



NAMIBIA  
FACILITY  
MANAGEMENT

# CORPORATE PROFILE

YOUR GO TO RAPID  
SOLUTION PARTNERS

# 2021

- Insurance Assessments
- Project Management & Facilitation
- Project Initiation, Advancement & Facilitation
- Facilities Management
- Software / Application Development
- Digital Marketing & Web Design

No. 23 Vogelsang Street,  
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# MEET OUR DIRECTORS

# NFM

NAMIBIA FACILITY MANAGEMENT



**Lesley Hindjou**  
(Non-executive)

**Richard Frankle**  
(Managing)

**Faenzo Blom**  
(Executive)

**Lawrence Dumba**  
(Non-executive)

- Facility Management
- Insurance Assessment
- Project Management & Facilitation
- Project Initiation, Advancement & Implementation
- IT & Digital Marketing



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# NAMIBIA FACILITY MANAGEMENT

**Namibia Facility Management is a 100% Namibian owned Company.**

All Directors are Namibian Citizens and reside in Namibia. We have offices in Windhoek, Oshakati and Stampriet in the South. Our vibrant team has a wide range of professional skills and experience.

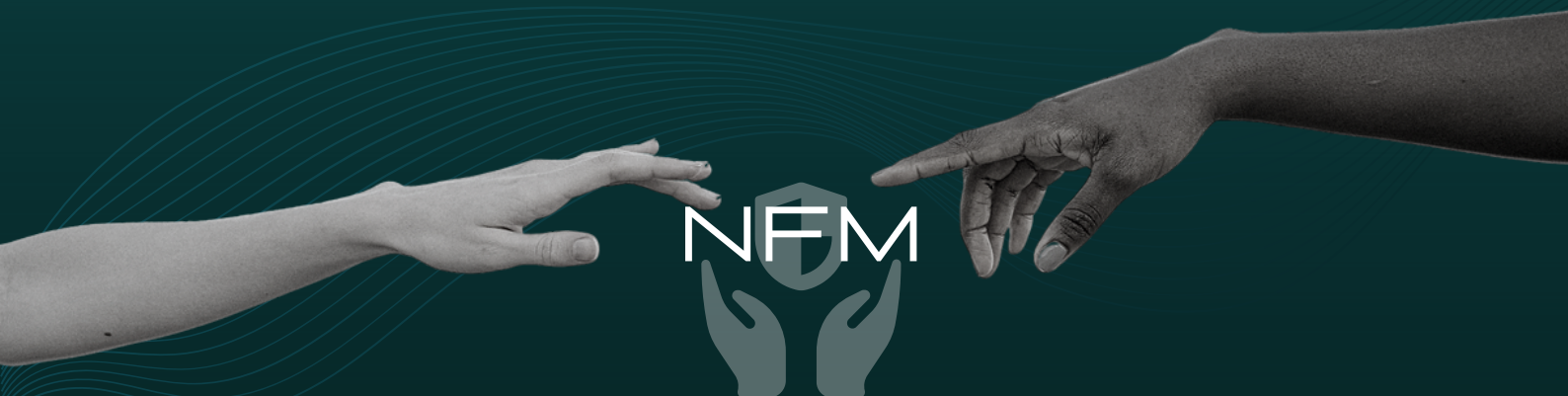
We specialise in various fields of expertise and aim to provide services that both enrich and add value to our Clients dreams, aspirations and requirements.

Our areas of expertise encompass the following:-

- **Insurance Assessments**
- **Project Management and Facilitation**
- **Project Initiation, Advancement and Implementation**
- **Facilities Management**
- **IT & Digital Marketing**

We pride ourselves in evaluating each individual Client's needs within the specialised framework in which they operate, in fine detail, thereby ensuring that the end result ticks all the boxes.

Our Team concentrates on providing a service par excellence with quick turn-around times, backed up with high quality professional outputs thereby making the Project a success!



