

Smart News

Keeping you connected

Welcome to Smart News, Ganymede Energy's quarterly newsletter

Hello all,

Welcome to our winter energy newsletter, I hope this message finds you and your families safe and well.

2023 was a very successful for us in our energy division with significant growth across our Eon and OVO contracts.

The year also included a new working partnership with Cadent Gas, supporting them during their winter contingency programme, which has proven to be a huge success.

2023 was a roller coaster of a year with some amazing highs, which frustratingly brought some real lows due to unexpected news that broke from OVO, resulting in an unexpected reduction in their headcount in the latter part of the year due to unforeseen forecasting errors.

We were successful in moving many of our employees from our OVO contract over to Eon and I hope those who were involved in the change of supplier have all settled in well.

We are welcoming 2024 with some exciting times ahead, as we look to expand our workforce and client base further.

I would like to take this opportunity to welcome all our new employees who have started within the business, working both operationally and office-based, supporting our Energy contracts.

I would also like to thank everyone for their hard work, commitment & support so far, and I would like to say that without you, the business would not be where it is today.



Keep up the great work and I look forward to updating you further throughout the year of the growth and new beginnings we are anticipating throughout 2024.

Joe Prestedge
Head of Energy



General Updates

Welcome to Satnam Rai and Ben Dowling

Satnam Rai

Satnam brings 15 years of experience in the renewable energy and oil/gas sectors. His expertise spans all aspects of technical engineering on and off-site, and he has a comprehensive understanding of the industry. Satnam has a proven ability to attract and secure top talent for engineering positions in the energy industry.

Satnam's main specialism is the recruitment of technical engineering professionals focused on rotating equipment, with an Electrical or Mechanical bias, Controls and Instrumentation, Project Management, and Safety and Quality. Over the years, he has demonstrated an ability to identify and attract high-calibre candidates for energy industry positions. He possesses expertise in assessing candidate qualifications, skills, and cultural fit, coupled with strong communication and negotiation skills, ensuring successful candidate placements.



Satnam Rai - Client Relationship Manager

Ben Dowling

Having graduated with a degree in Marketing and Sustainability in 2018, Ben has since developed his career in roles within the green energy space. He has held marketing and sales positions at IMServ, eEnergy, and Grid Edge, providing him with a fast introduction to the world of energy-efficiency solutions and decarbonisation, predominantly in the B2B sector.

After achieving great success, he decided to prioritise work-life balance and transition from a remote working role to a local position, venturing into the foreign world of recruitment. During his time with Ganymede, he hopes to secure substantial work streams with exciting projects and clients.

He is really looking forward to getting stuck in!



Ben Dowling - Sales Consultant

Energy Updates

We successfully transitioned 41 of our affected OVO employees to positions with EON, and they have all completed their onboarding process, now settled into their new roles with Ganymede and EON.

Additionally, we've secured a new mobilisation contract with Cadent to support their winter contingency efforts. Looking ahead, we aim to expand this collaboration to provide daily resource support to Cadent throughout 2024 and beyond.

Furthermore, we've initiated a smaller-scale recruitment drive for OVO to address internal attrition gaps.

Welcome to new starters



New starters since
April 2023

79



Your Gas Network

New starters since
September 2023

11



General Updates



Training Centre

As you are all aware, our operations team has been working hard on our Ganymede in-house training centre. I am happy to announce that we have finished this project, and the training centre is now fully operational.

I would like to say a big thanks to my team who worked relentlessly throughout this project. It is fantastic to see that we are at a stage where the hard work is about to start paying off!

We are now switching our focus to finalising our E-learning modules and upskill courses. Over the coming months, you will be able to gain access to our online training platform where you can view and enrol in a variety of different skill sets.

Training centre overview

The training centre is fully equipped with 8 training bays designed to develop our workforce in a multitude of applications, including 3-phase, EV, 18th edition upskill, Solar PV, and battery storage.



General Updates

We also have a self-contained smart home fully equipped with its own solar PV and EV systems, along with multiple simulated work areas that you would expect to find in real-life situations. This is a great addition to our training centre and will also allow us to develop our workforce in role-play scenarios.

