



# CAPABILITY STATEMENT

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## CITY INDIGENOUS Supplies

*The Professional Service Providers*





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*“On behalf of this organisation, I, Mike Bell, Managing Director of City Indigenous Group, as a representative of the Gamilaroi tribe, pay my respect to the local Indigenous people, the traditional custodians of this land where we have the privilege of operating.”*

OUR FIRST PEOPLES. *YOUR FIRST CHOICE*

An Indigenous owned facility services corporation committed to providing a sustainable future for Australia's First Peoples.

*We deliver unmatched quality, value, and consistency across a wide range of property services.*

We are focused on the long-term interest of our clients.

*Our consistent high-quality work is derived from our commitment to investing in our people, infrastructure, and process control*

# WHO WE ARE

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City Indigenous Group is an Aboriginal owned business committed to investing in a sustainable future for Australia's First Peoples. We are established to ensure that every Australian has an equal opportunity to achieve and succeed.

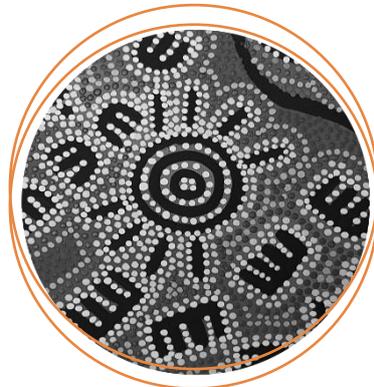
As part of today's rapidly evolving Indigenous business sector, City Indigenous Group is passionate about leading reconciliation initiatives that promote indigenous employment, ensuring staff receive the best possible training and mentorship to excel in their roles.

City Indigenous Group is a joint venture formed between David Fernando, a descendant of the Gamilaroi tribe of Northern New South Wales, Mike Bell, a descendant of the Birrbay tribe of the Camden Haven region of New South Wales and Adam Angyalffy, Managing Director of City Clean. Our partnership is strongly orientated to contribute to the reconciliation movement, driving indigenous engagement opportunities and promoting supplier diversity values.

Our shared vision centres on becoming one of the largest Indigenous employers in the facilities sector, offering an improved quality of life for Aboriginal and Torres Strait Islander peoples across the country.

In addition to direct employment opportunities, we are also proud to have partnered with several related Indigenous supply businesses, to maximise benefit to the wider community.

In our own way we hope our resolute commitment and the wider contributions of our company will represent positive momentum in helping to heal the divisions that exist within our society.



MIKE BELL  
MANAGING DIRECTOR

Mike Bell has spent most of his career developing investment banking opportunities in Australia, Europe, and Asia, including Bank of America, Citibank, Barclays, Macquarie Bank, and Banque Indosuez. This has included roles as treasurer and head of financial markets in Sydney and Singapore.

Mike has developed several international products, including the 30-day Fed Funds contract which trades on the CME Group Exchanges in the US. Mike's focus for the last 20 years has been on developing businesses that result in environmental and ethical change. This included developing climate change derivatives as Global Head of Environmental Products at Prebon Energy in London.

Mike's grandfather is from the Birrbay mob in Camden Haven. Mike's great-grandmother, Granny Bell, was the nurse and midwife for the Indigenous community in the Camden Haven area.

For the last two years' Mike has supported the City Indigenous Group in developing facilities management services. This has involved working closely with some of Australia's leading property management groups.



# HOW DO WE DO IT

- ✓ Extensive experience in the construction and commercial cleaning industry.
- ✓ Wide range of property maintenance services.
- ✓ Understanding and tailoring to the expectations of each individual property requirement.
- ✓ Cost efficiency whilst maintaining quality results.
- ✓ Careful selection of environmentally friendly products and chemicals.
- ✓ Competent, experienced, and trustworthy staff.
- ✓ Complete attention to all Occupation Health & Safety standards.

## KEY



### SAFETY

All work is performed and completed safely to specifications using Hazard Identification, Risk Assessments, and appropriate Work Method Statements. Our health & safety initiatives are fundamental to our success.



### DIVERSITY

We welcome and encourage diversity in the workplace. We believe the advanced experience & knowledge that our Indigenous employees provide elevates our company to a superior level of quality services.

## VALUES



### SUSTAINABILITY

Our Environmental Policy assists us in identifying services and products that could have an adverse effect on the environment. We are committed to providing eco-friendly and fully sustainable services.