**NFM**

**NAMIBIA FACILITY MANAGEMENT**



## **INSURANCE ASSESSMENTS**

- Mobile & Digital Claims
- Property - fire, theft, wind and water damage
- Value at Risk (VAR) Calculations



## **PROJECT MANAGEMENT & FACILITATION**

- Managing Projects to a successful conclusion with-in time & budget



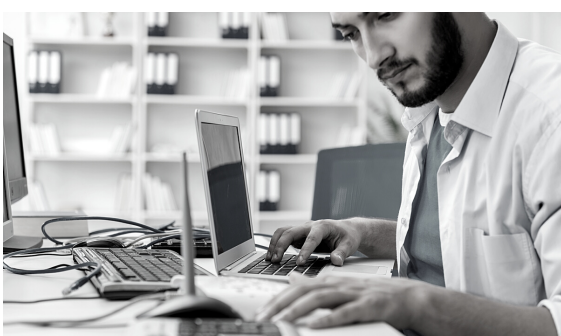
## **PROJECT INITIATION, ADVANCEMENT & IMPLEMENTATION**

- Project Initiation
- Project Analysis



## **FACILITIES MANAGEMENT**

- Managing & Maintaining Fixed Property
- Utilities Monitoring using Hightech Systems
- Emergency, Scheduled & Planned Maintenance



## **IT & DIGITAL MARKETING**

- Software & Application Development
- Data Science Analysis
- Business & E-Commerce Websites
- Simple Logo Design/ Re-branding



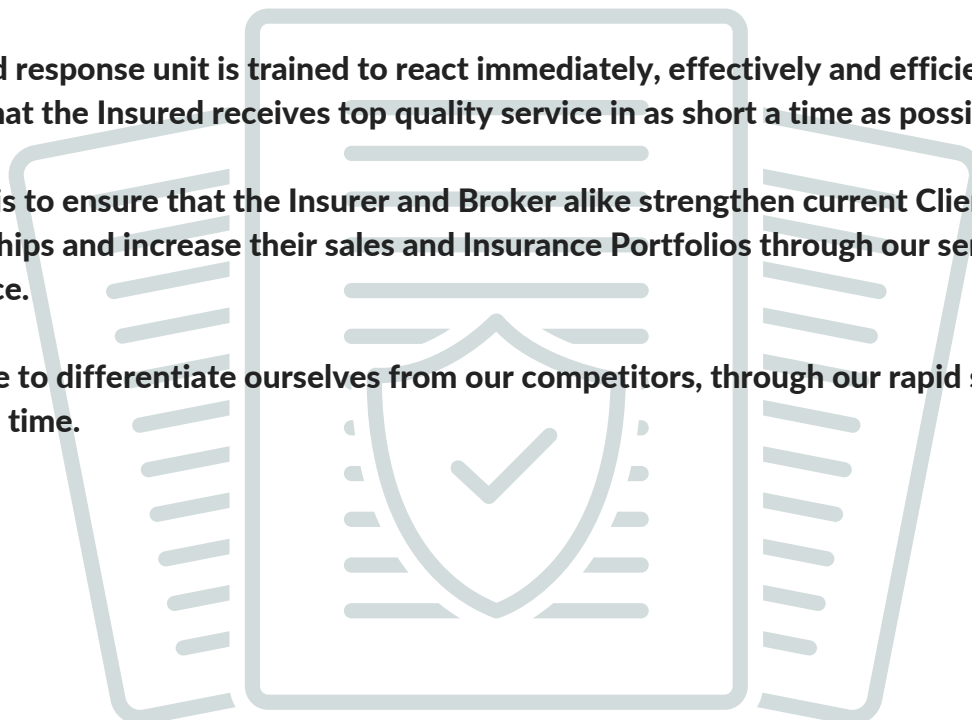
# INSURANCE ASSESSMENTS

Our broad base of skills and experience enable us to offer assessing services covering a broad range of losses including, but not limited to:



- Digital Claims
- Desktop/ Virtual Assessments
- Mobile Claims <N\$ 150,000-00
- Property - fire, theft, wind and water damage, etc.
- Commercial & Personal Lines
- A.I. Insurance Development and Support
- Motor