We have 3 isolated assessment rooms designed to accommodate the above. Additionally, we have a large theory room equipped with presentation equipment.



Billy Earley
Operations Manager



Delivering Excellence



In this section, we will be nominating Engineers who deliver excellence every day and winners will be chosen on a quarterly basis.

Our nominees are:

CARLOS DUARTE - OVO

"Carlos joined my team in September 2022 and has since become an integral part of the OVO Berkshire team, known for his professional and approachable nature. His support and willingness to help others have been highlighted by his OVO manager on numerous occasions. Carlos consistently ranks at the top of customer satisfaction surveys received by OVO, making him an amazing individual and team player.

However, more importantly, Carlos was the first engineer across the whole of OVO's UK business to achieve 1,000 meter installs in 2023 - a truly fantastic achievement!"

- Anthony Howell, Area Manager

STEPHEN CAMPBELL (OVO) (NORTH)

"I would like to nominate Stephen Campbell. Stephen has been with Ganymede for almost 18 months now. In that time, he has achieved the best completion rate for Ganymede on the OVO contract. Additionally, Stephen has maintained a 100% attendance record. During audits of Stephen, I was massively impressed with his customer interaction; he possesses fantastic people skills and always goes the extra mile. He is highly regarded by OVO management and his fellow employees, making him a huge asset to our team."

- Ryan McMonagle, Area Manager

PAUL SMART (EON) (CENTRAL)

"Paul began working with Ganymede in May 2022, based in the Lancashire Region.

Paul has consistently performed at a high level as an engineer, consistently delivering quality work while maintaining an impressive completion rate. I have received numerous comments and emails praising Paul's work ethic from his Eon Team Manager, Paul Skett. Additionally, Paul has excelled in recent procedural and behavioural audits, which further reinforces the Ganymede brand to our Eon Client as a reliable third-party contractor."

- Gary King, Area Manager

SAM RIXON (EON) (SOUTH)

"I would like to nominate Sam Rixon for his work ethic and overall performance from the day he started. He was taken in as out of area and even with the extra commute, he started strong, being one of the top performers in my team consistently.

He has since moved patch which is within his home post code and has continued to be a star performer, his Eon FTL always has a good word to say, and it has been a pleasure to have him on my team".

- Ian Shields, Area Manager

Our winners are...

Carlos Duarte - OVO
Stephen Campbell - OVO, North
Paul Smart - EON, Central
Sam Rixon - EON, South

A massive congratulations to all of the nominees and winners, we thank you for all your continued hard work and dedication.

Spotlight on Excellence and Safety

Long Service Anniversary

A big congratulations to **Leon Dunlea** for completing 4 years in August and **John Payne** for reaching his 4-year anniversary in October with Ganymede Energy! We'd like to seize this moment to express our gratitude to both for their ongoing dedication to the business and the customers they interact with daily.

If you come across them, please join us in extending congratulations for their significant milestone!



An important message from our Head of HSEQ

Driving in winter is always going to be more challenging than throughout the rest of the year, we will always experience longer hours of darkness, poorer visibility, and uncertain road conditions. As such, we should all try to reduce the risk we pose to our passengers and other road users. There are lots of things we can do to reduce the risk, very simple things like the early use of indicators when manoeuvring, keeping lights and windows clean can make a massive difference to your ability to see and be seen. However, the single biggest thing any of us can do to keep other road users safe is to slow down.

Van drivers have to be even more cautious due to the increased risk their vehicles present and must be even more aware of the different speed limits they have to governed by. All of the vans provided by Ganymede solutions, from the small 2 seat vans to the big Mercedes Sprinters, are classed as Goods Vehicles (not more than 7.5 tonnes) and are governed by the following speed limits.



Gary Lobue
Head of HSEQ

Welcome to the Safety and Compliance section of the Ganymede Energy newsletter

Recent safety incident that occurred.

