

onsite

Keeping you up to date with what's happening at Oomiak



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February 2008

forging ahead

New premises, a brace of new projects and more on the horizon, Oomiak is stamping its brand on industrial refrigeration in Australia. Our customers tell us our momentum is derived from our capacity to listen and come back with sophisticated solutions.



We build strong relationships with our customers

We upped anchor from our inner city Adelaide premises late December 2007 for a bigger office and manufacturing facility in the Dudley Park industrial precinct, a few kilometres west of the Adelaide CBD.

Our administrative functions and manufacturing operations are now under the one roof, and we have more than doubled the floor space available. The move is all about successful growth in our business.

Building strong relationships with our customers from the start of a project or a customer support service through to delivery and beyond is a key to our success. Over the last year we have significantly increased our customer base and broadened the range of industries that we are working with. Such relationships can only be forged when they are backed by a comprehensive understanding of a customer's business needs and production processes.

We then bring into play our skills and capacity and industry and product knowledge to rapidly convert a customer request into a complete service or project.

Our Customer Support teams are growing rapidly in response to increasing demand for services. In this issue of onsite we introduce you to our South Australian crew headed by John Katsikis. A seasoned mechanic, John has managed service and project delivery teams in Australia and overseas and, like his Melbourne counterpart, Glen Barnard, is no slouch when it comes to customer service, delivering nothing less than 150%.

In this issue we also profile the company's biggest project to date, a hatchery for Baiada Poultry and offer insights into a number of other projects on the go.

We are off to a great start in 2008—new projects, new people, new customers; but always ensuring consistent customer-focused service delivery, from a platform of knowing our customers business.

We are looking forward to working with you this year.

Cate McGuire
Chief Executive and Oomiak co-founder

new projects, people and premises

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project wins investing time with clients at the outset pays dividends

Oomiak's project approach, which is backed by skill and creative thinking, is to focus on fully understanding the key aspects of a project and, importantly, what the customer wants to achieve.

Often, it means investing time with the customer to rapidly build knowledge and understanding of their needs and specific factors about the environment in which the project is to be delivered. Such intelligence gathering forms the basis for shaping a solution that meets and, more often than not, exceeds customers' expectations.

The approach was critical to Oomiak winning its biggest to date (see project profile this page).

current projects include:

Air conditioning and cool room/freezer equipment supply, installation and commissioning Mining

Accumulator vessel and pump arrangement supply Food (boxed fish)

Removing existing stainless steel pipe work and replace with black steel—materials supply and labour Medical (hospital)

Refrigeration compressor supply and installation Education (University)

Air conditioning plant upgrade Building

project profile



Industry: Food
Location: Tamworth, New South Wales
Client: Baiada Poultry
Project: Hatchery facility

Starting in January, Oomiak is providing the mechanical services, cooling, heating and air distribution systems for the new hatchery facility, maintaining product integrity in line with Baiada's quality standards.

In its design response, Oomiak's challenge was to meet the client's aims, which included to:

- Protect the egg-hatching process against any variance from design storage conditions at all times, through to the production of day-old chicks
- Ensure sufficient capacity to meet all aspects of the nominated design conditions, and configure available cooling, heating and air distribution capacity to minimise risk from individual component failure
- Access to 24/7 service and parts supply to support installed plant
- Ensure compatibility with other critical risk management services, and that system design and equipment are code compliant in all aspects
- Choose materials and refrigerants that represent environmental responsibility.

Oomiak's solution for mechanical services met the customer's needs for functionality, quality, reliability, redundancy and cost effectiveness.



The Tamworth chicken hatchery is a flagship project for Baiada Poultry, a privately owned Australian company headquartered in Sydney. As well as Tamworth in northern New South Wales, the company has operating centres in Brisbane, South Australia and throughout Victoria.

Live poultry, poultry feed, fertile eggs, day-old chickens, raw chicken, processed chicken products and pet food are among the company's products. Its business operations encompass broiler and breeder farms, processing plants, feedmilling, protein recovery—and hatcheries.

