

oomiak

industrial refrigeration
airconditioning
mechanical services
electrical & control



CORPORATE
PROFILE



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our name

Oomiak (pronounced oo-me-ack) is a skin and wood open boat used by the Inuit (formerly Eskimos) to move goods and foodstuffs from one climate to another. We've adopted the name for our industrial refrigeration enterprise because we appreciate its qualities, which include:

- Strength and durability
- Adaptability in tough operating environments
- Fit-for-purpose applications
- Teamwork by strong individuals

our story

Oomiak was launched in early 2006 by Mark Holden and Cate McGuire who had a 'great idea' to combine more than 20 years experience in refrigeration and management and marketing to create a unique provider of industrial refrigeration services in Australia.

Mark and Cate knew that customers were looking for a service provider that could quickly gain an understanding of their businesses and offer solutions that meet not only immediate, but also future needs. The Oomiak team prides itself on its ability to offer solutions to current and future needs in a diverse range of industries.

In a relatively short timeframe Oomiak has grown from a "great idea" to become a leader in industrial refrigeration in Australia. Customers throughout Australia and Asia are serviced from customer service centres in Adelaide, Brisbane and Melbourne.



our people

Oomiak is a young face in industrial refrigeration, but there is nothing new about the know-how of this very experienced team. Oomiak's team has high-level and hands-on experience across industrial and commercial industry sectors.

Team members have played a significant role in the design and development of a substantial percentage of many major refrigeration projects across Australia over the last 20 years.

We employ a range of highly skilled and experienced people in the following fields:

- Design
- Engineering
- Refrigeration technicians
- Project Management
- Welding
- Plumbing
- Administration

Simply, team members look professional, know what they're talking about and are very good at what they do. They have been recruited not only because of their professional and technical skills and experience, but also because they share:

- The capacity to think creatively
- Listening skills
- A positive attitude
- A customer support approach

Oomiak employs a team of permanent staff in Adelaide, Brisbane and Melbourne and maintains relationships throughout Australia and Asia.

The commitment of our people is one of our greatest strength!



overview

Oomiak understands business and production processes and has the skills and capacity in detailed project design through to trade skills to provide outstanding service customers. Particular strengths are its:

comprehensive services

Oomiak provides a full complement of commercial and industrial refrigeration services to meet the needs of customers. They include capital projects, customer support, critical supplies, equipment leasing and used equipment.

standout team

Oomiak's team has high-level and hands-on experience across industrial and commercial industry sectors. Simply, team members look professional, know what they're talking about and are very good at what they do.

project delivery

Oomiak delivers on its performance through understanding catchphrase by developing strong relationships with customers from the start of a project or service through to delivery and beyond. It's about investing the time to build knowledge and understanding of their business and factors about the environment in which the project is to be delivered.

fresh ideas with an environmental focus

Oomiak is a young, vibrant and on-the-go professional organisation sustained by quality services. Of course, energy management is a particular focus, especially the use of natural refrigerants.

our commitment to community

We strongly believe that being a active and contributing member to the wider community is essential. Oomiak's corporate charity is Foodbank. We provide a range of service on a no fee basis to Foodbank in SA and Victoria, including provision of preventative maintenance services, design services, project management. In addition many of our people have donated their personal time and energy to installation projects for Vic Relief Foodbank.

our work in profile

We work:

- across a diverse range of industries
- on projects that range in value from a few thousand dollars to many millions
- from simple to highly complex projects
- across Australia and in Asia

To illustrate the diversity here are some examples of our work:

industry	customers	scope	location
Fresh Produce	Mondello Farm	Hire chiller	Adelaide, SA
	Victorian Government	Refrigeration for the new Melbourne Markets	Melbourne, VIC
Supermarket Chains	Woolworths	Meat processing facility	Bunbury, WA
	Safeways (Woolworths)	Preventative Maintenance	Melbourne, VIC
	Aldi Stores	New Distribution Centre Refrigeration	Melbourne, VIC
Meat	Top Cut (Simplot)	Spiral Freezing Relcation	Melbourne, VIC
	Teys Brothers	Major shutdown works	Regional, SA
	Teys Brothers	Specialist process application	Brisbane, QLD
	Top Cut	Aging room	Melbourne, VIC
	Top Cut	Maintenance Services	Adelaide, SA
Poultry	Baiada Poultry	Abattoir Upgrade	Mareeba, QLD
	Barfter Enterprises	State of the art hatchery	Tamworth, NSW
	Farm Pride	Annex Refrigeration	Melbourne, VIC
	Baiada Poultry	Abattoir Upgrade	Ipswich, QLD
Food Processing	Gippsland Food Co.	Pasta Line Refrigeration	Melbourne, VIC
	Adelaide Ice	New ice works	Adelaide, SA

