



Shaping a sustainable future
through progressive energy
management

HVAC and mechanical design, installation, and maintenance

Capability Statement 2023-2024

Acknowledgement of country

The ARA Group acknowledges the connection of First Nations people with the land and communities in which we work. We pay our respects to Elders past, present and emerging.

Artwork
'Ngadjung'
Digital Media by Jordan Ardler



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Who we are

ARA Mechanical is a leader in design, installation and maintenance of commercial and industrial air conditioning systems including all HVAC requirements.

Established in 2006, ARA Mechanical has since developed a strong reputation in the Australian air conditioning industry. We consistently strive to be the best performers in our field and deliver the highest standard of work to our clients. We are leaders in HVAC and mechanical services and remain at the forefront of energy management technology.

Our history

In 2001, the ARA Group was established and has grown to become one of the largest privately-owned multi-service organisations in Australia. In the same year, Air Conditioning Engineering Services (ACES) was established providing air conditioning to the Sydney Metropolitan area. In 2006, ARA Mechanical was established as a division of the ARA Group and the company acquired ACES.

Today, ARA Mechanical has grown to include operations in Sydney, Canberra and Orange and employ more than 110 staff.

With 2022/23 sales over \$64 million and major national clients across Australia, ARA Mechanical is a leader in HVAC, mechanical services and energy management technology and is shaping a sustainable future in the Australian air conditioning industry through progressive design, installation and maintenance.

Our services

We are at the forefront of energy management technology and deliver the highest standard of work to our clients.

Our services include:

- HVAC design
- Mechanical ventilation
- Air conditioning and chiller plants
- Building automation
- Energy management and metering





What we do

ARA Mechanical has developed a strong reputation in the industry for progressive design, installation and maintenance of commercial and industrial heating, ventilation and air-conditioning systems.



Design & install

ARA Mechanical provides custom-designed HVAC and BMS solutions and customised energy metering systems.

Custom Designed Solutions

Our designers assess a building's size, layout, and use, as well as the local climate conditions and environmental regulations.

Energy Management Technology

Providing cutting edge technology, we are dedicated to improving your energy performance whether that be through sustainable Green Star ratings to certify design and construction or NABERS Energy Rating to increase efficiency.

Smart Design

Our custom-design services are intelligent, economical and efficient solutions that deliver the ultimate thermal comfort to your building.

Installing mechanical equipment for your building safely and efficiently.

Mechanical equipment installation

Our capabilities extend across a wide range of mechanical equipment installations, ensuring your business operations are optimised for maximum productivity.

Environmentally conscious

ARA Mechanical has worked with some of Australia's most environmentally conscious companies. We pride ourselves on our knowledge and installation expertise.

Occupational health and safety

During every installation, ARA Mechanical ensures a healthy and safe work environment through implementing proactive safety management strategies including risk management, incident management and corrective action.



Project management & construction

ARA Mechanical is a leader in construction and project management and provides custom-designed and installed HVAC and BMS solutions.

Our Capabilities

Project management and construction

For each client project, no matter the size, ARA Mechanical's construction and project management team work efficiently and effectively to deliver high quality HVAC and BMS solutions.