What happened:

A recent incident of a gas leak, which was left on a customer's installation, was investigated by the client, highlighting a very concerning situation. The photo capture data on the uploaded job card photos revealed that the full tightness test was not conducted correctly by the engineer, failing to follow the required let-by, stabilisation, and tightness test timing parameters.

This was identified using the following investigation method:

Examination of the uploaded photo data, which shows the exact time a photo was taken and the location it was taken at. By matching this information and cross-referencing it with the correct testing procedure timing parameters, it was easily identified that the test had not been conducted correctly by the engineer.

Properly conducted tightness testing photo capture results data will show a one-minute time gap between the first let-by test photo and the second stabilisation test photo, followed by a two-minute time gap before the third and last photo of a completed full tightness test is taken.

We cannot stress enough the importance of conducting all the required safety tests and checks correctly on all the jobs you carry out. Anyone found wilfully avoiding conducting and recording their safety tests and checks correctly will potentially face disciplinary action.

You are all very capable and competent engineers, and we do not want to see a rise in these types of incidences. Remember that all our clients' customers rely on the meter engineer conducting their job to ensure it is worked on safely and left in a safe condition.

Many thanks for your time and attention.



Thoumas Yianni
Smart Metering Compliance Manager

Your Key Contacts

Our Operations Team has had some changes in their structure to better manage and support our engineers across the UK. This will allow us to continue to build on our operational structure in order to follow the predicted growth of the business:

Billy Earley

Operations Manager

billy.earley@ganymedesolutions.co.uk
07824 695 476**Thoumas Yianni**

Smart Metering Compliance Manager

thoumas.yianni@ganymedesolutions.co.uk
07894 231 957**Shane Mackenzie**

Quality Control Specialist

shane.mackenzie@ganymedesolutions.co.uk
07766 505 704**Lee Bailey**

Quality Control Specialist

lee.bailey@ganymedesolutions.co.uk
07950 383 808**Anthony Howell**

Area Manager

anthony.howell@ganymedesolutions.co.uk
07899 952 835**Ian Shields**

Area Manager

ian.shields@ganymedesolutions.co.uk
07701 326 332**Gary King**

Area Manager

gary.king@ganymedesolutions.co.uk
07801 662 376**Ryan McMonagle**

Area Manager

ryan.mcmonagle@ganymedesolutions.co.uk
07814 890 287

Ganymede Employee Referral Scheme

If you know of an engineer that is Dual Fuel Qualified and potentially looking work, please email us back their name and number and we will give them a call to run through the opportunities we have.

If your referral is successfully offered a position with us and starts work, we will pay you £150 as a reward in vouchers (usually an Amazon Voucher) after they have completed 12 weeks work with us.

If you refer multiple engineers, you will receive a reward for each individual referral.

Please see all of our latest vacancies by following the link below:

www.ganymedesolutions.co.uk/energy-jobs

Care first

As part of working for Ganymede you are entitled to our health and wellbeing benefits package.

The health and wellbeing of all our employees is extremely important to us, and this new programme will provide all our employees with access to advice and support on health issues, work issues, and other issues that you may have in your home life.

Get access to the help you need 24/7 with Care first by calling on 0800 174 319, please reference RTC Group when calling or access help online on carefirst-lifestyle.co.uk using the username RTC002 and password Wellbeing456.

Meet your HSEQ Team



HSEQ

Email: H&S@ganymedesolutions.co.uk | Phone: 0333 011 2048

Gary Lobue - Head of HSEQ

Oversees the HSEQ management of Ganymede's internal and external requirements including the safety, health and wellbeing of our internal staff and external workforce.

Suzanne Thorpe – Safety, Health and Wellbeing Support

Oversees and project manages our safety, health and wellbeing initiatives and also co-ordinates our environmental sustainability requirements

Chris Paddock – Safety and Competence Manager

Oversees the competence of our safety critical workforce, analyses our health & safety performance including close calls and carries out site safety visits to engage with the workforce

Have your say!

If you want to give us any feedback on the Smart News newsletter, scan the QR code on the right or click [here](#). All feedback is recorded anonymously and reviewed regularly by our Energy and Marketing teams.

