



Penny "the dog", Mike Beckley (back row), Scott Hardman, Pearl Hardman, Andrew Hardman (Back), Karen Johnson, Rebecca Hardman, Adam Hardman (Back), Bill Leece, Tim Thornton (Back), Debbie Clarkson (Back), Brian MacDonald, David Gamble

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SCOTTY'S REFRIGERATION INC.
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Looking back over the years, Scott Hardman is still amazed at the growth of his business.

In 1994, armed with a \$15,000 government loan and a contract offer by Sobey's, Hardman branched out on his own after working at Hussmann's for a number of years.

"Sobey's approached me and said they would give me seven stores if I started my own business," he said.

Equipped with one van, Hardman was the sole employee of the newly established Scotty's Refrigeration, which he ran from the garage of his Waterford home.

Now, 20 years later, Scotty's Refrigeration has grown to 47 employees, 11 service vehicles and 7 construction crews operating out of its Hachborn Rd. site. The company installs and services refrigeration, food service and ice making equipment for commercial and industrial clients throughout Southwestern Ontario, Toronto and Canada's Eastern provinces.

"We never imagined it would grow to this size and future growth is out there," Hardman said.

Sobey's remains one of Scotty's main clients, along with stores like Metro, Loblaw's, Wal Mart and Target.

"Target contacted us," general manager Dave Gamble said. "We are growing still and we just added two more service vans."

Quality in product and service are touted as the main reasons for the suc-

cess of Scotty's Refrigeration.

"A lot of our work is referral because we take care of our customers," Gamble said. "We are on-call 24/7."

Hardman's wife Pearl, his son Adam, who works as the accounting/office manager, and his son Andrew, who is the service manager, assist him in the business. Adam's wife Becca also works in the office.

Hardman, who is a board member of the College of Trades, puts great emphasis on the importance of ongoing training for his employees so clients always benefit from the most innovative technology.

"With our latest, newest technology we can monitor stores online," Pearl said. "If an alarm goes off we can go online and see the temperature of a refrigeration unit right there and then."

Scotty's Refrigeration is also taking a more environmentally responsible approach to business, Gamble said.

"We have recently instituted hand-held computers for our service technicians and we are slowly going paperless with electronic e-mail invoicing and automatic pay deposits," Gamble said.

With a continuing emphasis on customer care and quality product, Scotty's Refrigeration continues to evolve and embrace success.

"Scott's focus has always been on service" Pearl noted. New technology innovations have allowed Scotty's to super serve the needs of every customer.