Project delivery

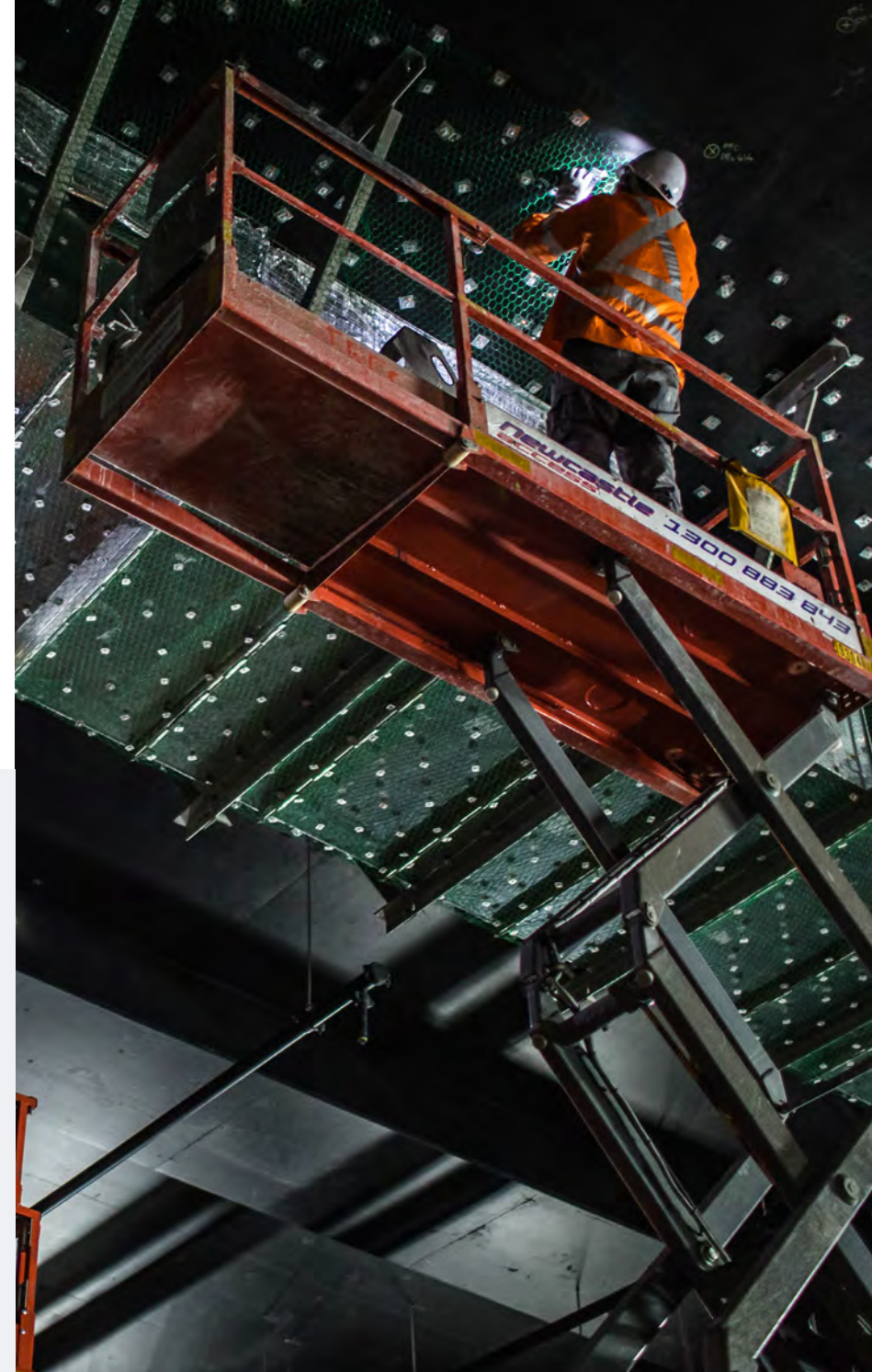
Once the final stages of commissioning are complete, the project is then handed over to our service and maintenance team. This offering includes a 24/7 emergency contact and a detailed preventative maintenance schedule.

Industry experience

Mechanical and air conditioning services can be complex and entail critical equipment. ARA Mechanical have experience and the expertise to successfully complete new builds and refurbishments across many industries.

Estimation services

Our estimation team are in-house and are determined to ensure all designs are precisely created to deliver accuracy. Our experienced team offers valuable engineering solutions and advice to achieve required results.



Preventative maintenance & service

ARA Mechanical provides ongoing HVAC maintenance services to more than 400 clients, large and small, across Australia. We understand that maintaining your systems and equipment is crucial to ensuring seamless operations.

Our service team offers a broad range of air conditioning expertise services including:

- Customised maintenance of HVAC plants
- Supply and installation of new air conditioning equipment
- RMP – independent audit of RMP
- Water treatment and legionella testing
- Essential service compliance
- Vibration analysis
- Mechanical ventilation
- Critical room environmental management
- Fan balancing
- Thermal imaging
- Energy management
- Portable air conditioning hire
- Refrigeration
- Indoor air quality testing



Other service offerings

ARA Mechanical's expert team also provides a range of other maintenance services.

