

Happy Energy Solutions Ltd. is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and our responsibility to the communities within which we operate or may affect.

Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

Our people

Happy Energy Solutions Ltd. is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Happy Energy Solutions Ltd. is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Empowerment through training and communication;
3. Individual growth and equal opportunity;
4. Prevention of accidents and incidents;
5. Designing and providing a safe and secure work environment.

Our customers

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Our community and environment

Happy Energy Solutions Ltd. is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities and as such, our environmental commitments include:

1. Protection of the environment;
2. Conformity to compliance obligations;
3. Continual improvement;
4. Prevention of pollution and sustainable use of resources;
5. Climate change mitigation and adaptation;
6. Protection of biodiversity and ecosystems;
7. Other specific commitment(s) relevant to our context.

Our well being

Happy Energy Solutions Ltd. is committed to satisfying all legal and other requirements and to applying the hierarchy of controls to OH&S risks. We proactively comply with all applicable occupational health and safety, legal and regulatory requirements to which we subscribe in order to:

1. Prevent accidents and work-related ill health by managing health and safety risks in the workplace;

2. Provide clear instructions and information, and adequate training, to ensure employee competence;
3. Engage and consult with employees on day-to-day health and safety conditions;
4. Implement emergency procedures in case of fire or other significant incidents;
5. Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances.

Our quality

Happy Energy Solutions Ltd. is committed to achieving competitive excellence, continual improvement and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our IMS;
4. Extending our IMS practices throughout our Supply Chain;
5. Setting documented Objectives, Key Performance Indicators and Service Level Agreements;
6. Undertaking Management Reviews of Objectives, Key Performance Indicators and Service Level Agreements;
7. Undertaking internal audits as a means of monitoring and measuring the processes and the effectiveness of the IMS.

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world class business.

Our responsibility

Name	Title	Responsible Area	E H Q
Adrian Wright	CEO	Overall	E H Q
Lauretta Wright	COO	Operations	E H Q
Sharon Wright	Director of Compliance	Compliance	E H Q
Nicki Plummer	Retrofit Advisor Manager	Energy Efficiency Advice	H Q
Beverley Chick	Compliance Manager	Customer and Property Funding Compliance	Q
Elijah Trevena	Retrofit Standards Compliance Manager	Project Standards Compliance	E H Q
Gary Dunstan	Retrofit Design Manager	Retrofit Design	E H Q
Daniel Cotter	Retrofit Installation and Assessment Manager / Health and Safety	Retrofit Assessment and Installation	E H Q
Antony Somerville	Supply Chain and Customer Service	Suppliers, Products, Sub-contractors and post installation services	E H Q

Name	Title	Responsible Area	E H Q
	Manager / Health and Safety		
Alun Johnson-Mitchell	Retrofit Coordinator Controller	Coordination of works	E H Q
Joshua Brown-Martin	IT and Facilities Manager	IT and Facilities	E H Q
Karla Robertson	Retrofit Solar Manager	Solar PV	E H Q
Jack Whitehouse	Retrofit Insulation Manager	Insulation	E H Q
Louise Johnson	Chief Administration Officer	Legal	E H Q
Fiona Bain	Chief Project Officer	Project Management	E H Q