- Our team has a wide range of professional skills and experience. We specialise in fast track assessing, thereby easing the burden on our Clients through excellent service.
- We specialise in digital claims, desk top assessments, building and personal and commercial lines under N\$ 150,000-00. We pride ourselves on our turn- around time, handling all types of non-complex and non-engineering claims.
- Our rapid response unit is trained to react immediately, effectively and efficiently to ensure that the Insured receives top quality service in as short a time as possible.
- Our aim is to ensure that the Insurer and Broker alike strengthen current Client relationships and increase their sales and Insurance Portfolios through our service excellence.
- We strive to differentiate ourselves from our competitors, through our rapid service and response time.



# INSURANCE ASSESSMENTS

## Meet our Assessors



**Richard Frankle**  
Managing Director

- Registered Quantity Surveyor
- High Court Accredited Mediator

**Specialisation:**

- Fidelity Claims
- Contractor's All Risk
- Performance Guarantees

**Contact:**

Telephone: +264 81 128 3991  
E-Mail: richard@nfm.com.na



**Marcus Kirchner-Frankle**  
Claims Team Leader

- B- Tech (QS)
- National Diploma Building

**Specialisation:**

- Theft Claims
- Water, Wind, Fire Claims
- Machinery Breakdown

**Contact:**

Telephone: +264 81 170 0776  
E-Mail: marcus@nfm.com.na



**Keenan Groeneveldt**  
*Student: BComm Law*

**Specialisation:**

- Digital Claims
- <N\$ 150 000-00  
with 24 hour turn-around time

**Contact:**

Telephone: +264 81 624 7429  
E-Mail: keenan@nfm.com.na



**Martin Hango**

*National Certificates in Plumbing & Sheetmetal N3 / Building & Engineering N6*

**Specialisation:**

- N3 Plumbing
- N6 Building & Engineering
- Geysers Inspection Expert

**Contact:**

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E-Mail: martin@nfm.com.na



**Gail Duvenhage**  
Financial Manager

Servicing all your admin needs

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# PROJECT MANAGEMENT & FACILITATION

Our skilled team of Professionals has extensive experience on the successful Project Management of various Projects, both big and small.



## PROJECT MANAGEMENT AND FACILITATION

Our skilled team of Professionals has extensive experience in the successful Project Management of various Projects, both large and small.

We offer an extensive Project Management and Facilitation Service that encompasses the following:-

### 1. PROJECT FACILITATION

Often our clients have great ideas. However the implementation of such projects requires careful planning in order to obtain finance. Obtaining finance in this current economic climate is extremely difficult, but we at NFM strive towards contributing and assisting our Clients in this process.

We do this by using prudent cost saving methods such as streamlining the use of efficient designs together with detailed cost engineering processes, appointing labour only sub-contractors where prudent, incorporating careful supervision and putting stringent management practices in place.

We provide overall guidance to our Clients by assisting in collating all documents required to apply for finance. This is crucial, as without finance, the Project can never get off the ground.

Our team of experts are geared towards ensuring that the Project has the best possible chance of getting out of the starting blocks. Further, we have built up relationships with fellow Consultant Firms who assist in the preparation of Feasibility Studies and Market Valuations as well as designs of services and top structures.



## **2. PROJECT PLANNING**

Once the Project has been given the go ahead, careful planning is required to ensure that the Project is a success.

We assist in setting project goals, defining the scope of the project and developing a project management plan.

The project management plan incorporates the following management tool;

- Identifying the cost, level of quality, the available resources at hand to ensure cost efficiency and setting up a realist timeframe for completion of the Project.

In addition we assist in setting up a scope of the encompassing works which includes but is not limited to the following:

- Work breakdown Schedule which includes Bills of Quantities, specifications, material tick sheets and working drawings.
- Outlining milestones in order to meet financial and progress obligations.
- Setting up a construction programme with timelines.
- Developing a communication plan which encompasses the Contractor, Client and Consultants to ensure direct lines of communication between the parties which will guarantee that all challenges and queries are dealt with quickly and efficiently.
- Setting up a risk management plan outlining all potential pitfalls that may occur during the construction period and mitigating these risks before they become a problem.

