
RSC DIESELS - CAIRNS PREMISES

Specialists in Heavy Industrial and Diesel Fleet Maintenance

CAPABILITY STATEMENT



RSC DIESELS
SALES | SERVICE | PARTS

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About us...

What REALLY separates one fleet maintenance provider from another? Is it quality... performance? Service or value? A company you can really trust? With RSC Diesels, you don't have to choose one over the other – because you get it all. There are no compromises.



COMPANY OVERVIEW

RSC Diesels is a specialist diesel maintenance service provider, supplying quality fleet maintenance to the Heavy Commercial, Industrial, Transport, Agricultural and Tourism Industries in North Queensland. Our company is also the Scania and Allison Transmission On-highway dealer for North Queensland, providing from the Scania range New and Used Vehicles, hire, parts and service.

Founded in 1996 the company has established itself on time honoured business principles whilst embracing the ever changing dynamics of modern technology. Our proactive and innovative team of highly skilled people strive to deliver to our clients, efficient cost effective solutions of the highest quality, on time, every time.

WE'RE LOCAL AND LIKE YOU, WE UNDERSTAND THE NEED FOR PROMPT AND EFFICIENT SERVICE, ALLOWING YOU TO RUN YOUR BUSINESS WITH THE KNOWLEDGE THAT YOUR MACHINERY IS IN TRUSTED HANDS.

The company operates from a modern purpose built 900m2 workshop in Cairns, providing a 24 hour maintenance and breakdown support to a variety of sites throughout Queensland and the South Pacific.

We are situated in Woree Industrial Park just off the Bruce Highway when approaching Cairns from the south.

Company Details

Business Name:	RSC Diesels (Rossco's Service Centre Diesel Engine Specialists PTY LTD)
Street Address:	29-31 Ponzo Street, Woree QLD 4868
Phone:	(07) 4054 5440
Fax:	(07) 4054 5051
Email:	info@rscdiesels.com.au
Web Address:	www.rscdiesels.com.au
Year Established:	1996
ABN:	11 092 772 819
ACN:	092 772 819



Our Philosophy



COLLECTIVE VISION

To be the Pre-eminent Fleet Service provider for our Industry, known for our integrity in everything we do.



OUR MISSION

We provide fleet operating solutions for the only business that matters. Yours. Our holistic approach to fleet maintenance allows our client's to take advantage of our expertise and first-class workshop facilities, while maximising the up-time, efficiency and profitability of their fleet. Our commitment to only work with the best people ensures the high calibre of our team while cultivating a culture of growth and profitability for the good of all



TIME IS MONEY

It's not only an old cliché - it's a fact! For business and particularly the transport industry every hour a vehicle is unoperational because of a unplanned breakdown costs our clients financially. We're committed to delivering valuable high-up-time with our efficiency and expertise.



MANAGEMENT SYSTEMS

Our commitment to efficiency flows through to our management systems, which are both detailed but practical. From the smallest internal task to maintaining large fleets for our clients, no detail is overlooked when it comes to our records management and protocol systems. Please refer to page 12 for further details on specific areas.



COMMUNICATION

Our years in business have repeatedly proven that clear concise communication is essential in ensuring client needs are not only met but exceeded. To best achieve this RSC Diesels endeavour to listen first to clients to get a clear understanding of their requirements. We are committed to maintaining a high level of communication to ensure we deliver exactly what is expected, on time, every time.

Any queries or concerns are handled in a "can-do" problem solving manner ensuring clients feel comfortable and that our company is approachable and accessible.



OUR 7 POINT GUARANTEE

- Fixed price servicing
- 12 months – 20,000km warranty on all parts and labour carried out.
- We will respond to your breakdown call within 30 minutes 24/7 or the call out fee is free.
- Use only quality parts for your peace of mind.
- Your vehicle will leave cleaner than when it came. (This includes no greasy finger marks).
- We won't do any unnecessary work.
- We will get your authorisation before proceeding with any additional work.

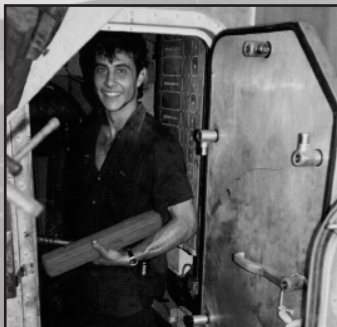
Our Story...