### INNOVATION

At City Indigenous Facility Services, we are proud to introduce our new Truck Vac. The system saves you time, money and reduces the risk of workplace injury. Designed and made in Australia, our system is WorkSafe approved.



# ACCREDITATIONS

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Our reputation as a first class, service driven company has been established across commercial, government, local council, educational and aged care industries.

City Indigenous Group is fully ISO certified for QMS, OHS and Environmental and fully insured as per legislative requirements.



## Supply Nation



City Indigenous Group is Supply Nation certified and we are always looking to engage with other like-minded companies in working towards 'closing the gap'

With a depth of knowledge and experience working with Indigenous businesses and procurement teams from government and corporate Australia, Supply Nation has shaped the Indigenous business sector and our company is proud of our association with such an organisation.



# QUALITY MANAGEMENT SYSTEMS

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City Indigenous Group recognises that satisfaction and high level of workmanship are at the top of our priorities and to achieve this quality management essential to achieve high quality outcomes.

We have created and implemented processes, procedures and policies that enhance and protect clients, deliver quality outcomes, and increase client satisfaction for everyone in the spaces we perform our services.

## Key performance Indicators

We view the key performance indicators (KPIs) as a starting point and a minimum requirement from our large number of services provided. Our philosophy is that we represent our customers on a day-to-day basis to improve quality outcomes that exceeds everyone's expectations.

## Inspection & Results Reporting

Our staff carry out inspections on a periodical basis across all areas maintained, which form part of our continuous improvement program that is shared through an electronic portal with our clients.

## Technology

At City Indigenous Group, innovative and proven technology is used to maintain staff tracking, inspection technology and portals, client communication software and client portal to maintain clear and open outcomes and transparency.

## External Audits

In addition to our internal audits and reporting, our policies, procedures and guidelines are externally audited to provide assurance and effective compliance with all guidelines and requirements.

## Safety & Environment Reporting

Service is paramount in our modern society and as such City Indigenous Group has implemented control that meets and exceeds current legislation. Safety and environment policies and procedures are created to maintain clients, visitors, and our staff safe at all times.



# HISTORY

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As a growing and ambitious company, City Indigenous Group has clear Indigenous engagement recruitment targets. We aim to maintain a minimum 20% indigenous staff roster, while growing strategic partnerships with related Indigenous businesses.

From day one we have strived to deliver unmatched quality, value, and consistency, across a wide range of property services. We offer the highest quality construction, commercial, industrial, and retail cleaning across Australia, with expertise in both the public and private sectors.

Our business philosophy is focused on the long-term interests of our clients, with our consistent high-quality service delivery being derived from our proven commitment to investing in our people, infrastructure, and process controls. At City Indigenous Group we are committed to long term partnerships with our valued clients. We are selective with whom we partner with and strongly promote core values related to 'Integrity'. That is why we are proud to be associated with customers who share our values.

We take great pride in offering full transparency with our clients. We pay staff Award rates and all statutory obligations, with all our payslip records being fully auditable at any time. We not only protect cleaners' working rights but also our customers' brand and reputation as well. At any time during a contract term, we offer a fully open book approach which offers peace of mind and complete assurance to our clients.

City Indigenous Group has extensive experience in planning, mobilising and delivering complex contracts and this is evidence of our ability to sustain successful long-term relationships with existing clients. Relationships with clients are built on trust and shared vision, which ensures that we continue to grow and retain contracts. As City Indigenous Group has remained a privately-owned company, we have remained agile, with decision-making remaining responsive and efficient. Coupled with our financial strength this has been a significant value-add for our Clients.

Over the past 15 years City Indigenous Group has earned the trust and confidence of several high-profile Client organisations which have been outlined below in this document. We fuse this ethos with an uncompromising approach to WHS Management, Innovation and Ethical practices.

# INDIGENOUS PARTNERSHIPS

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## Our Vision for Reconciliation

