

Arc Electrical & Power

CAPABILITY STATEMENT

BUSINESS PROFILE

An Indigenous owned and operated Electrical business based out of Broome in the West Kimberley region, new to the Electrical sector having been established in late 2018.

With 10 years of industry specific experience and knowledge across Electrical, Power Supply, Utilities services and Oil and Gas sectors, we aim to deliver to all customers products and services with a timely, competent, capable, competitive and efficient customer service experience.

Arc Electrical & Power only provides suitably qualified, experienced and highly professional electricians to deliver Industry Standards across all projects ranging from Domestic jobs to larger Commercial and Industrial Projects. Delivering products and services inline with the National Electrical & Communication Association (NECA) Health, Safety, Environmental and Quality Management System (HSEQ) to provide the best product and service.

Long-term residents of the Kimberley region with strong family and community connections, Arc Electrical & Power are committed to giving back to the community. We do this by finding ways to support local initiatives with a focus on Indigenous engagement, education and career development.

We pride ourselves on providing a reliable, high quality, professional, customer driven service with a focus on safety, efficiency and affordability.

CORE VALUES

Safety

- ▶ Priority at all times in all areas of product and service delivery
- ▶ Delivery in line with WA requirements and Australian standards

Quality

- ▶ Qualified technicians
- ▶ Use of high quality products and equipment
- ▶ High standard of customer service, product and service delivery

Reliability

- ▶ Providing a service that customers can depend upon

Integrity

- ▶ Honest, approachable, transparent, accessible and respectful.
- ▶ Customer focused

Value

- ▶ Provision of value for money products and service

PRODUCTS AND SERVICES

Safety

- ▶ Safety compliance
- ▶ Circuit protection test including circuit breakers and RCDs
- ▶ Earth impedance test
- ▶ Test and tag
- ▶ Load calculations on switchboard
- ▶ Switchboard review and maintenance
- ▶ Surge protection system
- ▶ Electrical to do list
- ▶ Electrical wish list

Commercial

- ▶ New Installation
- ▶ Maintenance
- ▶ Switchboard upgrade
- ▶ Upgrades / renovations
- ▶ Safety servicing
- ▶ Electrical fit outs
- ▶ Fault finding
- ▶ Emergency lighting
- ▶ Generator connections
- ▶ New build constructions
- ▶ Electrical equipment repair
- ▶ Electrical safety checks and upgrades including:
 - Smokedetectors
 - Surge protection system
 - RCD and circuit testing
 - Test and tag

Domestic

- ▶ New installation
- ▶ Upgrades including rewiring
- ▶ Renovations
- ▶ Fault finding
- ▶ Electric appliance installation
- ▶ Split system installation and removal
- ▶ Residual Current Device (RCD) installation
- ▶ Surge Protection System
- ▶ Electrical equipment repairs

Industrial

- ▶ New installation
- ▶ Preventative maintenance
- ▶ Upgrades
- ▶ Underground installation
- ▶ Plant and instrumentation checks
- ▶ Electric motor maintenance / installation
- ▶ Power generation
- ▶ Power and water utilities
- ▶ Power network installation and maintenance
- ▶ Electrical equipment repair
- ▶ Subcontracting services
- ▶ Provision of electrical service for:
 - Relief
 - On call
 - Staff support

After hours / Emergency

- ▶ Provision of after hours

SOLVING ELECTRICAL PROBLEMS IN A FLASH

PROJECTS

Arc Electrical & Power's Project Portfolio is delivered through subcontract partnerships and community engagement works. Arc Electrical & Power is currently progressing through its first projects with all works being posted out our website on completion.

WHY CHOOSE A.E.P?



Arc Electrical & Power comes from the community it services. We are dedicated to providing a high standard of electrical services and products with a focus on our customer's experience at all times. This means ensuring we deliver what we believe in—safety, reliability, integrity, honesty, quality and value.

- ▶ Kimberley local
- ▶ Indigenous owned and operated family business
- ▶ Fully licenced and insured
- ▶ High OSH and electrical work standards and practices in line with WA requirements
- ▶ Competitive rates
- ▶ After hours call out service
- ▶ Excellent customer service with transparent and clear communication
- ▶ Contract ready with prequalification
- ▶ Community support with emphasis on Indigenous education, training and mentoring.

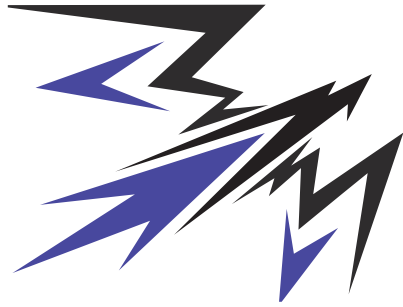
MANAGEMENT PROFILE

KIERAN HAMAGUCHI MANAGING DIRECTOR

Ten years combined electrical & power generation experience, Kieran possesses a wealth of knowledge in areas of utilities maintenance, residential install, upgrades and maintenance, power generation systems, solar power installation experience and current industrial experience.

DANIELLE DOWELL OPERATIONS MANAGER

Extensive knowledge in business administration, bookkeeping and customer service supported by experience gained over 15 years working within Indigenous organization's and Communities, NGO's, retail, publishing, accounting and bookkeeping industries.



MISSION STATEMENT

To provide reliable, quality and efficient electrical & power services for everything from small residential jobs to larger commercial and industrial projects.

MEMBER OF:



HSEQ
MANAGEMENT SYSTEM



ABORIGINALBUSINESS
DIREKTORY WA



**Chamber of Commerce
and Industry WA**

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