Born into a family full of entrepreneurial spirit, Ross Nucifora knew from a young age that he wanted to run his own business. Raised in Far North Queensland he helped his parents in the family's various businesses, until starting a Diesel mechanic apprenticeship with a local agricultural transport company at age fifteen. After completing his trade with honours, he then moved to Townsville to work to gain experience in wider fields and also in marine applications.

In 1996 at twenty-one Ross returned to Far North Queensland to launch RSC Diesels as a sole trader. Trading commenced in the town of Babinda with a shop on the main street and a 24/7 mobile repair service. In 2000 the business was incorporated and moved to premises in Martyn St in Cairns. At that time the business specialised in Diesel Repairs and Engine and transmission rebuilds

Due to the death of his Father, Ross moved the workshop to Babinda to look after his family's farming interests for 7 years. Countless hours of diligent hard work have been invested into growing and expanding the business to it's current capacity and in 2007 the decision was made to close the family's farming ventures in order to solely pursue the expansion of RSC Diesels. Plans were soon being drawn up for a custom purpose built workshop to be built in the Woree Business Park in Cairns. It took a little over a year to construct the custom premises, and the company started operations there in March 2010.

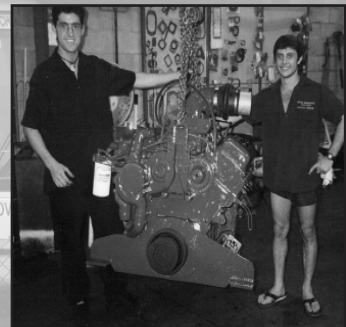
Eight years later, the company is powering on and continues to gain momentum building on the solid base that was laid many years prior. Working with integrated professional partners, RSC Diesels brings both time honored work ethos and modern innovation to a new level within the Heavy Vehicle Fleet Maintenance Industry. The company prides themselves with the high calibre of their tradesmen, apprentices and office staff, who collectively have worked towards our company goal of providing the ultimate in fleet servicing for the North Queensland Region and Australia over the past 22 years.



Ross completed his apprenticeship in 1994, making him a fully qualified tradesman at 19 years of age.



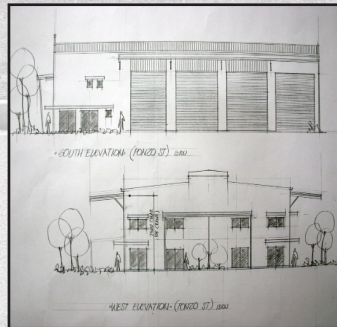
The first home of RSC Diesels was the corner Munro and Mill St, Babinda. As well as diesel repairs, Ross sold fuel, lawnmowers, tractors and spare parts.



The first apprentice (Ben Velvin) with Ross in 2000 at the Martyn St premises in Cairns.



In 2009 land was secured in the Woree Industrial Estate in South Cairns. Here a young Nucifora family pose on the vacant block.



Conceptual drawings and plans for the custom fully purpose built workshop begin to take shape July 2009.



November 2009 construction of a long-awaited dream starts - the workshop takes nine months to construct and business operations start in the premises, March 2010.

Our Team

Founding Director Ross Nucifora continues to lead the company with the same vision and commitment as he started out as a twenty-one year old sole trader. A fully qualified Heavy Diesel Mechanic, he has specialised over the years in engine work, heavy industrial and on highway applications and for the last ten years Diesel Fleet Maintenance.

Ross as a manager is meticulously organised, works wholistically and is committed to fostering long term client relationships.



MARK BOULTER
Service Manager

An Auto electrician by trade, Mark brings to the role practical hands-on knowledge, business management skills and concise communication. His key roles are client liaison and job management for our workshop. Ensuring expectations and time frames are met, and the organisation of job logistics is no easy feat some days, but Mark does an exceptional job continuing to make our clients his absolute priority.

E: mark.b@rscdiesels.com.au



RICHARD HARM
Parts Manager

Richard has a collective 20 years experience in parts sales and management in both the automotive and truck industries. Innovative and resourceful, Richard has been able to grow our parts department significantly in the last 5 years. Richard's easy going nature and commitment to a high standard of customer service makes him a favorite with our clients and preferred suppliers.