## **3. PROJECT EXECUTION**

This is the Phase where all the project planning comes into effect and where deliverables are developed and completed.

The project execution stage is where all the action happens. The contractor needs to start on site with materials ordered well in advance to compensate for lead times and to avoid any delays. We assist in this and our material tick sheets ensure that this process runs smoothly and timeously.

Our on-site representative will issue materials to the relevant contractors where required and from the start of the Project our controlled supervision will guarantee that the Project remains in budget, on time and within high levels of quality.

Bi-weekly progress meetings are arranged so that any challenges are addressed when they arise. Detailed minutes of the meetings will be available to all involved and this ensures that everyone is always up to speed with what is going on with the Project. The minutes also serve as a record keeping process in the rare case where conflicts may arise during the construction period.

Our assigned Project Manager will control all facets of the Project providing the link between Consultants, the Client and the Contractor. All information will be issued through our Project Management Office thereby avoiding confusion and eliminating any potential conflict, as the information will be clear and concise. Instructions from the Client will also always be relayed via our Project Manager.

In summary, there will be no excuse for any Team Member not being 100% up to speed with the Project throughout its duration thereby ensuring a successful Project completion.



## 1. PROJECT PERFORMANCE/MONITORING

As already mentioned briefly above, our team will measure project progression and performance through Key Performance Indicators (KPI's), such as:

- Meeting Project Objectives – we will constantly measure whether the Project is on schedule and within budget so that all relevant stakeholder objectives are reached.
- Quality Controls – we will regularly undertake checks on both labour and materials.
- Cost Controls – constant monitoring of material prices including procuring in bulk to obtain large discounts, as well as negating any material price increases due to market fluctuations. This ensures that the budget remains on track.
- Monitoring project performance: All changes in the Project will be noted and implemented in a cost effective and timeous process, negating the effects of unforeseen hurdles and changes in the scope.

## 2. PROJECT CLOSURE

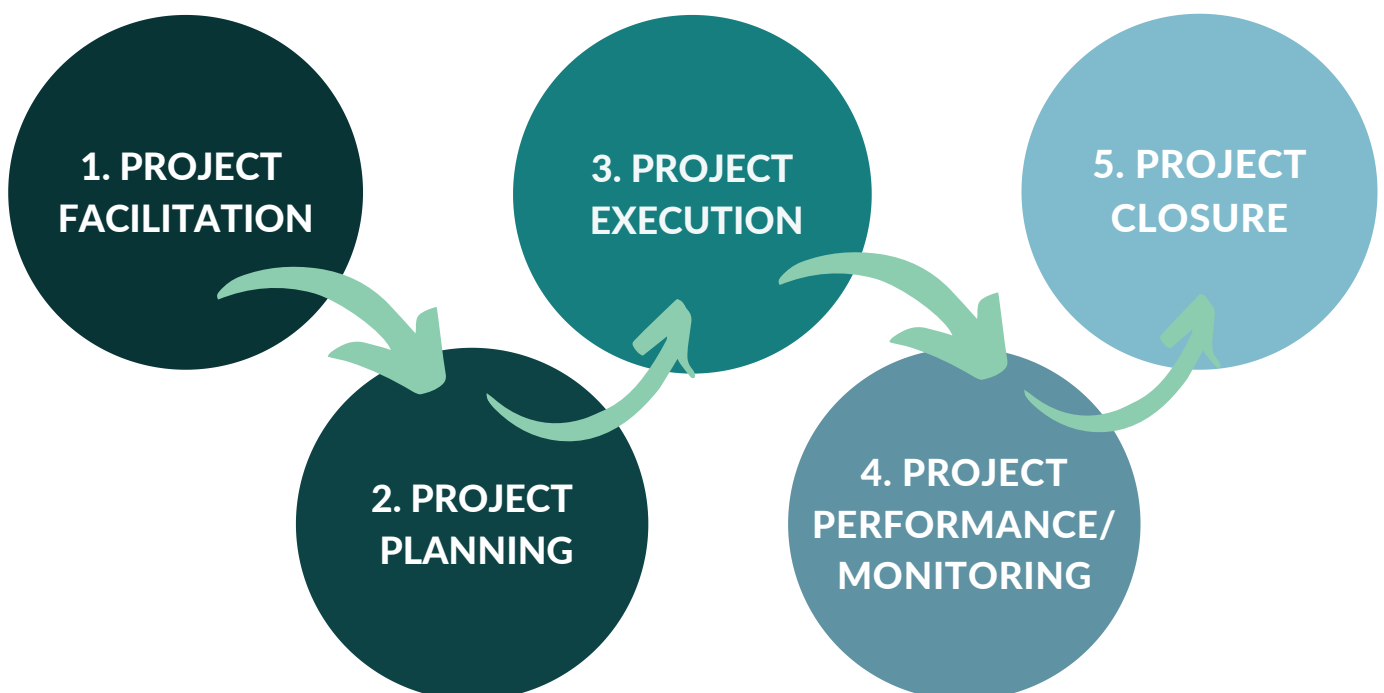
This Phase represents the successful closure of the Project once completion has been achieved.