In addition to our air conditioning services, ARA Mechanical, together with some of our other ARA Group companies, can provide clients with expertise and service in the following maintenance areas:

General maintenance services

- Comprehensive maintenance
- Chiller maintenance
- Critical plant maintenance
- Cooling tower maintenance
- Essential services maintenance
- Gas service maintenance
- Water treatment
- BMS systems maintenance
- Indoor air quality testing
- Portable cooling system maintenance
- Preventative maintenance

Energy services

- Energy check
- Energy optimisation
- Energy audit
- Energy reports

Building audit services

- General building investigation and reporting
- Air and water balancing

- Robotic camera duct inspections
- Coil and duct cleaning
- Asset condition reporting
- Asset lifecycle analysis
- Mechanical certification
- Design and documentation
- Heat load calculations and reports
- 'As built' document updates

Essential services

- Annual building testing and certification
- Fire damper testing and certification
- Fire matrix testing
- Fire damper repairs

Project services

- Tenancy fit outs
- Supply and installation of critical environmental systems and supplementary units
- Supply and installation of computer air units
- Mechanical ventilation



Our portfolio selection

ARA Mechanical is a leader in HVAC and mechanical services and has more than 20 years' experience in design, installation and maintenance, as well as building management systems (BMS). We work for major clients and industries across the Australian eastern seaboard.



Our selection of major project works



M5 West Connex - Stage 2

Mechanical ventilation and air conditioning for tunnel infrastructure.



Parliament House NSW

Replacement of fcu's on L10, L11 and other fitout works on L6 and L7



Loftus Lane

Design and construction mechanical services works. **Office, retail and residential apartments.**



ACT - ANU

Mechanical services for **student accommodation.**



We Work

Fitout of L1 to L14 for We Work.



Chatswood Public and Chatswood High School Stage 1 Building R

Design and construction of mechanical and air conditioning service



Rozelle Interchange 3B City West Link

Supply and installation of mvac system to mainline tunnel.



Alexandria Park Community School

Design and construct of mechanical services



Our selection of service contract experience

We currently provide the preventative maintenance and service of HVAC systems to the following clients:



International Towers Barangaroo



Facebook



Macquarie University



2 Park Street



570 George St - Ausgrid x 25 sites



201 Sussex St, Darling Park JLL



St. Vincent's Hospital



Woolworths Bella Vista

Our Other Contracts Include:

NSW

Norton Plaza
Mid City Centre

Orange

Oberon Council
St Vincent DePaul – Central West
Ronald McDonald House Orange

Centennial Coal
University of Notre Dame

ACT

John Mckewin House
Furzer Street - CIBSIE Award FM 2016
John Paul College



Our selection of service contract experience cont.



Western Sydney University



Cooleman Court SC (Mirvac) - ACT



16 Furzer Street - ACT



Sirius House - Mirvac ACT



Orange Summer Centre



Quest Apartments Orange



44 Martin Pl - Gwynville Properties



Bloomfield Medical Centre - Orange

Our Other Contracts Include:

NSW

Campbell Page
Forestway Shopping Centre
Lendlease Silverwater Industrial

Perpetual Trustees
Stangcorp
Workcover Gosford

Orange

Orange Private Hospital
The Remington Motel
Forbes High School and Eugowra Public School

ACT

Patella Group
Canadian High Commission
Warrigal Aged Care



Our leadership team



CONNECT WITH ARA MECHANICAL ON LINKEDIN



Phil Harding
Managing Director

Phil Harding has more than 32 years' experience in the Air conditioning industry, with proven ability to maximise the strengths of large operational teams while nurturing and growing client/builder relationships.

As Managing Director of ARA Mechanical since 2006, Phil has earned a reputation for his contribution to developing business strategies, incubating new business models and growing the business to the \$69 million-dollar turnover division it is today.