E: richard@rscdiesels.com.au



LAUREN HESP
Office/Accounts Manager

Lauren has completed her business administration training and continues to progress towards further qualifications and has ten years experience in her role. Friendly and personable, while her time can be taken up with many varied tasks her particular strengths lie in consistently keeping our office management systems running well, accounts up to date and tending to staff needs.

E: accounts@rscdiesels.com.au



Find more information at
WWW.RSCDIESELS.COM.AU

ROSS NUCIFORA

Dealer Principal



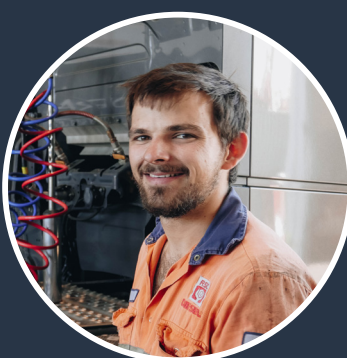
NAOMI NUCIFORA

Projects and Recruitment

22 years ago, Naomi literally "married" into the business and initially ran the office and all accounts and administration for 12 years. Growth in the company has allowed her branch out into more creative endeavors which are both project and people orientated.

Some of what she does these days can be covered in business promotion, events, staff recruitment and HR.

E: naomi@rscdiesels.com.au



JACK FORNERA

W/Shop Leading Hand

Jack was trained in our workshop as a school graduate and has made a fine technician with a very detailed and methodical skill set which has enabled him to step up into the workshop leading hand position. His calm disposition is favorable to his supervisory role and his attention to detail is noteworthy.

E: workshop@rscdiesels.com.au



JAMES GRAY

Senior Diesel Technician

James completed his apprenticeship with us a few years ago and has established a diverse range of expertise within our company, capable of spreading his talents in a few areas.

He is one of our leading field technicians as well as having a passion for Allison transmissions he enjoys problem solving and advancing his technical skills with the newest Industry software.



Find more information at
WWW.RSCDIESELS.COM.AU



Services

RSC Diesels supply a wide range of products and services. We ensure all our technicians are certified and trained at the highest of standards in specific criteria to match the service we provide.

RSC Diesels Specialise in:

- Scania Truck, Bus, Industrial Engines & Power Generation Sales & Service
- Allison Transmission Sales & Service
- Fleet servicing

WE ALSO SUPPLY OUR CLIENTS WITH:

- Efficient & Reliable Servicing
- Scheduled maintenance
- Repairs and Rebuilds
- Queensland Government Approved Inspection Station.
- Engine, Transmission & Differential Repairs and Overhauls.
- Electronic Diagnostic Repairs.
- Auto electrician and Air-conditioning repairs.
- A large range of Scania, Allison transmission and Donaldson parts
- Online service bookings through our website
- Fleet management records

Major Overhaul

We are extremely proud of our thorough methodical approach to repair and overhaul work. Although our qualified tradesman have access to the latest modern tooling, "old Fashioned" work ethic and common sense have not gone out of style.

RSC Diesels purpose built workshop not only enables us to overhaul your Diesel Engine, Transmission or Final Drive with the greatest of efficiency and ease, but has been built with the future of our industry in mind.

With over 20 years' experience you can be assured that all work is done to manufacturer specifications and is guaranteed to be of the highest standards.

Selected Reconditioned Engines, Transmissions and cylinder heads are kept in stock, ready to go to aid you in keeping disruptive downtime to a minimum



Book a service online.
www.rscdiesels.com.au



“Our drive-through service bays are designed to stream-line servicing of even the largest of vehicles”

Workshop Facilities

- RSC Diesels pride themselves on their state of the art facilities in our hassle free purpose built workshop. Some of the facilities we provide are:
- Automatic lube dispensing
- 20 Tonne air pit jacks
- Wireless 32 tonne hoist
- Drive through service bay with pit
- Wash bay
- Latest diagnostic tooling and software
- Transmission dyno
- Dealer management system
- Parts warehouse
- Parts washers

RSC Diesels ensures their team are highly trained, with regular training being carried out. Some of the certifications our employees hold are:

- Scania trained and certified
- Allison Transmission trained and certified
- Heavy Vehicle Road Transport Mechanic trained and certified
- DOT trained and Approved Persons
- Forklift certified
- First aid certified

OUR APPROACH TO

Fleet Maintenance



**“Scheduled
maintenance
is not
down-time”**

Ross Nucifora

If there was one common priority amongst our clients it would have to be the importance of achieving “High uptime”. It is our aim to care for our clients’ needs wholistically. By giving clients more uptime, through efficient and reliable servicing, they benefit financially and avoid the inevitable drama of unexpected breakdowns and repairs.