All necessary documentation will be drawn up so that both the Client as well as the Contractor are happy with the outcome.

Lastly, after completion of all projects we hold an internal “post mortem” outlining the project successes as well as challenges which arose. This ensures that lessons are learned and can be implemented for all future projects.

We understand that all projects have hurdles, challenges and failures but our team will strive to minimize these as best as possible. We are confident that the needs, requirements and expectations of all our Clients will be met to the best of our ability.

Our Ethos: on time, within budget and within high levels of quality.



# MEET OUR TEAM



**Richard Frankle**

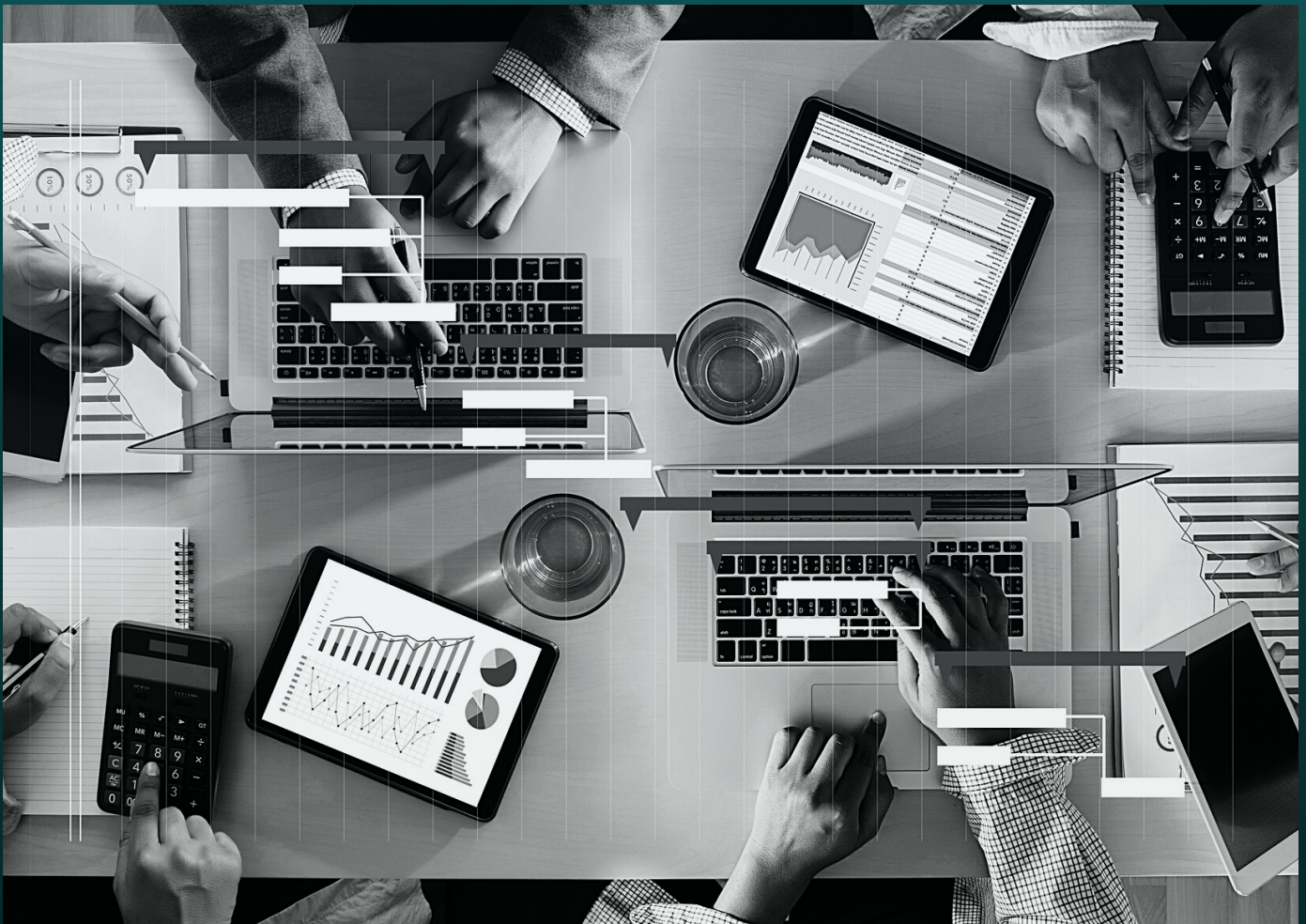


**Marcus Kirchner-Frankle**



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**E-Mail: marcus@nfm.com.na**