The incubation and hatching of eggs is a precise and sensitive process designed to replicate the function of the 'mother hen'. Any significant fluctuations in temperature and humidity can have an impact on the hatching process and the quality of the chick produced—so Oomiak's role is pivotal.

Above (from left): Mark Twigger, John Katsikis, Peter McGuire, Cate McGuire and Mark Holden.

Oomiak's Business Development Executive, Mark Holden, and Design Team Leader, Mark Twigger, travelled to Holland, Denmark and Germany with senior personnel from Baiada Poultry early in the new year, to research the latest hatchery technology for the Tamworth project.



new faces in sa

Services to customers throughout South Australia have been boosted not only by the new facility, but also a number of new appointments, giving an already solid team additional industrial refrigeration credentials.

The company is proud to be investing in building its workforce and by taking on apprentices. It means we can develop skills and attitudes in line with business objectives and, at the same time, contribute to the wider community.



John Katsikis
Manager, Customer Support
South Australia

John, a qualified refrigeration technician, heads up SA's Customer Service team. He is recognised for outstanding levels of customer service, and has 20 years' experience in the industry. He has worked on an extensive and varied range of refrigeration systems, and brings unparalleled understanding and hands-on knowledge of the factors that ensure great system performance. John also brings extensive project management experience in both Australia and overseas, which will be invaluable as Oomiak grows its business into new markets.



Matthew Mungall
Refrigeration Technician

Matthew Mungall is a highly experienced technician, having worked on many types of refrigeration systems. His industry experience is broad, yet in-depth in many key industries, such as meat, wine, food processing and dairy. Matthew works hard to ensure customers receive the highest levels of service. He is also known for his practical approach to resolving customers' refrigeration systems challenges.



Anthony Savocchia
Refrigeration Technician

Anthony Savocchia has extensive experience in both industrial and commercial refrigeration. He has built a solid reputation not only for outstanding refrigeration skills, but also his customer-focused approach and 'can-do' attitude. His broad based experience includes providing outstanding services to key players in a number of industries, including food processing, wine, meat and poultry.



Mark Simmonds
Refrigeration Technician

Mark, a fourth year apprentice, demonstrates all the hallmarks that Oomiak looks for when recruiting and training employees. An impressive young person, he understands what it means to deliver quality services to customers; smart, enthusiastic and eager to learn.



Glen Sabbage
Refrigeration Technician

A very organised and highly skilled tradesperson, Glen has the can-do attitude that has gained him the respect of colleagues and customers alike. He is known for his high-quality welding and delivery of projects that exceed customer expectations. Glen is continually building and refining his expertise and skills as a team leader. He brings the capacity to coordinate all site activities and to ensure quality outcomes for Oomiak customers.



Jake Reynolds
Apprentice Refrigeration Technician

Oomiak is delighted that Jake has chosen refrigeration as his career path. He is a bright young person who has demonstrated outstanding enthusiasm for learning his trade and a very sound understanding of service. He, like all of the Oomiak crew, has strongly embraced customer service with a commitment to deliver on what customers have come to expect.

additional support for corporate office



Michelle Cavallaro
Office Administrator

Michelle Cavallaro is an all-round office administrator and personal assistant to the chief executive, ensuring Oomiak has the business systems and processes that support successful projects and a sustainable business. Previously marketing administration officer for one of Australia's leading medical pathology companies, she has worked in the public and private sector, including as a legal secretary for from small to large legal practices for close to a decade. She holds a broad-based business degree.

victoria takes on new refrigeration mechanic

Luke Dowling, a highly experience mechanic, has joined the Melbourne-based Customer Support Team. Luke has worked in a broad range of industries, including mining, dairy, cold storage and food processing. Luke's expertise in refrigeration is strengthened with outstanding communication skills and problem solving abilities.



new SA premises

Just as the Oomiak brand is distinct from the typical, the company's new facility reflects the team's fresh perspective on the sort of services with which refrigeration engineering can support customers.