We have proven that our scheduled maintenance programs have reduced and often eliminated completely unexpected situations, by identifying the correct service requirements that suit the customer application, a scheduled maintenance program is then tailored specifically for them. We are aligned with a variety of third party fleetcare providers and within our fleet servicing system we are able to:

- Carry out minor and major repairs
- Offer fixed price labour rates for all RSC Diesels service schedules.
- We will have your vehicle ready within the scheduled time frame
- Keep our client up to date with expected needs, services and repairs on their vehicle
- Maintain contact with our clients regarding, service reminders,
- Future plan vehicle service schedules up to 12 months,
- Keep a full vehicle history of all previous work and parts used indefinitely,
- Ensure all necessary work is completed to comply with Transport Law.
- Streamline traditional servicing procedures due to our many integrated systems built into the premises to facilitate fast and efficient servicing.
- Minimise the time needed to diagnose repairs due to our extensive range of fault finding and up-to date diagnostic tooling

Our staff are trained to the highest of standards both in house and by third party training providers. We only choose the best in out-of-house professionals to partner with for specialist services (i.e. auto electrical, tyres, windscreens, etc.)

We also offer online service bookings through our web site.

Please take a moment to read our clients comments at the end of this brochure concerning their use of our fleet maintenance program.

RSC Diesel's specialty is fleet care, with our extensive experience and wide range of knowledge, we guarantee only quality results and services.

24/7 Assistance



What REALLY separates one fleet maintenance provider from another? Is it quality...performance...service...value...a company you can really trust? With RSC Diesels, you don't have to choose one over the other – because you get it all. There are no compromises.



Because we know Time is Money when running a vehicle or machinery, we are always ready for your "unexpected" moments. Although scheduled maintenance in most cases minimises if not voids the occurrences of vehicle breakdowns, the reality of running a fleet of vehicles often dictates otherwise!

As part of our 7 point Guarantee we guarantee all our regular and fleet clients the following; If you break down and cannot get a response from us within 30 minutes the call out fee is free. That's right - it doesn't matter if it's three O'Clock in the morning or 7pm in the evening.

Our field service technicians are highly trained to get you going as soon as possible, and have the added advantage of technical backup support at any given hour of the day.



Systems and Procedures

Being organised and efficient is an essential part of how we do things here at RSC Diesels

EMPLOYEE MANAGEMENT

In order to create the ultimate value for our clientele we have comprehensive management systems from initial employment to position descriptions and procedures for our staff to adhere to resulting in consistent excellent outcomes. Being proactive in this area benefits not only our staff but all our clients as expectations, communication and our high standards of workmanship are achieved consistently using clearly laid out platforms and systems. Regular weekly meetings are compulsory for all staff from a daily workshop meeting to a weekly all inclusive "tool-box " meeting to specialty management meetings. In addition to this our staff are trained at every opportunity to ensure the companies capacity for growth is never hindered.

ELECTRONIC MANAGEMENT

We currently use Industry dealership software by Pentana Solutions. The 'NOVA' inventory and accounting system, which stores all our clients' vehicle details, job histories, parts inventories, notes and accounting history, is accessible all within seconds and is an invaluable resource to our client managers and fleet operators. All other documents are scanned and/or filed electronically within our incrypted secure server. Our records are both organised and time efficient.

Years of data is stored on our secure internal server and externally in cloud based platform which is easily retrievable.

SAFETY MANAGEMENT

RSC Diesels find the safety of our employees and customers to be of utmost importance. All safety requirements

at RSC Diesels are covered with established safety systems and procedures. Our SHE Board is easily accessible for all employees and our first aid officers are on site at all times.

RSC Diesels staff practice a variety of safe operating techniques and strictly follow the workshops specific instructions to operate safely.

