

The Patton Press



PATTON LTD

Volume 1, Issue 1

December 2010

Brian's 50th

13 December 2010

With 87 years of unique and growing trade, Patton has employed a number of staff through the years. Over time we have seen many changes such as change of ownership from founder to current owners and relocations. Some staff have experienced more history than others, but none more than the staff of our Christchurch Branch.

Christchurch is Patton's origin point and collectively members in Christchurch have over 120 years of accumulated knowledge. Congratulations must go to Brian Yates, who on 12th December 2010 completed his 50 year of service with the company. Brian entered the firm of G.E. Patton on 12 December 1960 and worked in Manufacturing on sheet metal projects. He decided that an apprenticeship was a better career option and applied within the Refrigeration sector.

Over the next 5 years, after completing his apprenticeship and gaining valuable knowledge, he confidently entered the industry. The next 10 years were spent installing and servicing plant proudly manufactured by G.E. Patton and working with new products introduced to the refrigeration market.

An extensive range of refrigeration and freezer equipment was assembled at the Barbados Street premises, including compressors. Many parts were of necessity made from scratch. This was the era of "number eight fencing wire" repairs when products took a long time to arrive from overseas and breakdowns had to be repaired quickly.

Brian's refrigeration experience and knowledge was obtained over these years. When the company was purchased in 1974 by Wayne Berry and Harvey Turner, the focus changed to wholesale. Brian took on the role of Customer Service and has since shared his knowledge and experience with a large number of Refrigeration Engineers working throughout the South Island.

As we celebrate Brian's 50 years with Patton we look back on a career that has seen, and experienced many changes, which Brian has embraced, and he con-

tinues to offer his knowledge to so many.

To share this special moment a BBQ was organized. Brian took charge of cooking, wearing his special cook's apron, presented to him by the Christchurch staff. Old and new customers and friends from the refrigeration community came along to help celebrate achieving this special milestone.

The day ended with a small ceremony hosted by Sameer and Philip followed by a dinner attended by all Christchurch staff and partners. Brian received his long service award together with gifts from the Company.

Long service awards were also presented to Sheryl Johnston (28+ years), Victor Beever (23+ years), John Clemence (12+ years) and Wayne Beattie (8+ years). We all join in congratulating our Golden Member on achieving this magnificent landmark, his loyalty and dedication to this organization sets the benchmark for

Inside this issue:

FROM THE DESK OF OUR CEO	2
MESSAGE FROM THE GM	2
CO ² REFRIGERANT SYSTEMS	3
2010 INDIAN Newlink IBA Awards Night	3
LONG SERVICE AWARDS	4



Patton Christchurch staff with partners.



Left to right: Brian Yates, Sheryl Johnston, Victor Beever and John Clemence with their awards.



Wayne congratulating Brian on his 50th Anniversary with Patton.

The Patton Press

From the desk of CEO



Sameer Handa
CEO Patton Group

Welcome to our first issue of Patton Newsletter!

As 2010 draws to a close, we can all reflect on a very challenging but successful year for Patton Group of Companies.

Despite the tough economic environment we challenged ourselves not to compromise on our customer service, our commitment to innovation & design or our pursuit of product & service improvement. On the contrary we embarked on two new initiatives in conjunction with NZ Trade & Enterprise this year. The First "Better by Design" & the second "Lean Management".

As a result of this we have set out a very ambitious goal for the next 5 years of growth for the Patton Group. This detailed plan for growth and expansion of our businesses in Australia, Thailand, India & NZ was approved by the board in Sep this year. Since then, we started a new JV in Albury, Australia. The coming months & years will see a lot more expansion & growth in all businesses.

During the year we exhibited at ACREX trade show in Mumbai, India during Feb & in April we exhibited at ARBS in Sydney, Australia. We recently recognised and celebrated the long service

milestones of 29 NZ staff who have been with the company for over 5 years or multiples of. One of them, Brian Yates from our Christchurch office celebrated his 50 years with the company on 13th Dec.

I'd like to take this opportunity to thank you all for your Contribution and support during 2010 and I'd like to wish you & your families a very Merry Christmas and a happy holiday season!

With very best wishes for 2011.

Sincerely

Sameer Handa
CEO, Patton Group

AS A RESULT OF THIS WE HAVE SET OUT A VERY AMBITIOUS GOAL FOR THE NEXT 5 YEARS OF GROWTH FOR THE PATTON GROUP. THIS DETAILED PLAN FOR GROWTH AND EXPANSION OF OUR BUSINESSES IN AUSTRALIA, THAILAND, INDIA & NZ .

