

arrow^{fm}
facilities management



Company Profile





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About arrow^{fm}

Our Vision is for ArrowFM to be the national preferred Supply Nation provider of facilities management services. We specialise in Electrical Commercial Maintenance and complementary services.

We provide our clients with simplified, timely facilities and project management and a single point of contact for multiple services to ensure high quality outcomes and excellent value for money. We achieve this through strong business partner relationships with experienced subcontractors, extensive industry experience and the implementation of quality maintenance practices. Everyone in our management team has an electrical license and we are corporate members of the Australian Institute of Project Management. This ensures we provide best-practice technical project management.

We self-deliver electrical services in the ACT and NSW with our experienced team of tradesmen.

We offer national services with standardised outcomes that are locally delivered



Our Clients

ArrowFM provides services to a range of clients including:

Government:

- The Australian Taxation Office
- Department of Communication and The Arts
- Department of Veteran Affairs
- Department of Prime Minister and Cabinet
- Department of Parliamentary Services
- Department of Industry, Innovation and Science
- Department of Human Services
- Indigenous Business Australia
- Department of Home Affairs
- Department of Parliamentary Services
- Department of Defence
- Department of Jobs and Small Business
- Department of Foreign Affairs and Trade
- AIATSIS

Corporate:

- Broadspectrum
- University Of Canberra
- JLL
- Cushman & Wakefield
- SHAPE
- Kerfoot
- Brookfield
- Mpower
- ANU
- PSG Holdings



Our Services

Electrical

- Planned Maintenance
- Reactive Calls (24hr / 7 Days)
- Testing & Tagging
- Re-lamping
- RCD Testing
- Microwave Testing
- Generator Servicing / Hire
- UPS Servicing / Upgrades
- Computer Room Environmental Management Systems (CREMS)
- New Fit-outs / Installations / Upgrades
- Audio / Visual
- Event Lighting

Professional Advice

- Asset Register Development
- Subcontractor Audits
- Project Management
- Condition Reports
- Electrical Design

Non Electrical Services

- Plumbing
- Flooring
- Mechanical
- Carpentry
- Handyman
- Cleaning
- Recycling and E-waste
- Locksmith
- Fire

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Our Experience: Projects

Department of Parliamentary Services

- Upgrade of UPS systems across Parliament House
- WIFI Upgrade at Parliament House

Department of Industry, Innovation and Science

- Develop an asset list for over 50 sites Nationally

Department of Human Services - JLL

- Installation and hire of an emergency generator in Darwin, NT; including switchboard modifications

The Australian Tax Office

- Management of all trade services for a new fit-out
- Workstation relocation for a new fit-out
- Video conferencing office upgrades (Canberra ATO)

AllianceFM

- Electrical and data services for the NCA fit-out (Treasury building)

Altitude Property Group

- Electrical and data services for the BOM fit-out (Treasury building)

AIATSIS

- Locksmith upgrades
- Flooring replacements
- New data points and GPO's
- Workstation relocation

QIC

- LED upgrades for the Canberra Centre

Our Experience: Maintenance

The Australian Tax Office

- National electrical maintenance including test and tag, RCD testing, re-lamping and urgent repairs. Our contract is inclusive of quarterly reports and client meetings in Canberra

Department of Industry, Innovation and Science

- National electrical preventative and reactive maintenance including auto doors, roller doors, test and tag, RCD testing, re-lamping and urgent repairs. Our contract is inclusive of quarterly reports and client meetings in Canberra, as well as maintaining an accurate asset register.

Department of Jobs and Small Business

- Emergency Lighting preventative and reactive maintenance.

Department of Human Services - ACT

- Urgent electrical repairs and modifications

AIATSIS

- Urgent electrical repairs

IBA

- National electrical maintenance and urgent repairs
- National water unit maintenance
- Locksmith services
- Handyman services



Our vision for reconciliation

ArrowFM's vision for reconciliation is endorsed by the company owners and valued by every employee. This plan aims to build strong relationships within the Aboriginal and Torres Strait Islander communities, encourage respect within the wider Australian community, and improve opportunities for Aboriginal and Torres Strait Islander peoples to find meaningful work. As a company that is majority owned by an Aboriginal Australian we believe creating a support network of all Australians to ensure we reach our full potential as a nation.

Our vision is to create a strong, supportive, culturally aware community involving all Australians that increases opportunities for Aboriginal and Torres Strait Islander peoples.

Our RAP

Developed by following best practice standards and consultation with Reconciliation Australia, the ArrowFM executive team developed our first Reconciliation Action Plan (RAP) for Financial Year 2015-2016. As Continuous Improvement is a core value at ArrowFM, we will endeavour to build on this action plan by utilising our Aboriginal ownership, engaging the local Aboriginal and Torres Strait Islander communities, and concentrating on sustainable actions that benefit both ArrowFM and Aboriginal and Torres Strait Islander peoples.

Our RAP is championed through our Managing Director Djali Bloomfield who was a part of the development of our RAP. We used assistance from Reconciliation Australia and Djali's family to build and tailor ArrowFM's RAP.

Our RAP working group currently consists of Djali Bloomfield, Auriel Bloomfield, Brendan Read and Karen Lyons.