While at external locations or during field service our staff also adhere to the client's additional safety terms and conditions that may be set in place.

ENVIRONMENTAL MANAGEMENT

RSC Diesels continues to positively impact the environment, reduce energy consumption and use environmentally friendly products in our daily tasks.

Some of the ways we do this is by:

- Designing the workshop floors to slope keeping spills contained and not being transferred into storm water
- Waste oil goes into a separate tank and is disposed of in the correct procedure.
- Waste filters are put in a separate bin and disposed of correctly
- The oil separator separates the oil from the grey water. The oil is then disposed of correctly and the grey water is dealt with correctly.
- Contractors are used for other waste disposal to ensure it is discarded in a proper fashion.
- Recycling materials wherever possible.





Systems and Procedures Cont...

INSURANCES

Public Liability

Limit: \$20,000,000.00

Expiry Date: 27/05/2019

Insurer: Allianz Insurance

Policy Number: 142A004169MPK

Workcover

WorkCover Queensland

Policy Number: WPA000711676

Expiry Date: 30/09/19

Goods in Transit Insurance

Zurich Australian Insurance Ltd

Policy No: 5052641ZMC

QUALITY MANAGEMENT

RSC Diesels understand functional policies and procedures allow us to work to our capacity with ease.

Our HR Platform allows us to hold our staff to high levels of competency with regular Performance Reviews and Policy updates.

Our workshop systems and processes are highly documented and are constantly refined to meet the changes within our Industry.

Our Sales, aftersales and internal departments processes have been documented in flow-chart format and many procedural documents. From the first phone call in, to close of sale each step of the process gives consistency for both our clients and our staff.

Products



SCANIA | CAIRNS

**FOR THE ONLY
BUSINESS THAT
MATTERS. YOURS**



Scania's new truck generation is the result of ten years' development. It represents the very latest advances in automotive technology for heavy-duty trucks.

Scania build some of the finest trucks, buses and engines in the world. They are then backed up with parts and services that deliver value, reliability and high uptime. Scania offer a Total Operating Solution. Giving our clients an excellent return on their investment.

RSC Diesels are the Scania sales, service and parts dealer for North Queensland. We pride ourselves in the highly trained work we carry out on our Scania Vehicles and engines. Scania vehicles are renowned for their outstanding operating economy. Each component is engineered to heighten the performance of the vehicle. Setting world class standards for fuel economy, Safety, drive-ability, and uptime.

Scania Trucks always have that little bit extra standard. From Scania's long tradition of delivering exactly what your business needs. Scania trucks include all commercial, heavy and long haulage trucks.

Scania Bus and coaches can be customised to get the best solution possible for your vehicle. From passenger capacity, seating plans, comfort levels and other key criteria.

Scania Industrial and power Generation Engines are second to none offering some of the most fuel efficiency in their class. There's a Scania industrial engine for every job. With three engine sizes and power ratings ranging from 202 to 566 kW, the global engine platform from Scania meets every existing and foreseeable emission legislation.





SCANIA

1LG 6CB
VICTORIA - THE EDUCATION STATE

DONALDSON FILTERS CAIRNS



Effective and efficient filtration is the best preventative maintenance there is for hard-working equipment in any Industry. Donaldson filters work hard to remove harmful contaminants from your engine.

RSC Diesels are Donaldson Filtration agents in Cairns. When it comes to getting the right filter, the right advice **right here in town** it's what we're all about!

Donaldson provide filtration solutions for manufacturing, mining and industrial sectors, as well as:

Transport Industry - Road-ready filters and mufflers that go the distance. Durable, rugged and built for the long haul, Donaldson replacement filters are manufactured to the same quality as the original

Construction - Heavy-duty filters for heavy-duty equipment. Depend on Donaldson's full range of filtration solutions to provide superior protection even in dusty and dirty construction and aggregate applications

Mining - Rugged and reliable filtration performance for critical mining operations. Donaldson delivers the most comprehensive line of filtration solutions for above and below ground mining, processing and distribution

Agriculture - Filters that work as hard as you do. Turn to Donaldson for maximum productivity of overhead and portable tanks and engine protection in challenging agriculture environments

