

Business Profile - Torry and Sons

It's the people that make the company at

by Goody Niosi

At **Torry and Sons Plumbing & Heating Ltd.** it's all about people. Company partner **Brian Farnham** says, "It's the people that make our company. We believe in our employees and it is the success of our team that makes us a profitable company. We enjoy the human side of our business and we view everyone as a team."

Since the company was founded by **Bill Torry** in 1981, Torry and Sons has grown into one of the largest full line mechanical contractors on **Vancouver Island**. The company provides residential, commercial and industrial services. Its residential department provides services in plumbing and heating for new builds or renovations including custom kitchens and baths as well as state of the art heating and cooling systems.

Torry and Sons also offers a 24 hour emergency service department that provides services in plumbing and heating maintenance and repairs to all makes and models of heat pumps, furnaces, boilers, fireplaces and air conditioning units both commercial and residential.



Staff of Torry and Sons

The company also boasts an ASTT certified fire protection division that has extensive experience with sprinkler systems wet and dry, backflows, foam and gas systems and fire pumps. Torry and Sons has completed many major projects

on Vancouver Island from **Victoria to Port Hardy and west to Tofino** including the **Save-On Foods Centre** in **Victoria** and new hangars at **CFB Comox**. Torry and Sons employs plumbers, pipe fitters, sheet metal workers, sprinkler fitters, and insulators.

As a mechanical contractor, Torry and Sons deals with plumbing, heating, ventilation, air conditioning or HVAC, fire protection, refrigeration and welding, all under one organization. Farnham explains that the mechanical contractor is a key element in the process

of the creation and completion of a building project. The services that a mechanical contractor provides are the foundation for any construction project, and being able to provide these services from one company needs extreme organization and management to produce a

profitable outcome once the project has been completed. Often a mechanical contractor does not deal with one project at a time, but has multiple projects on the go that all range in scale. In order to ensure that the project runs efficiently, systems must be put in place to guarantee the project will be complete according to the deadlines.

Farnham stresses that while no job is too big, no job is too small either. "We change furnaces, we do residential heat pumps and we service residential homes as well as commercial," he says.

Large jobs usually work on a tender system. However, some customers automatically pick up the phone to call Torry and Sons when they need a mechanical contractor. Why? Farnham says, "There's one phone call that's

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made to our company and we can give them an answer in a pretty short time with that one phone call. We don't work with sub contractors. We like to think we're reliable and we like think that we're a one-stop shopping centre. If you need something done, we can do it."

He adds that Torry and Sons prides itself on excellent service. "We make every attempt to make sure that every customer we deal with is satisfied," he says.

Bill Torry's son, **Scott Torry** and Brian Farnham purchased the company from the founder in 2004. Since then Torry and Sons has grown significantly. Farnham says that both he

and Scott Torry are proud of what Bill Torry achieved and of what they have accomplished in the past six years. Looking toward the future, Farnham says he hopes to see Torry and Sons carry on its proud tradition of excellent service either with his partner's sons and his own daughter or with an employee at the helm.

He points out that the company's biggest asset is its people. "We invest a lot of money in our employees. We think that our employees are our edge. They are what make us what we are so we invest in our people. We hope that we expand their horizons and in return our company grows."

Some of the investments Torry and Sons has made recently are in constant updating and upgrading employee knowledge in new technology that today is very much focussed on sustainable and

energy efficient technologies. As a result, Torry and Sons is more than capable of working on sustainable projects, large or small. "Some of our key people are very well trained in those areas," Farn-



ham says. "Our people educate themselves and they're very interested in all the new technology."

Torry and Sons employs 135 people who are skilled, trained and focussed on excellence and customer service. The company's mission statement says it all. "Our mission is to become the leading provider of residential, commercial and industrial plumbing, HVAC, and fire protection services on Vancouver Island. We strive to maintain a professional

working relationship with our clients and stay current with the technology to provide the best possible service to our area."

Torry and Sons Plumbing & Heating Ltd. is at 731 - 30th Street in Courtenay and at 1-4131 Mostar Road in Nanaimo.

www.torryandsons.com



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