He previously founded and managed Air Conditioning Engineering Services (ACES) in 2001 before the company was acquired by the ARA Group in 2006.

Phil serves as an Advisory Board Member on the ARA Endowment Fund and holds a Master of Business Technology from the University of New South Wales.



Jamie Fullagar
National Service Manager

Jamie successfully leads the National Service Department since its conception and is responsible for the overall performance of all contracts and KPIs. Managing our Sydney, Orange and ACT locations with over 30 years' experience.

With a professional understanding of commercial contractual obligations in terms of both resourcing and innovation, his team in turn deliver a high standard of customer service across all functions.

Mentoring and leading a strong team of 55 employees, with a high retention of long term employment. This is a testament to the Service Departments success coupled with a strong focus on developing his peoples career and industry goals.



Bill Dale
National Construction Manager

Bill Dale has over 40 years' experience in the air conditioning business. A Fellow of the Institute of Engineers in Australia. Bill leads the Design and Construction team within ARA mechanical for all major projects. Most recently lead the team to the successful completion of the M5 West Connex. Stage 2



Sanjay Ahuja
NSW Construction Manager

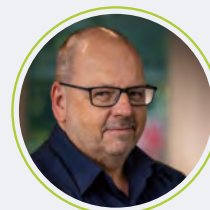
Sanjay Ahuja has over 30 years' experience in the HVAC industry across different countries. He strives for customer satisfaction and timely delivery of projects. His strengths are in creating a cohesive project team to enable working with a team spirit, safe and friendly environment.



Wayne Sampson
Financial Controller

Wayne Sampson heads up the Finance Team and with more than 30 years' experience in the Finance sector, brings a wealth of knowledge.

Wayne holds a Bachelor of Business in Accounting and a Graduate Diploma of Taxation with distinctions.



Stephen Mortimer
National Safety and Compliance Manager

Stephen Mortimer is an expert in compliance and risk management. With more than 5 years' industry experience, Stephen's background includes design, development and implementation of structured operating processes. More recently Stephen has taken the lead in educating our employees on all aspects of mental health in the workplace.



Job management software

simPRO

We are currently using a computerised Job Management Software (simPRO) to manage and control the scheduling, tracking and execution of all service, maintenance and inspection activities for our clients.

This includes:

- Asset Management
- Maintenance Management
- Service Management
- Tailored Training Sessions and much more



Job management software

simPRO

Asset Management

We maintain your assets the simple way. Each asset is tracked and monitored with precision via our unique barcodes for the accurate electronic recording of all assets and equipment.

We set up your Asset Register FREE of charge and continually update as required in simPRO.

The simPRO portal is built to register and log all assets (including multiple sites) with information on location, expected life of the asset, serial and model numbers and much more.

Our Technicians implement the appropriate service levels, failure points and recommendations to meet national standards ensuring your assets are monitored, maintained and compliant. simPRO is designed to alert our Technicians to when your maintenance plan needs to be carried out. You can also directly submit your maintenance requests into simPRO saving you time and providing peace of mind.

Financial data can also be recorded against each asset if required for our clients to help with budgeting needs. Reports are simple to generate and assist in keeping track of your Asset Register.

Navigation Made Simple

simPRO makes it easy to navigate through the portal and access all your specific information including Quotes, Jobs, Invoices, Site Details, Asset Log and Reporting



Job management software

simPRO

Maintenance Management

simPRO automates scheduling, tracking and control of all service, maintenance and inspection activities across single and multiple sites. simPRO keeps track of your equipment and its associated maintenance tasks automatically scheduling equipment/tasks according to defined parameters.

Flexible interval scheduling, allows the system to be set up to prompt planned maintenance including inspections or testing at virtually any interval including daily, weekly, monthly or annually.

Fixed or floating scheduling is available for equipment requiring inspections or maintenance on certain days, weeks, months or years apart.

Our Technicians 'maintenance run' is generated through the automated scheduling process and downloaded directly to their iPad. This guides the Technician through his work whilst at the same time collecting additional data about the inspection or maintenance being carried out.

