



***The World's Most Innovative and Responsive
Heat Treatment Service Provider***

We want People who want to be here

Driving along Highway 21, most people pass Superheat FGH unaware it is the head office for a fast-growing international company with over 400 employees serving the biggest energy companies in the world — with offices throughout the United States, Middle East and United Kingdom.

A highly unscientific straw poll found that most locals thought the business — occupying the former home of a lumber store just south of town— offered some kind of home-heating service.

Despite the general misunderstanding of the nature of its business, the company is quickly becoming one of the area's largest employers — creating opportunities for both entry-level and skilled workers — and proving that Kincardine is a place where businesses with international ambitions can succeed.

The company offers heat treatment services: a specialized process of controlled heating and cooling along a pipe weld to increase its strength.

If you imagine where two pieces of pipe meet, the weakest point is along the weld. By heat treating the pipe, the atomic structure of the metal is altered to expand its tensile strength and spread the stress beyond the weld point.

On major industrial installations — refineries, power plants, pipelines — heat treatment is a requirement to meet industry standards.

Where Superheat FGH stands out from its many competitors is its use of wireless technology to provide off-site control of the heat-treatment process.

“We offer a technological solution to a labour problem,” explains Chief Financial Officer Sundip Bajaj.

By controlling and monitoring the process remotely from a control centre in Kincardine, the company is able to reduce the man hours required to complete each treatment — by 40 per cent on a typical job — saving money on both labour and maintenance down time.

Bajaj says another benefit is that workers spend less time on the site.

“There is a higher safety risk when you have contract workers on your site, because they are often not familiar with the facility,” Bajaj says. “We don’t have those workers hanging around during the period when the weld is actually being treated.”

Superheat FGH holds patents on the remote heat-treating equipment and its software in North America, giving them a clear advantage over their competitors.

And with all that information already streaming, the company is able to provide an unrivalled amount of real-time data so clients can monitor the progress of each job.

“In real-time, our clients can look at how much they have spent and how much of the job is complete,” Bajaj says. “Nobody else offers that anywhere in the world.”

The major players in the energy market have taken notice; the company’s client list reads like a who’s who of the industry: BP, Chevron Texaco, CITGO, ExxonMobil, ConocoPhillips, it goes on.

The number of employees has more than doubled since 2005, with field offices now operating in 18 locations in North America, including a large US head office in Chicago. A sales outpost in Georgia is aimed squarely at the Gulf Coast refineries, while another in Dubai is the company’s gateway to the Middle East.

With expansion literally reaching around the globe, Kincardine is still the undisputed world headquarters, housing the 24/7, 365-days-a-year control centre, the company’s finance, estimating, and planning departments, while research and development is split with offices in the UK.

CEO Norm MacArthur has family roots in the area going back to 1867, a point of pride and key to understanding why the company is here.

“This is home,” MacArthur says.

He started his career as an operator with the former Ontario Hydro, where he first realized the need for reliable and cost-effective heat treatment.

Starting his first heat treating company — Global Heat Ltd — in the 1980’s, MacArthur eventually sold it before moving on to develop Superheat FGH’s remote-monitoring technology with a group of six partners.

“It started as a seed right here in Kincardine,” he says.

A key challenge as Superheat FGH continues its expansion is to attract skilled workers.

“We are actively recruiting engineers and headhunting for professionals — technicians, planners, engineers,” MacArthur says.

The company is hoping to do a better job communicating what it does and the opportunities available so it can recruit locals whenever possible.

“We hire for the long term, not year-to-year contracts,” MacArthur says. “And that means you have to bring your family here and become part of the community.”

“We want people who want to be here.”