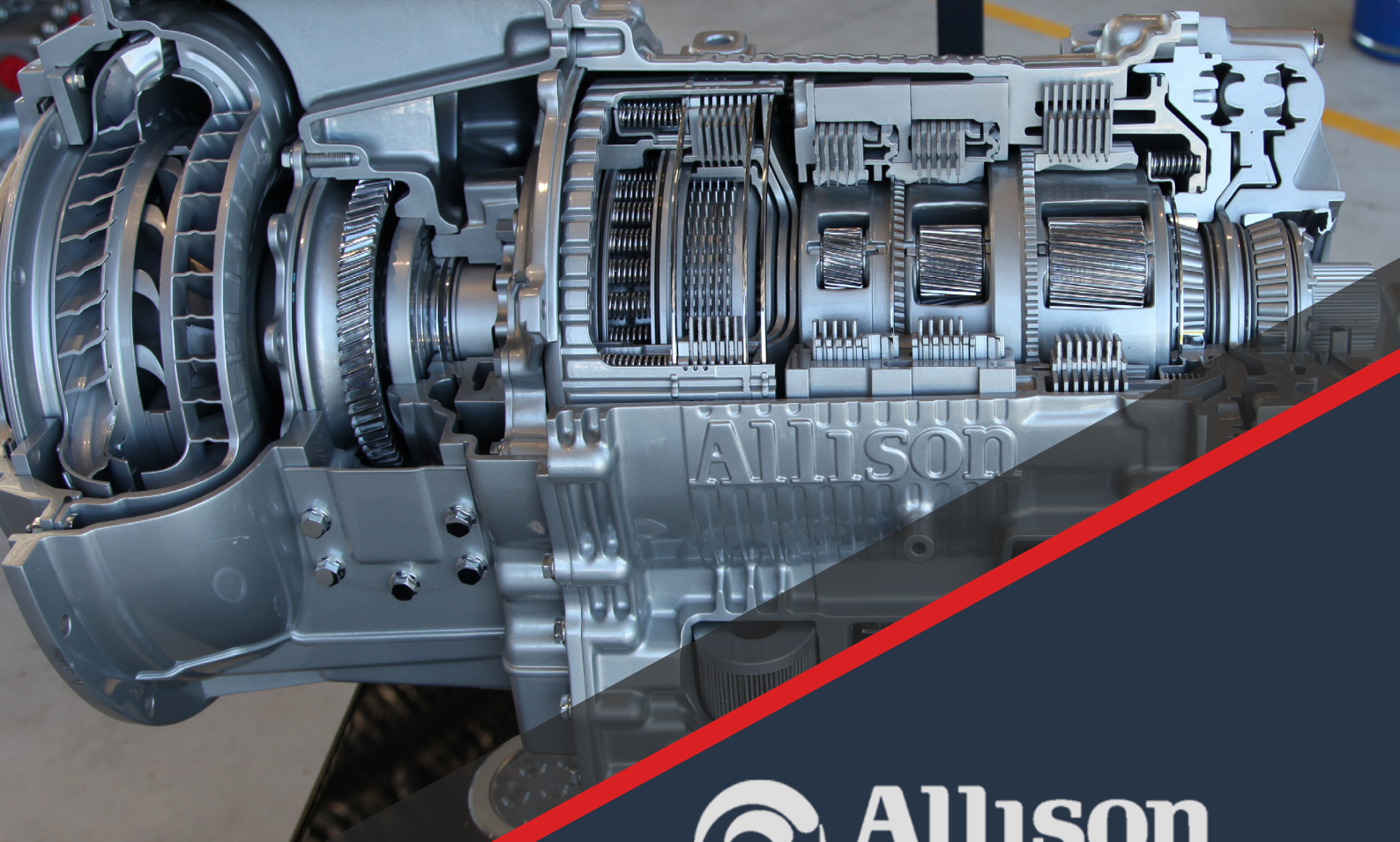
Industrial Hydraulics - Donaldson delivers hydraulic filtration solutions to protect sensitive hydraulic circuits from wear and help maintain peak operating performance – resulting in efficiency better up-time and reduced maintenance costs

4WD Applications - Donaldson 4WD filter kits containing the necessary air, oil and fuel filters provide premium quality, durability, and the highest levels of engine protection for most popular heavy-duty 4WD's in Australia



RICHARD HARM
Parts Manager - RSC Diesels





Allison Transmission is the world's largest manufacturer of high quality, reliable, medium and heavy duty automatic transmissions.