Fresh, bright and spacious ...

it's Oomiak's South Australian shopfront and engine room.

oomiak chair takes national seat on RWTA

Ray Tanner has been appointed to the board of the Refrigerated Warehouse & Transport Association of Australia (RWTA)

oomiak CEO takes on RWTA state role

Cate McGuire has become a member of the RWTA South Australia Division Committee

chill in at Foodbank

Oomiak is now six months into its sponsorship partnership with Foodbank SA, the state's largest hunger-relief agency.

During this time Oomiak has successfully completed the following services pro-bono:

- A full assessment of existing refrigeration plant and equipment at Foodbank's head office distribution centre at Edwardstown, including freezer, dairy chiller and fruit and vegetable chiller
- Made recommendations for improvements to infrastructure to realise greater plant operating efficiencies and consequently helping to minimise running costs over time
- Carried out plant maintenance as recommended, making several critical alterations/upgrades to plant equipment.

Oomiak is currently exploring how existing plant can be modified to provide 24-hour graphic monitoring of temperature deviance in the freezer, dairy and fruit and vegetable chillers, through a graphic interface with Foodbank's computer network.

Leigh Royans, Foodbank SA's General Manager, said Foodbank is indeed fortunate to have Oomiak's valuable sponsorship in the form of refrigeration plant and equipment maintenance.

'The work is ensuring cold-chain management and integrity of product is maintained at all times, through effective plant management processes.

'The Oomiak partnership will provide considerable confidence to our food company donors that their temperature-control brands are being well managed at all times.

'From senior management through to technicians and customer support, the team at Oomiak is brilliant!', he says.



Foodbank
An Australia Without Hunger

they say... customer backup

We know we're producing some terrific work for our customers, and it's always rewarding that they say so.

Barossa Fine Foods

Plant upgrade and extension

'I found Oomiak to be extremely cost competitive and highly professional with exceptional service levels. They did a good neat job, and they were there when they said they would be and finished on time.

The extreme weather conditions caused us a few headaches over summer, but Oomiak was fantastic in quickly finding the problem and fixing it.'

Steven Knoll

General Manager, Barossa Fine Foods

PFD Foodservices

Plant room maintenance

'Oomiak has been undertaking plant room maintenance for us for around five months, and everything is going well. We were with another company, but circumstances led us to John Katsikis and Oomiak.

From our perspective, John is a communicator. You can be blinded by science, but if John thinks you don't understand the system or an element of it he'll get you out your office and show you how it works.'

Tim Cave

Operations Manager

oomiak \$10,000 hole in one challenge

Cate McGuire sat it out at the 9th hole—in what came close to sleet and hail at the Cape Shank course—in the expectation that someone would hit the ball directly from the tee into the cup in just one shot.

As the chance of an average golfer making a hole in one has been calculated at approximately 12,700 to 1, all she can say is, 'Better luck next time!'

In 2007 Oomiak offered the prize at RWTA events in Queensland, South Australia and Victoria.



industry exhibition be there

foodpro

21-24 July 2008

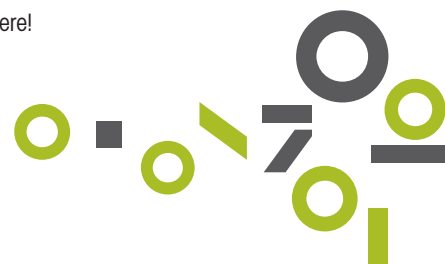
Sydney Convention & Exhibition Centre, Darling Harbour

Held once every three years, foodpro is the most prestigious high-profile trade event for the food & beverage industry in the Asia-Pacific region.

Oomiak is using the event to network and promote its services to food industry professionals.

Checking out latest technologies and the newest developments in food products and services will also be a priority.

See you there!



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