seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW
20–21 March 2024

Pathway to becoming an **OSS**

Rialtas na hÉireann
Government of Ireland

Agenda

- Overview of the Registration Process – David Power, SEAI
- Registration from the OSS perspective and First Year Reflections
  - **John B O'Halloran**, Project Manager, Energywise
  - **Rory Clarke**, General Manager, House 2 Home
  - **Paul O'Sullivan**, QHSE Manager, Kingdom Installation
- Q&A

Overview of Registration Process

Agenda

- One Stop Shop Description
- Stage 1 - Eligibility Criteria
- Stage 2 - Strategic Plan
- Tips for a Successful Application
- Q&A

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW

What is a One Stop Shop?

- Complete home energy upgrade solution for homeowners and landlords
- Multiple energy measure package to achieve B2 min. and 100kWh/m^2/yr uplift
- Wider range of grants up to 50% of costs
- Homeowner pays for works net of eligible grant
- OSS manages upgrade from start to finish, including:
  - Home Energy Assessment
  - Grant application
  - Project management
  - Design retrofit solution
  - Contractor works
  - Follow up BER
- Eligible for homes built and occupied before 2011
- Choose from 20 registered One Stop Shops

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW

Wider range of grants

	Fully Funded Energy Upgrade	One Stop Shop Service	Individual Energy Upgrade
Home energy assessment	✓	✓	
Project management		✓	
Wall and roof insulation	✓	✓	✓
Floor insulation		✓	
Windows	✓	✓	
Heating controls	✓	✓	✓
Heat pump	✓	✓	✓
Solar water heating		✓	✓
Solar electricity		✓	✓
Ventilation	✓	✓	
BER assessment	✓	✓	✓

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW

OSS Contractor Considerations

- Long-term **policy certainty** at EU & National levels (Climate Action Plan, NDP, EU Renovation Wave)
- Long term **financial certainty**, multi annual grants, clarity to 2030
- National enterprise with nationwide impact – not limited to larger towns and cities, **positive for rural economy**
- Considerable interest from wider construction sector, retrofitting is a **stable long-term opportunity**
- SEAI has linked with ETBs and are working with contractors to **develop the labour supply chain**

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW

Stage 1 – Eligibility Criteria

- Finance and Governance (Turnover, Tax Compliance, Insurance, Warranties, Standing)
- Resources (Competency and Capacity)
- Quality Assurance (QMS, Customer Charter, GDPR)
- Systems (Secure infrastructure, sufficient processes)
- Health and Safety (Statement, Roles and Responsibilities, Procedures)
- Environmental Management (Policy, Green Procurement, Waste Management)

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW

Stage 2 – Strategic Plan

1. Vision and Mission for the Organisation
2. SWOT Analysis and Ongoing Risk Management Approach
3. Long-Term Goals and Capacity and Growth Plan
4. Approach to Service Delivery and Project Management
5. Approach to QMS including Technical Quality
6. Resources
7. Data Security, Storage and Disaster Recovery

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW

Tips for a Successful Application

Start with ***'One Stop Shop Operational and Quality Requirements Guide'***

Employ right skills from the start

Applied approach specific to your business, not academic theory

Realistic targets (ambitious but achievable – pipeline development)

Conversion rates from Leads to Quotes to Contracts

Lead generation (marketing and website)

Lead management (resources and CRM)

End-to-end service delivery process diagram (supplement with light text)

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW

Tips for a Successful Application

Assess your cashflow (eg, average €25K grant per project x10)

Risk register (identify raw risk score and residual risk score after actions)

Quality Manager (high level system) vs Technical Manager (quality control)

Standard Operating Procedures (eg, how will you identify, assess, onboard/train good quality sub-contractors?)

GDPR (how will you record and securely store personal data, obtain relevant consents, and only retain for an appropriate period?)

CAPA log (how do you capture, track, escalate, resolve issues/complaints, and continuously improve?)