industry	customers	scope	location
Wine	Domaine Chandon	Barrel Store Cooling	Coldstream, VIC
	Yalumba Wine Company	Tank Farm	Barossa Valley, SA
	Taylors Wines	Tank Farm	Clare Valley, SA
	Tisdall Wines	Hire chiller	Echuca, VIC
Dairy	National Foods	Glycol System Documentation	Melbourne, VIC
	Golden North	Preventative Maintenance	Laura, SA
	National Foods	Compliance Audits	Multiple sites, VIC & NSW
Confectionery	Allseps Confectionery	Humidification Ovens	Melbourne, VIC
	Cadbury Schweppes	Confectionery dryer	Melbourne, VIC
	Wrigley's	Upgrade to Office Air-conditioning	Melbourne, VIC
Mining	Pilbra Infrastructure Pty Ltd	Water supply pipe and installation	Pilbra, WA
Manufacturing	Air Liquide	Condenser Replacement	Naracourte, SA
	Australian Submarine Corporation	Containerised Chilled Water System	Adelaide, SA
	Visy	Air-conditioning installation	Melbourne, VIC
Cold Storage	PFD Food Services	Extension to existing coldstore	Adelaide, SA
	Montague Coldstores	Freezer Store Re-pipe	Melbourne, VIC
	Finlays Cold Storage	Plant Audit	Sri Lanka
	Swire Cold Storage	Materials Supply	Vietnam
	Swire Cold Storage	Compressor Overhaul	Adelaide, SA
	Austrak Management & Consulting	Extension to existing coldstore	NSW
Beverage	Coca Cola Amatil	Refrigeration Audit	Melbourne, VIC

CURRENT CUSTOMERS



customer support

‘Oomiak’s service regime focuses on inspection, measurement and assessment rather than simply replacing components’

preventative maintenance services and inspections

Preventative maintenance of all types of refrigeration systems, including both industrial ammonia plants and freon type systems, is a major component of Oomiak’s business. The Customer Support teams offer a wide range of skills and a network of suppliers to ensure that customers have full support 24 hours a day, seven days a week.

Important in ensuring that plant is functioning in line with expectations and that risk to personnel, property and stock are kept realistically low. Inspections have a strong focus on identifying problems early, making minor adjustments and attending to basic servicing and lubrication needs. Our Customer Support preventative maintenance services include:

- Routine inspections
- Breakdown response
- Remote monitoring

annual inspections

This more detailed process tests operational and safety settings on items generally not handled throughout the year and other specific items. They are geared to ensuring customer compliance and to protect the reliability and integrity of the plant, and include:

- plant safety
- oil analysis
- thermal imaging of switchboards
- ammonia detector recalibration
- general plant condition

customised site and service reporting

Reports and results are provided in a consistent format to build up a plant history. The reports form the basis for forward planning for future maintenance or overhaul work that may require scheduling.

capital projects

‘Strong design approach achieves client objectives in the most cost-effective and practical manner’

Oomiak offers a full range of services, including complete design and build packages.

Oomiak delivers more than 40 capital projects per year in industries ranging from confectionary, meat processing and bakery through to comfort air conditioning.

The Oomiak team has been instrumental in the design and delivery of a substantial percentage of major refrigeration projects across Australia. This has included active involvement in the impact of the building design on refrigerated solutions, which typically generates more opportunities than viewing the two in isolation.

We place great emphasis on interpreting customers’ exact requirements in order to offer innovative solutions tailored to individual applications.

A fundamental focus is to ensure that key aspects of the project (and, importantly, what the client wants to achieve from it) are fully understood.

To do so, Oomiak invests time with each customer so that it comes quickly up to speed with their needs and specific factors about the environment in which the project will be delivered. This forms the basis upon which Oomiak shapes its project approach and builds its response.



advisory services

“The effectiveness of an audit is dependent on a thorough understanding of refrigeration systems function and the business’ needs”

This is a growth area of Oomiak’s business as customers look to know more about their facilities. Our advice is sought for such diverse purposes as planning capital investment, process analysis, energy reduction, and establishing a baseline for performance benchmarking. This means that they can plan better, achieve greater efficiencies, assess future options and check legislative compliance.

Our work in this area is varied and includes:

- concept design
- budget forecasting
- services design and documentation
- engineering
- plant safety compliance audits
- plant and equipment performance review and recommendations
- operational efficiency review
- energy efficiency audit and recommendations

We apply a technical, practical and business approach to all aspects of our consultancy services. Our clients receive information that can shape the future of their businesses

Oomiak’s technicians and engineers have many years experience in designing, installing and maintaining refrigeration systems. This underpins our ability to provide the following types of audits:

- Plant Compliance Audits – carried out in accordance with AS1677:1998 and where applicable the International Institute of Ammonia Refrigeration Checklists. Also covers AS/NZS 3666:2002. Associated codes include AS3788:2001 (relief valve inspection) and AS4041:1998 (pressure piping).
- Plant Efficiency Audits – carried out to identify and recommend energy cost saving measures for both the short and long term

critical supplies

“Oomiak supplies a full range of critical spare parts”

- Primary refrigerants (i.e. Ammonia)
- Secondary refrigerants (i.e. Glycol)
- Oil
- Pipework & fittings
- Valves & controls
- Compressor spares
- Gaskets & O-rings
- Gauges

equipment leasing

“Sometime a short term refrigeration solution is all that is needed”

New and second hand, from chillers, pump sets and hoses through to electrical. Installation, commissioning and servicing of hired equipment.