## PROJECT INITIATION, ADVANCEMENT & IMPLEMENTATION



**Frustrated that your Project is not getting out of the starting blocks?**

**We can help!**

- We will assist you in defining your Project in a broad sense.
- By undertaking additional research and Project Development we can determine the Feasibility of the envisaged Project
- Our experts can aid you in developing a Business Plan.
- We have the expertise to perform a due diligence including testing the market, analyzing environmental, social and economic impacts of the planned Project.
- Once the Project becomes bankable our team can assist in approaching Financial Institutions for possible debt funding and/or equity investment!

**WE HELP MAKE YOUR DREAMS A REALITY!!**



## MEET OUR TEAM



**Richard Frankle**



NAMIBIA FACILITY MANAGEMENT



**Faenzo Blom**

Contact:

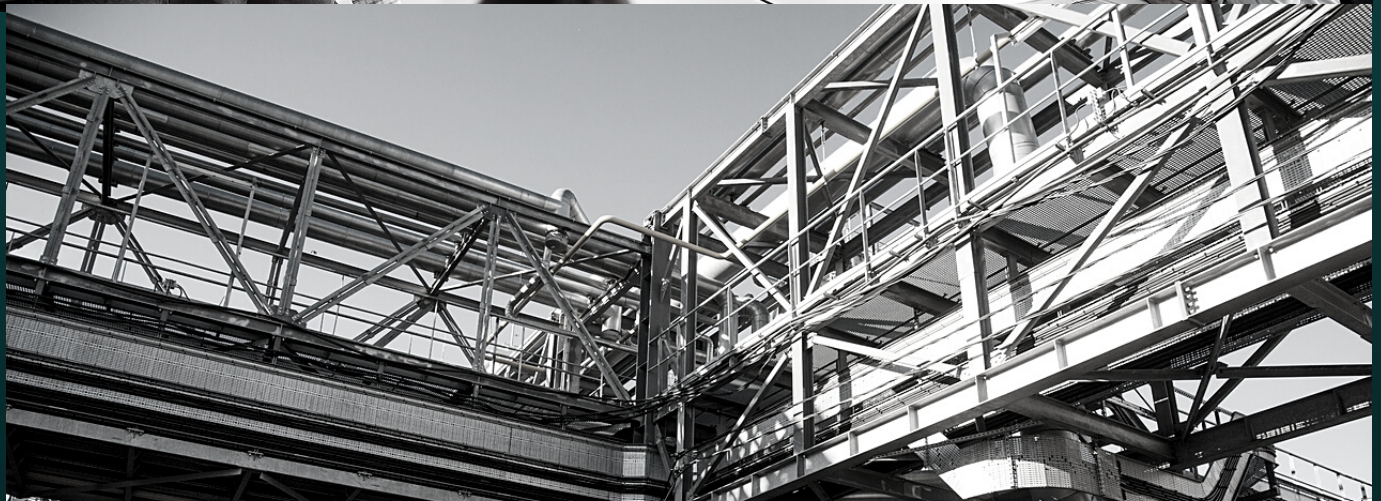
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# FACILITIES MANAGEMENT