ARA Mechanical also creates an audit trail by time and date stamping all tasks, activities, events or responses performed from receipt through to completion. This creates a history that cannot be altered.

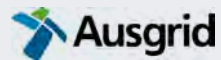
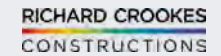
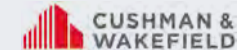
Service Management

We understand that issues and incidents arise. simPRO assists in recording and tracking our client's needs. Depending on a client's Service Level Agreement (SLA) all calls are logged by our Helpdesk specialist.

Service calls are then dispatched to our Technicians via a job request and directly sent to their iPad where job completion or next steps are recorded and immediately returned to our head office electronically.



Our major clients



Our locations

- **ARA Mechanical**

KINGSGROVE - Head Office
1/192 Kingsgrove Rd,
Kingsgrove NSW 2208

FYSHWICK
1/9 Lithgow St,
Fyshwick ACT 2609

ORANGE
Shed 1, 176-180 March St,
Orange NSW 2800



Quality assurance policy and workplace health and safety

Quality Assurance Policy

ARA Mechanical's objective regarding Quality is to ensure that the contract requirements described in the clients' specifications and support documentation are complied with.

It is the objective of ARA Mechanical to undertake the contract works in accordance with relevant codes of practice and all applicable standards where required under the contract in a cost effective and reliable manner.

It is the policy of ARA Mechanical to achieve the above objective by the implementation of the Quality Assurance System by the Managers and Supervisors as described in the Quality Systems Manual and as detailed in the Project Quality Plan.

All employees are required to perform their duties having quality as a key objective. Management and supervisory personnel are to actively support and promote the Quality Assurance System as detailed herein and to ensure its implementation.

The Quality Assurance Policy is fundamental to the successful operation of ARA Mechanical to maintain its reputation and competitive position in the industry.

Workplace Health and Safety

Our vision is to be the industry leader in safety management with our key objective to provide a healthy and safe place of work for all employees and visitors.

Our aim is to effectively communicate and implement proactive safety management strategies to prevent workplace incidents and accidents.

Workplace Health and Safety is of the utmost importance to ARA Mechanical and is a key component of our operations.

To assist in the development, management and continuous improvement of safety across the business, ARA Mechanical have adopted safety management systems that align and comply with the requirements of Australian Standard AS4801.



Our accreditations

Independently certified to the highest national level AS/NZS 45001, ISO 9001 and ISO 14001. We are committed to our employees and their health and well-being.

Insurances

General Liability (Public) : \$50,000,000

Professional Indemnity: \$20,000,000

Workers' Compensation: ARA Mechanical Services Pty Ltd policies covers the full amount of the employers liability under the following Acts: -

NSW – Workers Compensation Act 1987

ACT - Workers Compensation Act 1951



Modern slavery statement

Policy Statement

Consistent with the values of ARA Group our policy is to always conduct our business in an honest and ethical manner.

- 1.1** Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.
- 1.2** ARA has zero-tolerance on modern slavery and is committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.
- 1.3** ARA is also committed to ensuring there is transparency in our own business and in our approach to modern slavery throughout our supply chains, consistent with our disclosure obligations under current Australian Law.
- 1.4** ARA expects the same high standards from all of our contractors, suppliers and other business partners and as part of our contracting processes, ARA will labour, or anyone held in slavery or servitude, whether adults or children, and expects that our suppliers will hold their own suppliers to the same high standards.





Our apprentice program



Each year, ARA Mechanical offers employment and training to a minimum of four new apprentices. This employment of apprentices demonstrates our commitment to training young people for a career in the air conditioning industry.

At the end of the four year apprenticeship, each successful apprentice is awarded a trade certificate and the opportunity to continue advancing their career within ARA Mechanical.

We have some enthusiastic young apprentices on board for 2023, who have shown real potential and growth in developing their skills. Already assets to our team, we look forward to watching them prosper and build their careers with ARA Mechanical.

