

Smart News

Keeping you connected

Welcome to Smart News, Ganymede Energy's quarterly newsletter

Hello all,

I hope this message finds you and your families all safe and well.

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 Eon & OVO Energy contracts.

The past year has presented us with various challenges, but it has also been a period of significant growth for our company. We have experienced remarkable progress across both our contracts, and this momentum shows no signs of slowing down.

The coming months will no doubt bring new challenges as we look to integrate new members into our team. However, this is a challenge we welcome and I know that you will all support and assist our new colleagues when required.

I would also like to take this opportunity to thank everyone for their hard work, commitment and support so far.

Without you the business would not be where it is today, as we continue to grow from strength to strength and continue our expansion across smart homes and decarbonisation.

The future is very exciting, as we are only at the start of this journey. I look forward to sharing all new business updates and opportunities with you all.



I hope you enjoy reading and find the content of our quarterly newsletter valuable.

Joe Prestedge
Head of Energy



General Updates

A special thank you

A special mention for our OVO engineer Scott Nicholson (Scotland) who may have actually just saved a customer's life with his quick and reactive thinking.

He was vigilant in reading his job notes before contacting the customer and noticed they were elderly and had vulnerabilities with their health conditions noted. Once contacting the customer, he noticed the customer seemed out of breath and stressed.

Quickly he asked if they needed help and contacted an ambulance. The customer's property was hard to find as a named address but Scott contacted his OVO manager for support and attended until the ambulance arrived.

Well done Scott!

Welcome to new starters



New starters since
January 2023

82



New starters since
January 2023

22

Training Centre

Ganymede Energy are creating a new training centre in our Milton Keynes office.

We will be providing Gas and Electricity qualifications for Engineers along with upskilling our current workforce. We are pleased to share that everything is coming along nicely and we are happy with the progress thus far!

Please see below the latest images of our new training centre and how it has been developed over the last few months. Please note that the training centre is in the final stages of construction and we look forward to sharing further updates with you in the future.



General Updates

EV and 3-phase metering upskill update

As you may be aware, we are currently working on an internal upskill course for our workforce. Our Engineers will have the opportunity to learn brand-new skillsets and obtain an EV qualification and/or a 3-phase metering qualification. That will provide them with the opportunity to work on any EV available projects or 3-phase metering projects within their current remit.

We are working on a remote learning basis through our e-learning platform. The programme will give the engineers the opportunity to learn from home, in their own time, at no extra cost to them.

For EV the e-learning course will consist of 3-4 modules, designed around domestic installations, testing and inspecting, building regulations and electric vehicle training. On completion of these modules, the engineers will then be invited to our training centre, where they will carry out any practical sections in order to obtain their certificate.

For 3-phase metering, the course is still being designed. Further information will follow.

RTC Group Awards

On Friday 10th March, our team from Milton Keynes bravely took on the snow (yes you are reading right - snow in March) as they travelled up to the Derby Conference Centre, Ganymede's head office for our annual awards ceremony. This is where all of the RTC Group's employees from Scotland down to Kent come together to celebrate our achievements and growth over the past year, as well as a chance to connect with colleagues across our sister companies.

Thoumas Yianni (Coaching Manager) and Joe Prestedge (Head of Energy) both came home with their respective awards.

As nominated by his colleagues, Thoumas won the 'People are our Passion Award'. This award is given to an individual who consistently embodies the Ganymede values, well done Thoumas!

We are also delighted to share that Joe won the Bryn Clarke Cup. This Cup gets awarded to one individual who delivers exceptional levels of service. This is incredibly well-deserved, as Joe and the team have grown our Energy division over the years to become one of Ganymede's most successful teams.

We'd like to thank all our employees for their consistent hard work over the past 12 months, and we sincerely look forward to watching the business continue to grow into the future.



(Pictured left to right) Joe Prestedge, Thoumas Yianni and Paul Crompton



(Pictured left to right) Joe Prestedge, Bill Douie and Paul Crompton

Delivering Excellence

In this section, we will be nominating Engineers who deliver excellence every day and 3 winners will be chosen on a quarterly basis.

Our nominees are:

STEVEN TURNER (EON) (SOUTH)

"I would like to nominate Steven for the award. His Eon Field Team Leader Alfie O'Neil was extremely happy and when I told him that I was thinking about nominating him. He stated: "I wish I had more Engineers like Steven. He gets his head down and cracks on.". Steven is siting second in total completed jobs over our whole contract. He is also mentoring Eon direct and Ganymede new starters/trainees. He has been mentioned by Eon management for doing an exemplary job mentoring. His completion rate is an impressive 85%."

- Ian Shields, Field Team Manager (South)

CHLOE DUNNE (OVO) (SOUTH)

"Chloe joined my team in September last year and has been an integral part of the OVO Sussex team. With completion/performance rates of 70% plus, she has already been chosen as a mentor for all new starters and apprentices. She is really highly thought of by her colleagues and higher management in OVO and Ganymede. She is often the first person "on the list" as a "go to" Engineer. Finally, Chloe is very approachable and knowledgeable."

- Anthony Howell, Field Team Manager (South)

ANDREW GARTON (EON) (NORTH)

"Andrew is new to the business and has smashed performance during his first quarter with Ganymede, with a 78% average completion rate on installs, zero sickness and a 100% compliance record. Andrew was also recommended by Russell Kershaw, a well-established Engineer from our OVO contract."