Application should be in the name of the prospective OSS

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
ENERGY SHOW
20–21 March 2024

Pathway to becoming a OSS

Rialtas na hÉireann
Government of Ireland

Questions?

onestopshop@seai.ie

energywise Ireland

Celebrating 15 Years In Business

John B O'Halloran
Programme Manager - One Stop Shop

Certified
ISO 14001:2015
Environmental Management

Certified
ISO 9001:2015
Quality Management

Certified
ISO 45001:2018
Health & Safety Management

One Stop Shop Service

A complete home energy upgrade solution for homeowners

seai SUSTAINABLE ENERGY AUTHORITY IRELAND
REGISTERED One Stop Shop

Rialtas na hÉireann Government of Ireland

Practice what we preach

NET ZERO BUILDING

- 70kWp System
- 100kWh Battery Storage
- Electric Fleet
- 80kW DC Charger

energywise Ireland

Celebrating 15 Years In Business

Concept to Completion

At Energywise Ireland, we take your project from concept to completion, we look after the design, supply, install & commissioning of your system.

energywise Ireland

Customer Call to enquire about service Information

Information gathering (Customer needs and requirements recorded on CRM)

Schedule Technical Assessment

Customer Enquiries

Stage 1

Analysis of Technical Assessment and site visit

Preparation of budget quotation

Final quotation sent to customer for approval

Assessment & Quotation

Stage 2

If **yes**, proceed to step 3

If **No**, customer may be contacted in future through marketing campaigns

Customer Accepts the quotation

Contract signing and payment terms agreement

Confirmation of project timeline and key milestones

Acceptance & Contracts

Stage 3

Design and planning of retrofit works

Preparation of detailed project plan and schedule

Confirmation of subcontractors dates

Approval by Customer

Finalization of project design and plans

Design & Planning

Stage 4

Procurement of materials & Equipment

Commencement of retrofit works

Regular progress updates to customer

Quality control and inspection

Rectification of any defects or issues

Implementation & Execution

Stage 5

Handover of retrofit works and final documentation for grant purposes

Demonstration of installed systems and equipment

After care and maintenance support

Customer training and education

Warranty and guarantee agreement

Ongoing customer support and maintenance services

Handover & Aftercare

Stage 6

energywise Ireland

Quality Management System

Celebrating 15 Years In Business

Leadership Overview, Gap Assessment and Project Planning

- Assist in Planning / Design of internal Quality Management System
- Perform Gap Assessments of current QMS
- Prepare QMS Deployment Plan

Documentation & Implementation Training and Support

- Facilitate creation of a QMS
- Provide Documentation & Implementation training based on any standards, Customer specific and internal requirements

Internal Auditor Training and Support

- Develop QMS Internal Audit Plan
- Provide Internal Assessor Training based on any standards, Customer specific and internal requirements

energywise Ireland

SEAI One Stop Shop

Celebrating 15 Years In Business

Energywise Ireland Career Opportunities

- Sales Staff
- Design Engineers
- Project Managers
- Ventilation Engineers
- Heat Pump Engineers
- Electricians
- Plumbers
- Solar PV Installers
- Admin Support
- Technical Support
- Warehouse Staff
- Delivery Drivers
- Window Fitters
- Door Fitters
- Insulation Installers
- Production Staff
- Software Engineers
- Marketing Staff
- Accounts Staff

Increase in Demand for Workers

- With the amount of work available in the retrofit market, it is clear to me and anyone operating in this sector that there is enough work for people to spend their whole career in the retrofit sector.

- The Irish retrofit market presents a significant opportunity for workers to upskill and advance their careers in a rapidly evolving sector.

- Upskilling in the retrofit market not only offers immediate job opportunities but also long-term career advancement and security as the industry continues to grow in response to global and national sustainability targets.

Celebrating
15 Years
In Business
energywise
Ireland
Thank You

House 2Home

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND
REGISTERED One Stop Shop

Rialtas na hÉireann
Government of Ireland

Grants offered are provided by the Government of Ireland through the Sustainable Energy Authority of Ireland (SEAI).