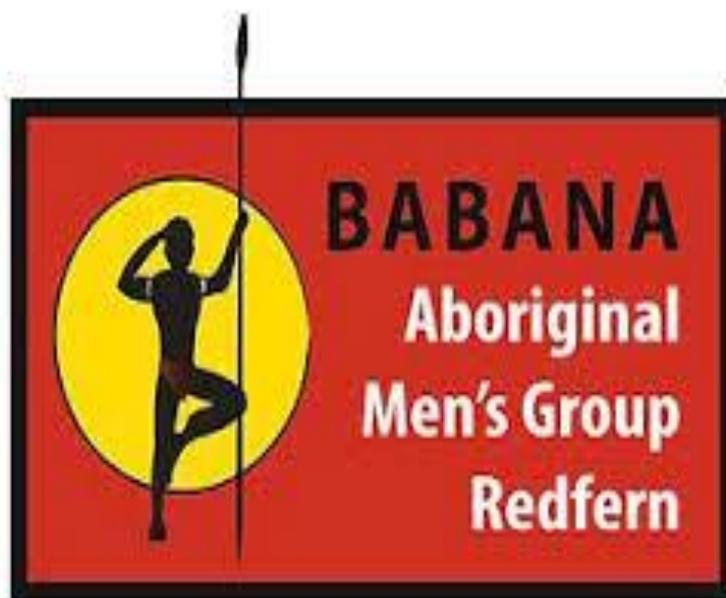
Our vision is to create a future of mutual respect and harmony by collaborating with Aboriginal and Torres Strait Islander communities to develop actions that will create effective partnerships.

To meet our vision, along with implementing a Reconciliation Action Plan (RAP), City Indigenous Group continuously works on forging partnerships with key Indigenous community organisations.

## Babana

Babana Aboriginal Mens Group is based in and around the inner City of Sydney, Australia. It runs programs and deliver services to our local community and our mob who live further afield.

From suicide prevention and mental health to employment, education, and primary health awareness, we do all we can to ensure our people are empowered and supported wherever they may be. Having started as a men's group nearly two decades ago we also work with a cross of families and communities, our men, women, and children.



# Fulfill Your RAP. Seamlessly.

Source reliable commercial fridges, freezers, and ice makers from an Aboriginal-owned supplier.



Start Your Ethical Procurement



BestTop Commercial Refrigeration  
**Built for Hospitality.  
Upgrade Your Venue.**



Shop Now at



## Introducing BestTop



## OUR CLIENTS

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Our philosophy at City Indigenous Group is to build long-term relationships with our valued clients. We are proud to develop partnerships through mutual trust, expertise and our proven success. Our current clients include;





Reconciliation,  
Recognition and  
Respect of  
Aboriginal  
and Torres Strait  
Islander People



# Corporate Social Responsibility

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City Indigenous Group aim to be an employer of choice for Indigenous people. A strategic focus for our business is about embedding diversity recruiting into our business culture.

We all have an important role to play in delivering and demonstrating Corporate Social Responsibility. This is how City Indigenous plans to become an industry leader in his area:

## 1 Drive it from the top:

Like any organisational change that is to be successful, I find that the drive must come from the top, from the leadership of the organisation – the Directors and Senior Managers must get behind an Aboriginal employment strategy and drive it.

City Indigenous Group describes their plan as being about closing the gap and empowering communities and individuals to remain on-country. They aim to continue evolving as a culturally competent welcoming and supportive organisation.

## 2 Measure it – collect data:

You can't manage what you can't measure and all that, but it's true.

City Indigenous have chosen to do this through developing and reporting on a Reconciliation Action Plan (RAP).

## 3 Make someone accountable for achieving results:

Set targets and include it in KPIs. This time-honoured strategy works for many other changes and it works just as well for Indigenous employment.

## 4 Monitor activity and results and report on it:

Make the results visible and keep on reporting.

## 5 Evaluate it and keep it current:

A plan is only a piece of paper unless it is updated and continues to evolve. The aim of City Indigenous Group is continually evolving.