- Lee Yates, Field Team Manager (North)

DANIEL HALL (OVO) (CENTRAL)

"I would like to nominate Daniel Hall. Dan has consistently been one of my top performers, constantly ringing the office to see if there is any more work to pick up, always striving to do more. Dan has been working away to help with OVO's mobilisation in different areas, he is a very hard-working individual and a great asset to our company. His completion rate has been consistently above 71%."

- Ben Corcoran, Field Team Manager (Central)



Our winners are...

Steven Turner - EON, South
Andrew Garton - EON, North
Daniel Hall - OVO, Central

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

Delivering Excellence

Spotlight on our team

Chloe Dunne, Smart Meter Operative on the OVO contract

"I have worked for Ganymede since September 2022, installing Gas and Electric meters in domestic properties. I have deputised for my line manager and am currently mentoring a number of apprentices and new starters.

I am based in Sussex and Surrey for the majority of my role.

I love the customer interaction, plus the independence of my role as every job is different. I feel that good communication is essential to ensure good customer relations, especially on the doorstep. It is important that we are all on the same wavelength as some customers may have concerns that are not easy to identify, such as a hearing/sight impairment or a language barrier. The customer experience needs to be as smooth as possible.

If I could choose anywhere in the world to work, India would be my choice. The electrical wiring on some of the installations is not as neat and tidy as I would like it to be!"



Chloe Dunne, Smart Meter Operative

Long Service Anniversary

A massive congratulations to **Aarron Dyer** from Dundee who has recently passed his 5 years service anniversary with Ganymede Energy! We want to take this opportunity to thank Aarron for his continued dedication to the business as well as the customers he meets on a day-to-day basis.

If you see Aarron, please join us in congratulating him on this milestone!

People are our Passion

'People are our Passion' is one of our core values, so at the start of this year our Energy team listened to our employees and designed a new, upgraded racking system to go into all our new vehicles.

As always, we welcome any feedback from you on what we can do to support you in your day to day work. If you have any feedback or suggestions, please get in touch on energy@ganymedesolutions.co.uk



Spotlight on Safety

An important message from our Head of HSEQ

My story

Last year I lost a close family member unexpectedly, that was a shock to all our family and friends. On a personal note, I did find it difficult to grieve and accept, which played on my mind, as I couldn't understand why I was struggling with my emotions. I did open up to a friend/colleague who didn't know my family but sat with me and listened to me and my story of how I was struggling. This person listened and didn't try giving advice, but conversed ensuring a two-way conversation developed. I immediately felt a release of the emotion and grief that was bottled up inside of me and although still upset, I was able to accept the tragic loss within our family. I am sharing my personal story to encourage everyone not to hold back and talk with someone in a time of need.

It's good to talk! It's equally good to listen

My message to all is, do not be afraid to talk with someone if you are struggling or having a bad time. Depending on your circumstances, talk to a friend, to a family member or colleague and share the issue if you feel comfortable. Also be that person who listens, make the time and have patience to listen to your friends, family, and colleagues if they approach you and want to talk. Generate the conversation, remember you are not there to give advice, but you may be able to share experiences and signpost them in the right direction, which could be to the Ganymede Mental Health First Aiders at your office.



Gary Lobue
Head of HSEQ

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

At Ganymede Energy, safety and compliance are our top priorities. We understand the importance of ensuring that our smart meter installers are equipped with the knowledge and the tools necessary to work safely and efficiently and our Compliance Team enforce our robust onboarding processes to ensure that every single one of our workforce are fully compliant and have all the information they need to be able to carry out their role to the highest of standards.

Ganymede Smart meter installers work in a high-risk industry where safety is of the utmost importance. The work they do, involves working on potentially dangerous equipment, and a small mistake can have serious consequences to themselves and our clients' customers. It is imperative that all smart meter installers follow the companies' and the clients' meter exchange and installation safe working procedures, to ensure that the work is carried out safely and officially. These safe working procedures have been designed to minimise the risk of accidents and injuries and should be followed at all times. We want all our employees to return home safely at the end of each working day, so let's work together to ensure that we continue to prioritise safety in everything we do.

Our aim here will be to provide you with valuable information to help you stay up to date on the latest safety and compliance regulations and client requirements as well as best practices for working safely in the field. We hope you find this section informative and useful moving forward.

The operations team at Ganymede Energy would like to thank you all for your hard work and the commitment to the safety and compliance you apply to your everyday working practices. If you have any feedback or suggestions for future topics, please do not hesitate to reach out to the operations team at Ganymede.



Thoumas Yianni
Coaching Manager / Safety & Compliance

Mental Health benefits of Summer

The sunny weather is finally here and thanks to the sun's comforting rays, most of us start to feel much more positive and energised. Symptoms of Vitamin D deficiency include aching bones, brain fog and dark moods, being able to be outside for longer means we should get an extra dose of vitamin D. Spring gives us more time to get outside for walks and to spend more time doing activities and socialising with family and friends. Flowers and plants start to blossom and we can spend time outside, if you have a garden undertaking activities such as weeding can decrease blood pressure, increase brain activity and produce a sense of wellbeing.



Changing seasons don't always bring the relief we hope for – if this applies to you, we have mental health first aiders available to support you, or the Samaritans are available 24/7 on 116 123.

Your Key Contacts

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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



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.

As well as telephone support being available 24/7, you will be able to download the app for your phone, use their website, and you will have access to trained consultants.

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.