Our Commitment to The Indigenous Procurement Policy (IPP)

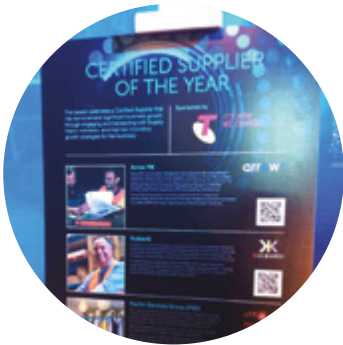
Specialising in electrical services and upgrades we have a wide collection of vetted, experienced subcontractors who allow ArrowFM to work nationally across Australia, using local SME's. The Indigenous Procurement Policy (IPP) and our business structure allows ArrowFM to funnel Federal Government funds to small, rural traders that wouldn't otherwise be able to tender for or receive government funds. We believe this is the true intent of the IPP - for Government funds to economically empower Indigenous communities, especially those who wouldn't usually have access to federal government spend.

We aim to increase meaningful opportunities for Aboriginal and Torres Strait Islander peoples and businesses wherever possible, which is detailed in our RAP. ArrowFM was one of the first Indigenously owned businesses to create a RAP and have it approved by Reconciliation Australia. This commitment is demonstrated by over 15% of our subcontractors and suppliers being Supply Nation certified, including our recruitment and workwear providers; and both rural and metropolitan subcontractors.



Reconciliation
ACTION PLAN

REFLECT RAP



Our Business Story

2013 / 2014:

While working on-site in data centers in Canberra as a licensed electrician, Djali realised that there is a gap in the market for after completion maintenance. A niche one-stop-shop for all critical service providers in facilities management. While understanding a gap in the market place, Arrow FM needed to be able to partner with some of the best suppliers/providers available with national exposure. Djali approached his cousin Brendan Read, from Affinity Electrical Technologies (AET), which has resulted in a strategic partnership with AET, utilising their 16 years' experience.



2015:

- ArrowFM certified as a Supply Nation Supplier
- GM Corinne Wallis is brought on-board to develop the company
- ArrowFM expands their offerings and creates a national Facilities Management business
- ArrowFM develops their first RAP, published on the Reconciliation Australia website
- ArrowFM signs contracts with several Government Agencies including the Department of Industry and IBA
- ArrowFM is accepted as a corporate member into the Australian Institute of Project Management



2016:

- ArrowFM has over 100 subcontractors on their books, the majority of which are local small businesses, and over 15% are Indigenous businesses.
- ArrowFM revenue exceeds \$1million
- ArrowFM receives over 1000 work orders
- ArrowFM is listed as a Finalist in the Supply Nation Connect awards for Registered Supplier of the Year
- ArrowFM is certified as a Healthier Workplace by the ACT Government
- Our team expands to 15 employees
- ArrowFM signs contracts to maintain several Government Agencies including the Department of Defence and DPM&C
- ArrowFM completes several fit-out projects for clients such as the BOM, NCA and the ATO



Our Business Story

2017

- ArrowFM signs contract with Department of Home Affairs.
- Completed WIFI upgrade at Parliament House.
- Djali was a Finalist for Young Indigenous Entrepreneur at Supply Nation Connect.
- Sponsored Mothers Day Classic Fun Run in the ACT.
- Contract with Department of Communications and The Arts.
- Completed LED installation at the National Film and Sound Archives.
- Completed LED Upgrades throughout the Canberra Centre.



2018:

ArrowFM in 2018 has been working to further establish ourselves as a leading provider of electrical maintenance. We have been in contact with the University of Canberra and performed our first piece of work there which hopefully begins a longstanding relationship.

We've also been in contact with tier 1 service providers in regards to the transition of some of our existing clients to the new Whole of Australian Government arrangement.

Earlier in 2018, some of our staff members undertook Cultural Awareness Training which they found extremely beneficial and opened their eyes around parts of Indigenous Culture which they were not aware of.

We're happy to continue our sponsorship of the Mother's Day Classic fun run in the ACT which took place on the 13th of May. Another successful event we look forward to sponsoring again next year.

Djali was again a finalist in the Young Indigenous Entrepreneur category at Supply Nation Connect

Some other notable milestones:

- LED upgrade works at AIATSIS
- Arrow FM has relocated to a new custom office space at 3/143 Lysaght St Mitchell custom fitted out for us.

We're looking forward to the exciting times ahead with the possibility of picking up additional work and providing further opportunities to fellow Indigenous Australians.



Our Executive Team



Djali Bloomfield – Managing Director

- Founder of Arrow Facilities Management
- An electrician with 6 years experience in data centres around the ACT and commercial maintenance
- Personally managed several of our most successful projects



Brendan Read – Director

- The founder and developer of Affinity Electrical Technologies
- Over 22 years industry experience
- A leader in the recycling of lamps in the ACT



Steve Kemp – Business Development Manager

- Over 30 years experience within the Electrical Industry.
- Installation and Servicing of Emergency Services (Generators and UPS Systems).
- Advance Diploma in Management / HR / OHS.

Where we work

ArrowFM works nationally across Australia using local SMEs, we are constantly expanding our reach to meet our customers needs.

We have over 50 subcontractors that we use nationally. We always endeavor to use local Indigenous businesses and provide our clients with national standardised services.





ABN: 69 162 179 080

Our Value Add

- **Indigenous Procurement** - We are Supply Nation certified and take our corporate social responsibility seriously. We can assist clients to meet their Indigenous procurement targets through leveraging our membership of Supply Nation and our network of suppliers with Indigenous owners and employees.
- **Coordinated, Consistent Solution** - We provide a single point of contact across all services and any additional works.
- **Strong Experienced Team** – We will provide a dedicated Technical Project Manager, supported by high quality subcontractors performing the work.
- **Local and Personalised Service** – We provide a single point of contact and are Canberra based with 24/7 coverage.
- **Innovation and Improvement** – We can actively pursue any modifications to increase the life of the equipment and reduce or eliminate unplanned downtime.

Contact Details

Office / 24 hr Call Centre

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