# Modern Slavery & Industrial Relations

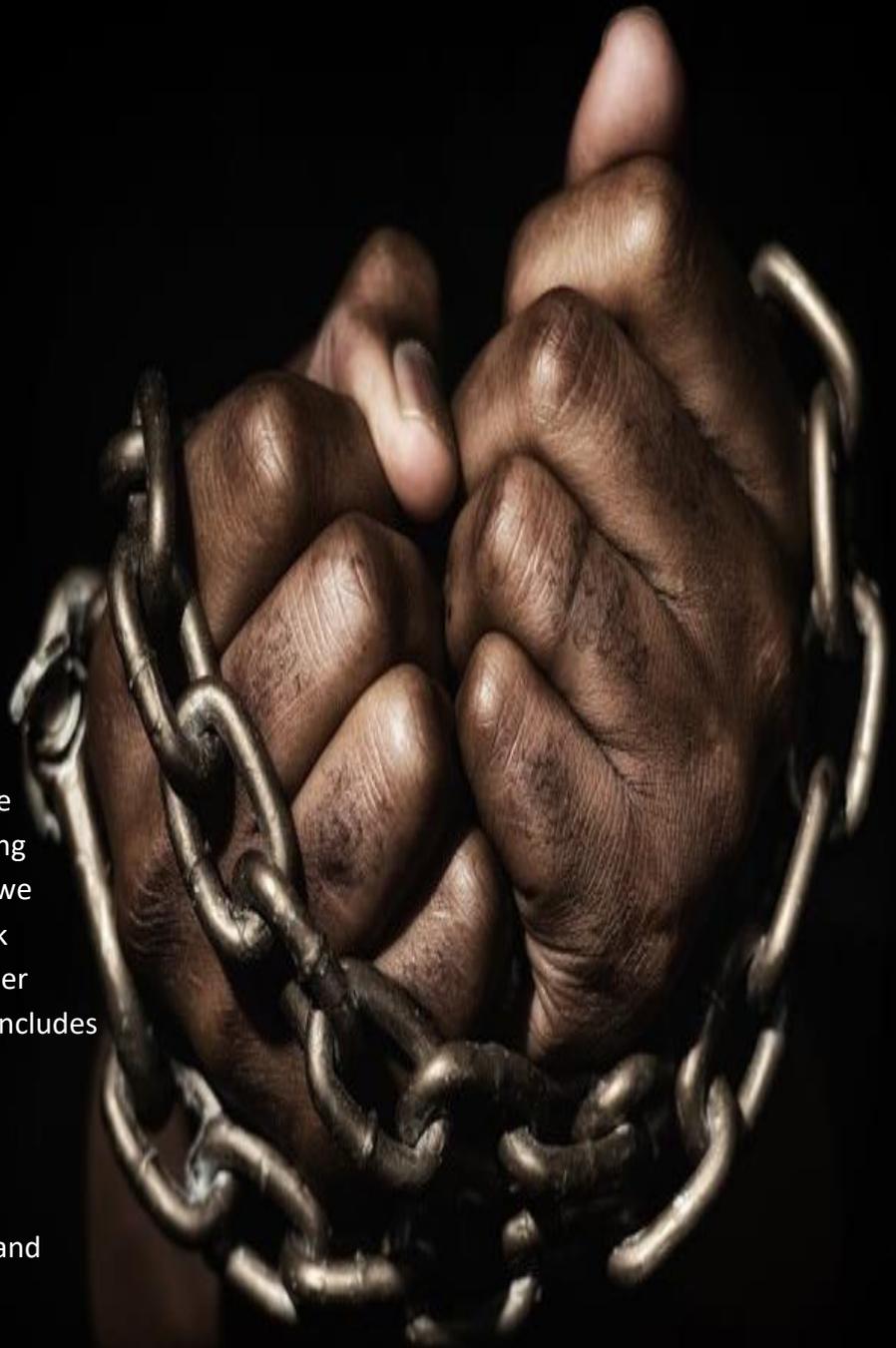
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City Indigenous Group has an impeccable reputation in cleaning and maintenance industries. Modern Slavery is something that our organization takes extremely seriously.

City Indigenous Group support the Act as our industry has been plagued with unethical service operators who do not respect Human Rights and hopefully this Act will bring a more ethical approach to pricing models, ensuring Human Rights are respected.

City Indigenous Group has an impeccable reputation in the industry. We have established strong relationships with United Voice as we offer a fully transparent, open book model and ALWAYS pay legally under the Modern Award system/s. This includes payment of legal wages and all Statutory Obligations.

This protects our staff and most importantly, our customers brand and reputation.



# SERVICES

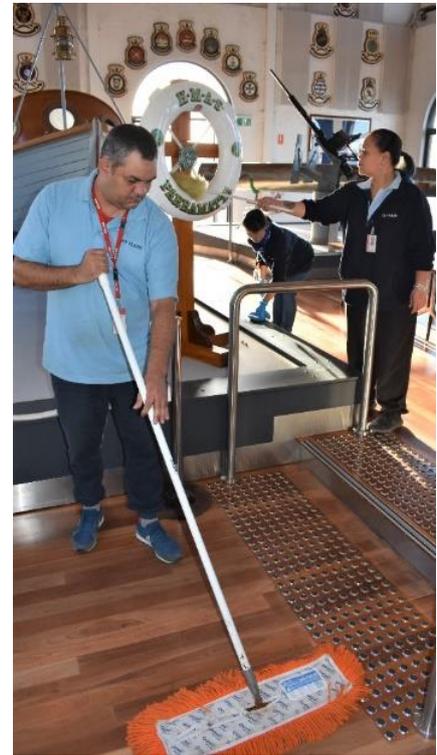
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## Commercial Cleaning

City Indigenous delivers a full range of cleaning and sanitisation services aimed at providing a clean and hygienic environment.