- Short to medium-term hire period
- Long-term hire and buy-back leasing arrangements

This service is very important for customers looking for alternative solutions to acquisition of new plant or to deal with short term refrigeration requirements.



used equipment

“Many customers recognise the value of second hand equipment”

Oomiak has an extensive range of second hand equipment, ranging from a complete refrigeration plant through to compressor packages. Used equipment may offer a cost saving solution for both long-term and short-term applications, and can be either as-traded or reconditioned.



cate mcguire



'Making sure the Oomiak team truly understands customers needs is the cornerstone of the company's success'

Director and Chief Executive
Bachelor of Business

Cate's role is to guide the business and its people to deliver on customers' needs in the most effective way. Based in the Adelaide office, she oversees all aspects of the business and is focused on ensuring outstanding services to customers.

Cate has worked in the industrial refrigeration industry for several years in senior management roles. Her background includes senior roles in management, procurement, strategic marketing and sales.

mark holden



'Our creative thinking and unparalleled technical know-how combine to deliver long-term benefits to customers'

Director and Director, Business Development

Mark is responsible for Oomiak's business strategy activities, and is project director for a number of significant projects. Mark is recognised by his peers and a broad base of clients in Australia and internationally for his capacity to conceptualise and go on to design successful solutions.

He has more than 25 years' experience in the industry and is a cold storage specialist.

glen barnard



'The highest levels of service to customers sets us apart from our competitors'

Business Development Executive

A qualified refrigeration technician, Glen understands the link between effective maintenance and energy efficiency. His approach is to consult closely with customers to build a solid knowledge of their systems and operating needs now and into the future, and to develop strategies to improve operating efficiencies through preventative maintenance services.

He has 20 years' experience in the industry working with several of Australia's most successful companies.

peter mcguire



'Strong performance underpinned by sound project planning and management processes'

Manager Capital Projects
Masters in Infrastructure Management,
Bachelor of Economics (Hons)

Peter is responsible for Oomiak Capital Project teams. Project planning and scheduling, performance management and contractual issues management are other areas of focus.

Experience in the industrial refrigeration industry is backed by an excellent track record with high-profile essential service providers in Australia and the United Kingdom.

mark twigger



'Successful projects through outstanding engineering design, delivery and communication'

Technical Manager

As head of technical solutions, Mark provides technical leadership across the company. He is widely regarded as one of Australia's leading industrial refrigeration engineers, and ensures that Oomiak is ahead of the game in terms of technical advancements and their benefits to customers.

For the past 20 years Mark has worked with leading companies in Europe, the United Kingdom and Australia.

john katsikis



'We work hard to know our customer's business, so that we can offer the very best service for their needs'

Manager, Customer Support, South Australia

John is a qualified refrigeration technician who has built an outstanding reputation for quality service. John who has worked on an extensive and varied range of refrigeration systems understands and clearly knows the factors which ensure great system performance.

A significant amount of John career has been overseas where he has managed the successful delivery of a variety of projects.

He has 20 years' experience in the industry working with several of Australia's most successful companies.

shereen mahoney



“Effective administration systems means that our people are able to deliver the very best services to our customers”

Manager, Business Support, South Australia

Shereen ensures that Oomiak’s internal administrative systems are streamlined so that customers and Oomiak crew members get the very best administrative support. Shereen has significant contact with Customer Support clients in South Australia and Queensland as she manages scheduling of preventative and break-down services.

Previously in administrative roles for a diverse range of companies, Shereen is a highly experienced administrator who is focussed on ensuring professional standards are in place and met.

adriaan meedendorp



Manager, Finance, South Australia

Adriaan has many years experience in the refrigeration industry which means that he has a very good technical understanding of the work that Oomiak does. Coupled with his financial expertise, his knowledge of the industry ensures that Oomiak has sound financial management systems.

Adriaan plays an important role in getting new customers on board and helping them to understand our payment processes.

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beijing (china)

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PROFESSIONAL MEMBERSHIPS

current professional memberships

- Refrigerated Warehouse & Transport Association of Australia Ltd
- Australian Institute of Refrigeration Air Conditioning and Heating
- Winery Engineering Association
- Green Cooling Council
- Food SA
- VECCI