## The Development of a Building Maintenance Strategy / Facility Management Programme



- Planned preventative maintenance
- Corrective/emergency maintenance
- Proposals for effective facilities management
- Implementing of a logging & tracking system for faults
- Utilities Monitoring using Hightech Systems
- Emergency, Scheduled & Planned Maintenance
- Training of personnel
- Costing of planned maintenance items
- Preparation of annual maintenance budgets
- Cost control of maintenance services

- Site survey of buildings and services
- Preparation of technical audit report giving a room by room analysis of the current condition of all buildings, services, etc.
- From the information gathered above, NFM is in a position to produce a maintenance plan, inclusive of an annual maintenance budget for each facility.
- This maintenance plan will reflect the planned maintenance, inclusive of a maintenance schedule that will be required for each facility on an ongoing, annual basis.
- This maintenance plan can be computerized to allow users to track and log faults and place work orders as well as setting up a maintenance schedule.
- The programme will include a repair scheduling utility which allows you to schedule or report unexpected repairs that are noticed while your equipment is on duty.
- The system allows the operator (or any other person) to log any problem that is noticed, to a Central Call Centre, so that the repair can be flagged, tracked, and followed through completion.
- The system will also allow the user (Call Centre) to issue a work order for repairs to be undertaken as well as manage all work orders previously issued.
- Finally the system allows the user to view the maintenance history of a building and generate reports that detail just about every aspect of the equipment/building.



# MEET OUR TEAM



**Richard Frankle**



**Marcus Kirchner-Frankle**



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## IT & DIGITAL MARKETING



### Software/ Application Development



### Web Design & Digital Marketing

- **Web-Design** including simple, complex and e-commerce websites
- **Proficient in Various Development tools**, specifically Visual basic, Visual Studio, Android Studio, XCode
- **Software development on native and multiplatform programming languages** including javascript, typescript, Java, dart, swift, HTML, PHP, SQL as well as platforms such as Ionic, Flutter, Cordova, Angular, R-studio, etc.
- **Computer Software and Hardware Supplies and installation**, inclusive of Full Office System Mobilisation
- **Cloud Computing**
- **Database Administration**
- **Network Systems and Information and Communication Technology (ICT)**
- **Additional specialisation in Vmware configuration and maintenance**
- **Digital Marketing and Brand Creation with Certification in AI, Machine learning and Data Science**
- **With one of the widest range of expertise in multiple fields, programming languages and platforms we specialise in creating a product to suit your timeline, budget and needs.**





# MEET OUR IT DIGITAL TEAM



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## PROJECTS



NAMIBIA  
FACILITY  
MANAGEMENT



  **CLICKSURE**  
  **Namibia**

→ **Innovative App for Insurance Work**





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Welcome To

# NFM- NAMIBIA FACILITY MANAGEMENT

[CONTACT US](#)





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