Our services include but are not limited to:

- Office Building Cleaning
- Cleaning high security sectors (Department of Defence)
- Education sector cleaning
- Water and recycling services
- Sanitary and hygiene services
- Waste removal
- Strip and sealing
- High Pressure cleaning



## Window Cleaning

We offer a wide range of window cleaning services.

Our services include but are not limited to:

- Difficult Access Work such as abseiling, high level dusting, and the use of boom lifts, cherry pickers etc.
- High-rise window and facade cleaning for commercial, residential, and strata/government properties.
- Waterfed pole cleaning
- Residential cleaning including all internal and external windows, frames, fly screens, and gutters.

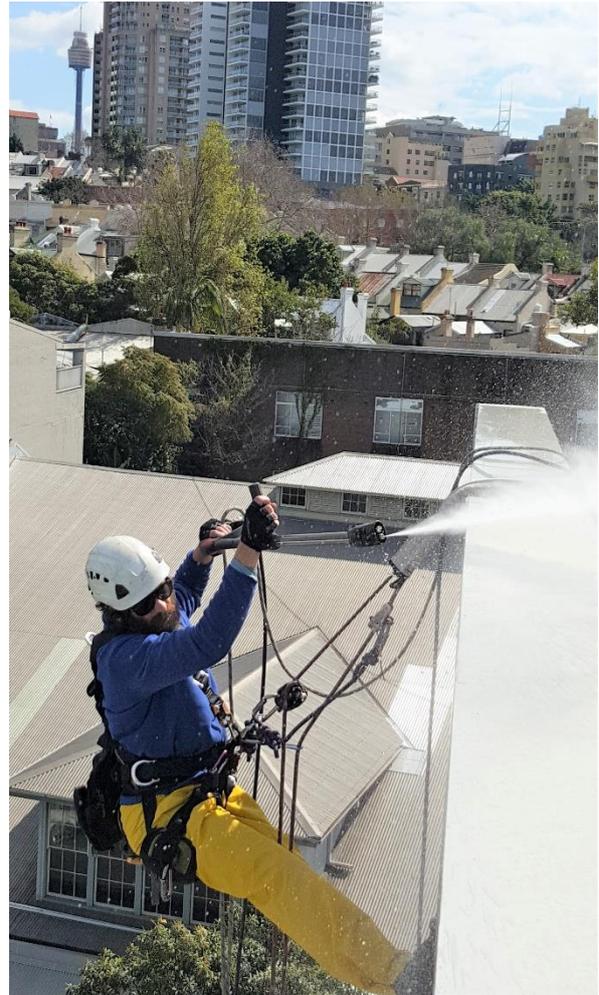




## External Building Facade Cleaning

Whether your property requires a high-pressure wash or soft wash, City Indigenous Group will transform the exterior of your property, making it look new again, without causing any harm to your delicate building/house surfaces or plants/gardens.

We clean all facades and associated features made to stone, brick, concrete, render, paint, metal, colour-bond, plastic, and wood. Single storey or 40 storeys high, we do it all!



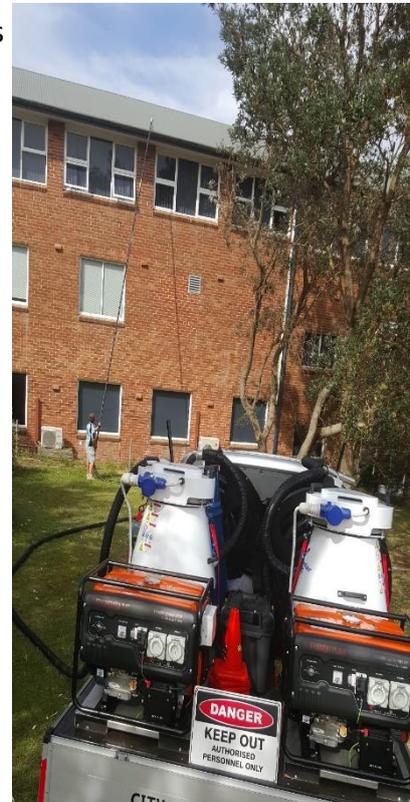
## Other Specialised Cleaning Services...