ARA Mechanical employed a record high of 15 apprentices and was recognised by Sydney TAFE as being one of the largest employers of apprentices attending Sydney TAFE at one time. As a result of this recognition, a member of the ARA Mechanical management team joined the advisory selection panel to shortlist the recruitment of the Senior Head Teacher in the Refrigeration and Air Conditioning department.

Our Operations Manager works closely with each and every apprentice training and mentoring their development.

ARA Mechanical is proud to be affiliated with Sydney TAFE and honoured to be a part of such a meaningful appointment to the industry.

For more information, please contact ARA Mechanical on 1300 332 237.



Workplace gender equality

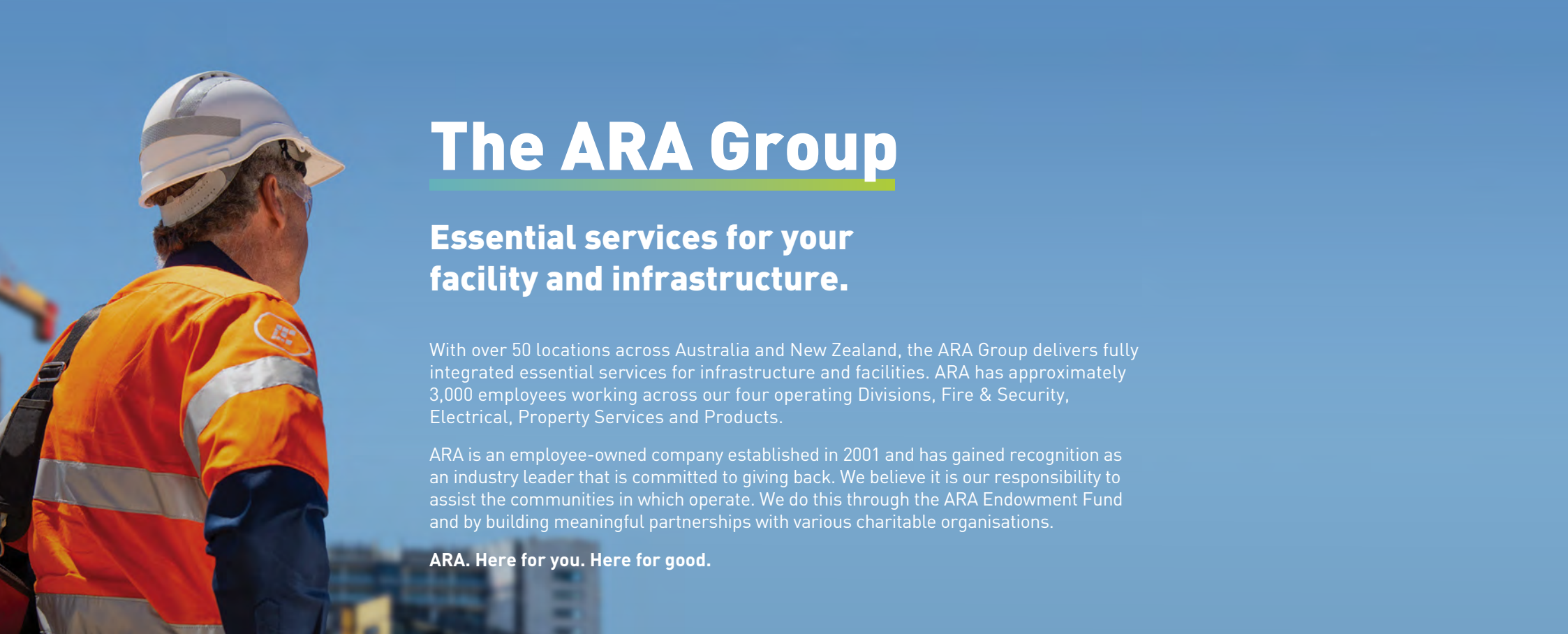


Gender equality is when people of all genders have equal rights, responsibilities and opportunities.

ARA Mechanical recognises the impact of gender and believe it is essential for economic prosperity and for societies to value women and men as equals.

Each year our organisation seeks compliance with the Workplace Gender Equality Act 2012 (Act) to contribute to improving gender equality outcomes in the workplace.





