered with numerous hospitals over the past four decades to provide a high quality, sterile, air conditioned environment, carrying out HVAC and mechanical design, installation and maintenance.

We offer HVAC service support to hospitals to ensure their mechanical facilities are operating effectively, with patient welfare in mind.

Recent construction projects include Port Hedland Regional Resource Centre and Mater Hospital, and in New Zealand we provide HVAC mechanical services to the Waitemata Hospital to ensure their equipment is operating effectively 24/7.



Commercial

We design new buildings to meet Australia and New Zealand's new environmental ratings and standards, and can upgrade mature buildings in line with current environmental standards. Recent projects include Section 84 where Haden's HVAC system is achieving 5 star ABGR rating, and a rolling MEP service contract for a 122,000 sqm microchip production facility in Vietnam through Jones Lang LaSalle.

In New Zealand we project managed, supplied, installed and commissioned the complex HVAC systems at the Christchurch Civic Building, which is a 6 star rated green building.



Cultural & Recreational

Since working on the iconic Australian Opera House during its construction, Haden has been heavily involved in construction and ongoing preventative maintenance within the cultural, sporting and recreational industry.

Recent projects include the National Museum of Australia, cooling Adelaide Zoo's panda enclosure with chilled rocks, and the Melbourne & Olympic Park Trust Precinct.



Agribusiness

Haden are contracted by key Agribusiness customers to provide HVAC service and preventative maintenance to their mission critical production plants and logistics channels.

A multi site agreement formed over ten years with Fonterra's food processing facilities in Waikato Region, New Zealand sees Haden carry out HVAC service and maintenance.

Environmental sustainability

As a member of the Green Building Council, Haden is committed to environmental excellence and is positioned to play a key role in reducing the overall environmental impact of a building's performance.

We actively work towards Ecologically Sustainable Development (ESD) principles throughout our operations and instil high environmental values in all employees. This helps us to maintain good corporate citizenship in the communities in which we operate.

Working with our customers, we can deliver enhanced environmental outcomes through alternative designs and the integration of technological innovations, and cooperative actions during construction and commissioning, life-cycle planning and the design and implementation of our maintenance programmes.

Haden is currently working towards Environmental accreditation to ISO 14001 and to extend its current Quality accreditation (AS/NZS ISO 9001:2008) in New Zealand and three states across Australia by March 2001.

EXPERIENCED PARTNERS DELIVERING SUSTAINABLE SOLUTIONS



ARC  NSW AU 16007 Head Office



Resources

Over the past three decades we have been on site working with mining and resource operations to ensure their HVAC and mechanical systems are designed, installed and serviced according to the highest quality benchmarks and adhere to Australian and New Zealand standards and legislative requirements. This includes major operations such as, oil platforms and gas fields, power stations, mine sites, and refineries. Recent projects include maintaining the North West Shelf, a number of Esso sites, and commissioning air conditioning units on the Yolla Oil Rig in the Bass Strait.

Education

Haden's experience in the education sector includes design, installation and servicing of open plan, campus configurations, research facilities, individual classrooms, and multi-purpose amenities.

For over 12 years, Haden has been servicing schools in country NSW Australia under the asset maintenance contract.

In New Zealand we provide nation wide support to over 700 schools offering HVAC preventative maintenance and essential services.

Refrigeration

For over 30 years, Haden has delivered refrigeration services tailored to the needs of the commercial, industrial, hospitality and convenience industries. In New Zealand, Haden also offers an extensive range of market leading refrigeration products.

A refrigeration service and maintenance contract with Frucor ensures the chillers supplied to their retailers New Zealand Wide keep their products cold and ready for sale all year round.

Government

Haden's experience in the government sector includes local, state and federal projects. This includes science and technology facilities, defence complexes, administration buildings, health facilities and integrated base building and tenancy fit-outs.

Haden maintain a portfolio of contracts within Canberra's Parliamentary Triangle including the National Science and Technology building, The National Library of Australia, The National Museum of Australia and The National Portrait Gallery, and in New Zealand, The National Library in Wellington. We also provide HVAC and complex refrigeration solutions to the Australian Antarctic Division.



Haden is part of Norfolk Group Limited – a leading provider of integrated engineering solutions to the Asia Pacific market.

Other companies in the Group include O'Donnell Griffin, a leading provider of electrical engineering solutions and Energy Products International, a major New Zealand manufacturer and supplier of heating and air conditioning systems.

Together with other Group members, Haden provides end-to-end mechanical, electrical and communications engineering solutions, including design, construction, ongoing maintenance and management of critical assets.

Every Norfolk business is dedicated to providing:

EXPERTISE • COMMITMENT • RESULTS



Corporate Offices

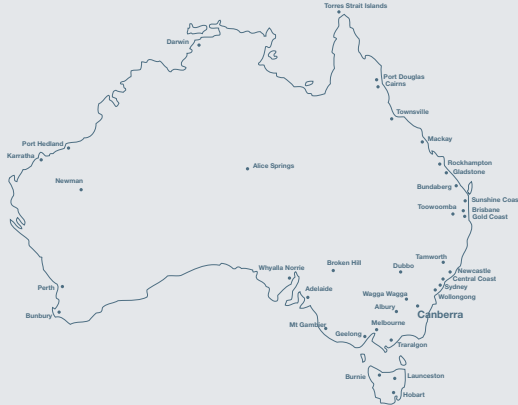
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