### Gutter Cleaning

City Indigenous has purpose-built trucks to clean your gutters safely using industrial vacuum systems.

Our system will clean your gutters faster, safer, and better than anything else.

- Reduce OHS and WHS issues
- Reduce Bushfire Hazards
- Produces No fuss/no mess results



We also offer services in:

- Graffiti removal
- Construction Cleaning
- Bio-Hazard cleaning
- High Pressure Cleaning

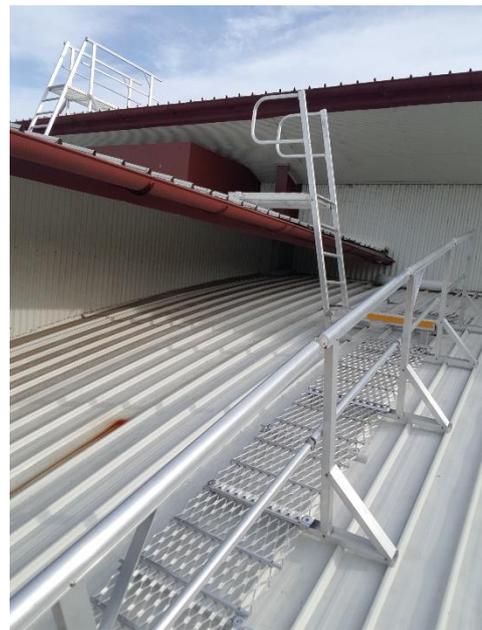
## Height Safety Systems/Anchor Point Installation & Certifications

Anchor points and static lines play a vital role in fall protection on most buildings today.

City Indigenous Group can design, supply and install all height safety systems that comply with Australian Standards and relevant Statutory OHS Codes of Practice/Guidelines. We can also test/certify and provide the appropriate paperwork for all users and building managers.

Our services include but are not limited to:

- All Height Safety System/Roof Audits
- All Anchors including Fall Arrest and Rope Access
- Laddering systems
- Hatches/Roof entry systems
- Static Lines
- Walkways/Handrails/Balustrading
- Skylight protection
- All testing and Certification requirements



## Painting

City Indigenous Group have provided professional, high quality internal and external painting services to a wide range of clients across Sydney, including:

- commercial building painting
- High Rise Building painting
- hotel painting
- office painting
- warehouse painting
- retail shop painting
- builders paint work

At City Indigenous Group, we remove the stress out of commercial painting work. You can count on our vast range of experience working with hundreds of businesses, buildings and strata managers, retailers, and others for over 15 years. New paintwork can have a positive impact on your business – the look, the feel, the colours – the impression it leaves. At the same time, you can't afford for a paint job to cause undue interruptions to your business or residential complex.





## Building Maintenance

Our Building Maintenance services include:

- Handyman services
- Electrical
- Plumbing
- Air conditioning
- Masonry and concrete repairs
- Cement rendering and waterproofing
- Sealant applications

Our industrial abseilers can access any area of your property faster and more cost effectively than conventional methods like scaffolds or swimming stages.

## Fire Services

Our Fire Services span all fire detection and monitoring needs – from design and installation of fire detection and suppression systems to the use of the latest technology to ensure ease of inspection, testing, maintenance and annual survey compliance.





## Carpentry

City Indigenous Group works with top-tier development and construction companies, offering comprehensive carpentry services and project management on large-scale commercial sites, specialising in medium to high density commercial and residential projects.

Our focus is on delivering high quality carpentry, labour, project management services and materials to our clients and we are the trusted suppliers to many of Australia's leading building companies.

## Handyman Services

As the manager or owner of a building or medium to large organisation it's not hard to find a Sydney handyman. But it is difficult to find one that you know you can always rely on for:

- Exceptional quality repairs, maintenance, installations and more
- Arriving and completing work on time
- Being courteous, neat and professional to everyone on the job
- Contract work or one-off projects
- Excellent value for money
- A stress-free, one-stop service for all your handyman needs

Choose the commercial handyman team that has as much pride in their work as you do in yours.

*Unwavering Integrity. Passion for Innovation.  
Living Sustainably. Superb Customer Experience*

With our philosophy that “you’re only as good as your team”, we fully understand the importance of our workers, and view our employees as fundamental assets at the very core of our business.

We provide extensive onsite, institutional and industry training for all City Indigenous Group employees and actively seek new opportunities and education to pass on to our employees.

City Indigenous Group is involved with achieving sustainable employment.