The ARA Group

Essential services for your facility and infrastructure.

With over 50 locations across Australia and New Zealand, the ARA Group delivers fully integrated essential services for infrastructure and facilities. ARA has approximately 3,000 employees working across our four operating Divisions, Fire & Security, Electrical, Property Services and Products.

ARA is an employee-owned company established in 2001 and has gained recognition as an industry leader that is committed to giving back. We believe it is our responsibility to assist the communities in which operate. We do this through the ARA Endowment Fund and by building meaningful partnerships with various charitable organisations.

ARA. Here for you. Here for good.



Our Reconciliation Action Plan

The ARA Group is committed to creating a culturally-safe work environment for Indigenous employees and building a partnership with Indigenous communities and businesses.

The overriding goal of the ARA Group is to ensure Indigenous employment reflects the percentage of Indigenous people in the Australian community.

Given the uniqueness of the ARA Group businesses we are in a position to offer various employment, training and career opportunities for First Nation's People's. To ensure the success of employment and training ARA has committed to have Senior Indigenous Engagement Managers drive the internal Wiimali initiative.

Given the breadth of the ARA Group businesses, ARA is in a position to enhance procurement from Indigenous Suppliers.

ARA is also committed to continuous cultural awareness training of all its staff to ensure ARA is a culturally-safe workplace and is committed to contributing financially to Indigenous organisations that support education, literacy and well-being.



The Wiimali program is a key initiative of the ARA Group's Reconciliation Action Plan (RAP) which was first launched in 2018. The innovative program is an employee recruitment, mentoring and community engagement program for all internal staff who identify as Aboriginal or Torres Strait Islander.

Wiimali is managed by a leadership team of ARA Indigenous Services employees who work nationally to support and encourage our Indigenous staff to succeed as recognised and valued members of the business.





Indigenous owned and operated, providing reliable solutions for facilities and infrastructure.

IN CONJUNCTION WITH  **ARA MECHANICAL**



ARA Indigenous Services provides ARA customers with meaningful Indigenous engagement in Australia working in partnership with the ARA Group.

The ARA Indigenous Services business provides various ARA service and installation capabilities and is a vehicle for our customers who are looking for meaningful Indigenous engagement in Australia. To date, ARA Indigenous Services has delivered many major contracts in conjunction with ARA Divisions.

Who ARA Indigenous Services is

As well as offering service and installation capabilities in conjunction with ARA, ARA Indigenous Services is a commercial cleaning company delivering contract cleaning, maintenance services, and waste management.

Committed to excelling, ARA Indigenous Services is focused on creating tangible outcomes for Aboriginal and Torres Strait Islander peoples and communities. By building on strong relationships, ARA Indigenous Services aspires to promote social and economic wellbeing through four key objectives.

- **Sustainable Employment**
- **Meaningful Community Partnerships (Community Engagement)**
- **Aboriginal and Torres Strait Islander business inclusion**
- **Cultural Awareness**

Certifications and affiliates



Our culture and partnerships

ARA believes that it has a responsibility to assist the communities where we operate. We're on a mission to create a lasting legacy of charitable donations that will continue for generations to come.



The ARA Endowment Fund was established in 2009. It is the dream of ARA to build the balance in the ARA Endowment Fund to \$10 million in the future. When we achieve that dream, there will be hundreds of thousands of dollars in earnings from the ARA Endowment Fund to support charities in Australia. It will also mean the ARA Group has left an enduring and lasting legacy to the Australian community.

Each year, 100% of the annual earnings of the ARA Endowment Fund is donated to registered Australian charities. The three Foundations currently being supported by the ARA Endowment Fund are: The GO Foundation, The Indigenous Literary Foundation and The David Lynch Foundation.



Our Community Partnerships

ARA Mechanical Services Pty Ltd proudly supports the following charities.



The logo for ARA Mechanical, featuring a stylized green and yellow graphic to the left of the text "ARA MECHANICAL".

ARA MECHANICAL

Contact us today

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www.aramechanical.com.au

ABN 37 122 466 693