Message From the GM-Patton NZ

Christmas is upon us with busy shopping malls, busy motorways, and hopes of a good holiday ahead. Hot and sticky weather in most parts is pushing refrigeration service companies to their limits and to our customers for service and parts.

We have seen many changes this year. All major semi hermetic compressor brands are now actively sold in New Zealand. The Emission Trading Scheme, although not finalised around impact on refrigerants and equipment, has created both opportunities and confusion in some major parts of our market. We are trailing natural refrigerants in different applications. Two major industry customers change direction in the commercial and Industrial sectors, shifting workloads and staff to new and existing companies. Raw material shortages, corporate strate-

gies and the shift of global power from the west to the east, has made us look at different supply channels. Refrigerant permits took a major cut. Compliance requirements continue to challenge us. Conservative bank policies slowing investment, impacted on our Dairy business.

Many challenges and opportunities ahead.

We are three quarters through our financial year and holding our own in a market only slowly moving out of recession. There is a new wholesaler in Auckland and a restructured wholesaler in Palmerston, both hungry for a market share.

We are introducing a Lean Thinking programme called "BOB" to all of our business over the next 12 to 18 months to help us stay ahead in this changing environment. We will all learn

new skills over time to help us Be Our Best and continue to build on our success, embracing continual change/improvements that will guide us on the journey.

We proudly celebrated the long service of 29 of our 69 staff

We have documented our reason for being:

RESPONSIVE, EXPERTISE, DELIVERED

We need to each achieve this by:

INNOVATE, TAKE OWNERSHIP, MAKE IT HAPPEN

It's been a challenging 2010. I want to wish you all a Happy and Safe Christmas and look forward to sharing the challenges and successes' of 2011.

Sincerely

Philip Hitchins
GM, Patton NZ



Philip Hitchins
GM Patton NZ

CO² refrigerant systems

9 November 2010

CO² refrigerant systems have been identified as the way of the future, and these systems bring with them a host of new techniques and methods that could well be considered revolutionary by today's terms. Whilst the concept of CO² refrigerant has existed for quite some time, we are only now seeing it begin to enter mainstream thinking, and it cannot go unnoticed that CO² systems are appearing in use around the country.

Patton Design Engineer Paul Parkes has designed and constructed a sample transcritical CO² portable cool

room running on an Embraco CO² condensing unit for the purpose of illustrating Patton Ltd's intentions to become a first class source of CO² knowledge and equipment. As these systems feature a small environmental impact and a wide array of benefits, it is logical that we undertake these steps.

McAlpine Hussmann were invited to send an envoy to the Patton Ltd Head Office to view our demonstration cool room in operation. Attendees included Brian Rees, Darren Rawsley, Karl Burke and Rob Whitehead. We also had in attendance Jim Power, Chris Boyle and their associates

from Arneg. Being companies that focus on natural refrigerants they were all very interested to see how our coolroom demonstration worked.

The demonstration proved great success with Paul Parkes on hand with plenty of information and answers to the questions. Our visitors were suitably impressed and very positive about the direction Patton Ltd is heading with CO² systems, which is a strong encouragement to continue development.

We look forward to reporting more positive news on this subject, so watch this space!



Transcritical CO² gas cooler

PATTON DESIGN ENGINEER PAUL PARKES HAS DESIGNED AND CONSTRUCTED A SAMPLE TRANSCRITICAL CO² PORTABLE COOL ROOM RUNNING ON AN EMBRACO CO² CONDENSING UNIT FOR THE PURPOSE OF ILLUSTRATING PATTON LTD'S INTENTIONS TO BECOME A FIRST CLASS SOURCE OF CO² KNOWLEDGE AND EQUIPMENT.

2010 Indian Newslink IBA Awards night

15 November 2010

The 2010 *Indian Newslink* Indian Business Awards (IBA) was held on November 15th at the Stamford Plaza Hotel in Auckland.

It was a glamorous gala event with more than 500 bankers, financiers, consultants, professionals, manufacturers, exporters and others present at the awards night, the third of an annual event. Guest dignitaries included Prime Minister John Key, Opposition Leader Phil Goff, Governor General Sir Anand Satyanand, Indian High Commissioner Retired Admiral Sureesh Mehta and Auckland City Mayor Len Brown.