Founded in 1915, Allison is headquartered in Indianapolis, U.S.A. and provides over 80 per cent of commercial vehicle automatic transmissions globally, and their reputation for extreme reliability is second to none. We are proud to be a dealer for them in North Queensland.

Because RSC Diesels are experts in all models of Allison transmissions, spare parts, application & engineering support, overhaul and regear as well as routine maintenance, servicing and repair, there isn't anything we can't fix.

We keep exchange transmissions and genuine Allison parts in stock which means minimal interruption to your vehicle being on the road.

We can also help you choose the

right transmission to suit the application.

Allison Transmissions provide the best transmission technology for your business. They have created a series of transmissions that provide features and technology designed to deliver exceptional performance and efficiency in a variety of commercial vehicle applications.

Allison genuine parts are made to fit and work within the exact specifications of your Allison transmission, and are available through our parts department in Cairns.

Give our Parts Department a call on 07 4054 5440 for more information.

What do our clients say?

We actively seek client feedback from every job we undertake to ensure we are meeting our clients expectations. We service a vast range of fleet clients, from commercial, industrial, government, transport and agricultural industry backgrounds. Here are but a few of our fleet clients comments.



Rob Salerno
Operations Manager

"From a Fuel company perspective, the safety features of the Scania Trucks outweigh competitors in the market place. Scania is forefront in leading the Industry because of their current safety features. Our drivers appreciate and rate the vehicle high for driver comfort. We're also impressed the reliability and fuel economy. We've been happy with both the pre-sale flexibility during quoting and the after-sales support provided through RSC Diesels, and enjoy a good working relationship with them."



The Pearce Family
Telpara Hills Brangus
and Global Genetics

"Thank you Ross and the RSC crew for an incredible experience.... It was the highlight of our week having our new Truck delivered. We are absolutely thrilled with the truck. I think we will be Scania clients for life. They are an incredible machine... driving it home up the gillies range it exceeded all expectations. We can't wait to take it for its first run to Beef Week 2018 in Rockhampton. We would recommend RSC Diesels to anyone because their service is second to none."



Alf Di-Salvo
Alfies Car Carrying
and Towing

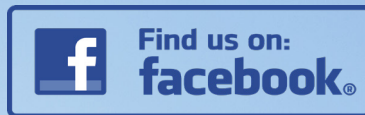
"After the purchase of my Scania in 2016 G440 I've used RSC Diesels for all scheduled maintenance which makes for hassle-free trucking. Repairs are done properly at a reasonable price and they deliver the whole package!"



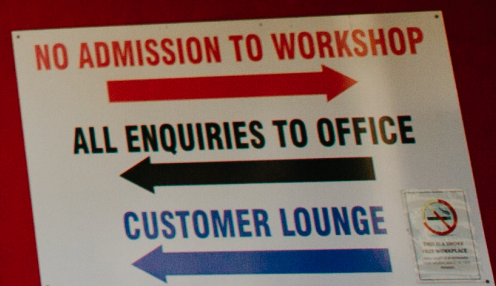
Chris Cannon
Cairns Depot Manager

Over the last eight years we have built a strong relationship with RSC Diesels, they are always willing to go above and beyond our expectations, in sometimes demanding situations. We find it is always an easy and efficient process getting servicing and repairs carried out from time of booking to pick up. RSC Diesels have well trained staff and their work is nothing but a high standard, giving us safe and reliable vehicles, I am always kept up to date with our vehicle maintenance leaving us with no surprises and costly repairs at time of vehicle Certificate of Inspection (COI). I see RSC diesels as an integral part of our company rather than just an outside service provider and would personally recommend RSC diesels to any truck fleet company.

Stay Connected.
www.rscdiesels.com.au



The RSC DIESELS logo, featuring a stylized white nut and bolt icon inside a red square, followed by the text 'RSC DIESELS' in large, bold, red capital letters on a black background.



ADDRESS.

29-31 Ponzo St
WOREE Qld 4868
P. (07) 4054 5440
E. info@rscdiesels.com.au
www.rscdiesels.com.au