The event was attended by the Patton management team headed by Sameer Handa and Alister Lawrence. Patton Ltd was the sponsor of "Best Young Entrepreneur of the Year" award and the recipi-

ent was Aseem Agarwal of Global Financial Services.

The underlying theme was one of successful companies fostering bilateral relations. Successful companies seek expansion into new locations. Expansion leads to international trade, which in turn leads to higher levels of bilateral relations. This results in success, productivity and profitability for all concerned. Patton Ltd is one of the companies seeking to expand into new areas.

Sir Anand Satyanand stated that "While some commentators have described India as an 'emerging economy', it may be more accurate to say it is a 'resurgent economy' as the pendulum swings towards East Asia's advance as a global force. To be modern and successful in the 21st century will no longer necessarily equate with be-

ing "Western".

Patton Ltd as a New Zealand based company with offices in India is proud to have been involved in the IBA awards and is inspired by the potential for two-way trade and investment between New Zealand and India.



Prime Minister John Key with Patton CEO Sameer Handa and GM Philip Hitchins.

This is our first newsletter which we want to produce on a regular basis and include the wider Patton Group, telling stories about our people, their exploits, the company and it's progress and articles of general interest. Please send any comment to newsletter@pattonnz.com.



Please send articles, editorial and photos to the same email that you want to submit for future editions.

DECEMBER 2010

Patton Long Service Awards

AWARD RECIPIENTS:

5 YEARS SERVICE AWARD

ALDDON MACKAY
ANNE PORTER
ANTHONY ASHFIELD
DAVID GUNDRY
INESI TAUFA
LES MILLER
MARGARET WALKER
MARY GUAN
MAUNG THANTSIN
NIGEL TUNNICLIFFE
PAUL MACK
ROBERT MASON
SOPAN CHAUDHARI
STEVE DONCASTER
STUART MEEHAN
WAYNE BEATTIE

10 YEARS SERVICE AWARD

ANDY HENDERSON
BINESH SINGH
JOHN CLEMENCE
TUAINEKORE TAAKI
VILI LAUMUA

15 YEARS SERVICE AWARD

HARVEY WIN
SAMEER HANDA
VINAY LAL

20 YEARS SERVICE AWARD

VICTOR BEEVER

25 YEARS SERVICE AWARD

SHERYL JOHNSTON
PHILIP HITCHINS

35 YEARS SERVICE AWARD

HARVEY TURNER

50 YEARS SERVICE AWARD

BRIAN YATES

26 November 2010 – it is the quality of hard work and effort by people that is prized very highly and Patton is no exception. These are the people we need to ensure success.

Statistics show that employees do not usually stay with one company for more than five years. At Patton this is not the case; over 40% of staff has been with the company for over 5 years and in one exceptional case, for 50 years.

A long service award scheme has been introduced; this is a great way for everyone to participate in the recognition process. The first ceremony held on 26th November on Auckland, was incorporated with the New Zealand Branch Managers meeting and the staff of the North Shore branch.

The mood was set with a background of photographs dating from humble beginnings to present time at Patton. Brian Yates joined us in 1960, completing 50 years of service. Other past long

serving employees were our founder George E. Patton, 50 years and Bill Patterson 49 years, from 1940 until his retirement in 1989.

Other staff who have set the bar are one of our previous owners Harvey Turner amassing over 38 years have proven to be a pillar of strength with his wealth of technical knowledge. Further mention of another valued member with 28+ years of commitment is our General Manager, Philip Hitchins, who over the years has held several responsible rolls, achieving amazing results.

Sheryl Johnston also reached the 28+ years milestone of dedicated service to the Christchurch branch. Over the years, Sheryl has seen and undergone many changes, through it all she has proven to be the tower of strength building strong relations with both staff and customers. Victor Beever is another long standing member of the Christchurch branch, his knowledge and expertise is

priceless to both the branch and the region.

Other 15year+ long service recipients were:

Vinay Lal, starting off in a customer service roll quickly formed valued customer service relations and now heads our Export Operations. Also passing this milestone is our CEO Sameer Handa. Over the years Sameer have captained the ship, occasionally through challenging times, but always keeping and maintaining the family culture which is so unique to Patton, long may it continue.

Harvey Win also surpassed the 15year long service mark and is considered an expert in his field with extensive knowledge in specialised markets throughout his district. Several other long service awardees that dedicated many years of service provided a commentary and great anecdotes from earlier times. After the ceremony and speeches there was time to sit and reminisce.



Patton NZ team at the Long Service Awards Ceremony.