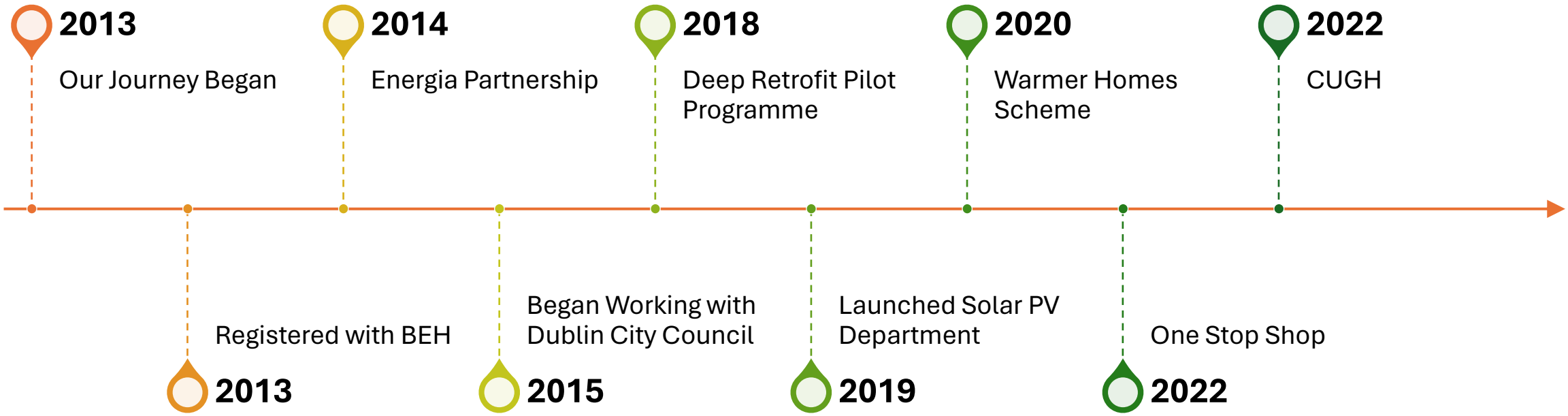
About Us

House 2Home

Building Contractor & Energy Contractor	Grant Access Scheme	Contractor (Company)	Contractor & Energy Partner
OSS	OSS	Solar PV	BEH

Our Journey

House 2Home



Our One Stop Shop Journey

House 2Home

Early 2022 received invitation to submit application to register

- Evaluate Guidelines
- Examine Our Processes

Passed Stage 1 and Invited to Submit Strategic Plan

- Developed Working Group
- Consulted with SEAI Along The Way

Submitted Strategic Plan and Received Onboarding Training

- Adapted Our Procedures
- Introduced New Procedures

OSS Registration Process

Step One

Pre-Qualification and outline of OSS requirements

- Note Resource Chart and Segregation of Duties
- Clear Chart with all departments listed essential
- N.B. Quality Assurance – ISO9001
- CRM & Field Management Software – Involve software companies credentials

OSS Registration Process

- Step 2 Strategic Plan
- **Vision & Mission** – realistic and relative to Long Term Goals
- **SWOT** – Analyze your company's position within the industry, market and economy.
- **Risk Management** – How do you deal with risk? Risk Management Policy outlining governance, categories, reporting and appetite
- **Long Term Goals, Capacity & Growth Plan** – SMART plan, Milestones. Analyze your resources and see how they can scale in line with projections.

OSS Registration Process

Step 2 Strategic Plan

- Service Delivery & Project Management – Critical Path and QMS, customer journey (end to end), customer satisfaction monitoring, NPS or equiv.
- QMS & Technical Quality – ISO 9001 or equiv. Training & onboarding = educating teams. Mount Lucas
- Resources – Show how your team(s) is scalable. Understand the correlation between growth across the entire business
- Data Security, Storage & Disaster Recovery – Engage an IT expert and request their credentials

Benefits of becoming an OSS

Process Improvements

- Aligned our marketing with SEAI marketing
- Aligned our customer journey with SEAI OSS journey
- Aligned our QA Procedures with SEAI Quality Team's
- Attended all information sessions and workshops available to remain informed of scheme enhancements

Benefits of becoming an OSS

House 2Home

- Predictable Pipeline
- USP
- Credibility & Trust
- Level Playing Field
- Enhanced Customer Journey
- Increased Customer Satisfaction

Pathways to Becoming a One Stop Shop

Kingdom Installation Ltd.

Renewable Energy Solutions

QUALITY I.S. EN ISO 9001:2015 NSAI Certified

ENVIRONMENT I.S. EN ISO 14001:2015 NSAI Certified

HEALTH & SAFETY I.S. ISO 45001:2018 NSAI Certified

IQNET RECOGNIZED CERTIFICATION

Kingdom Installation Ltd.

Aulane

Abbeydorney

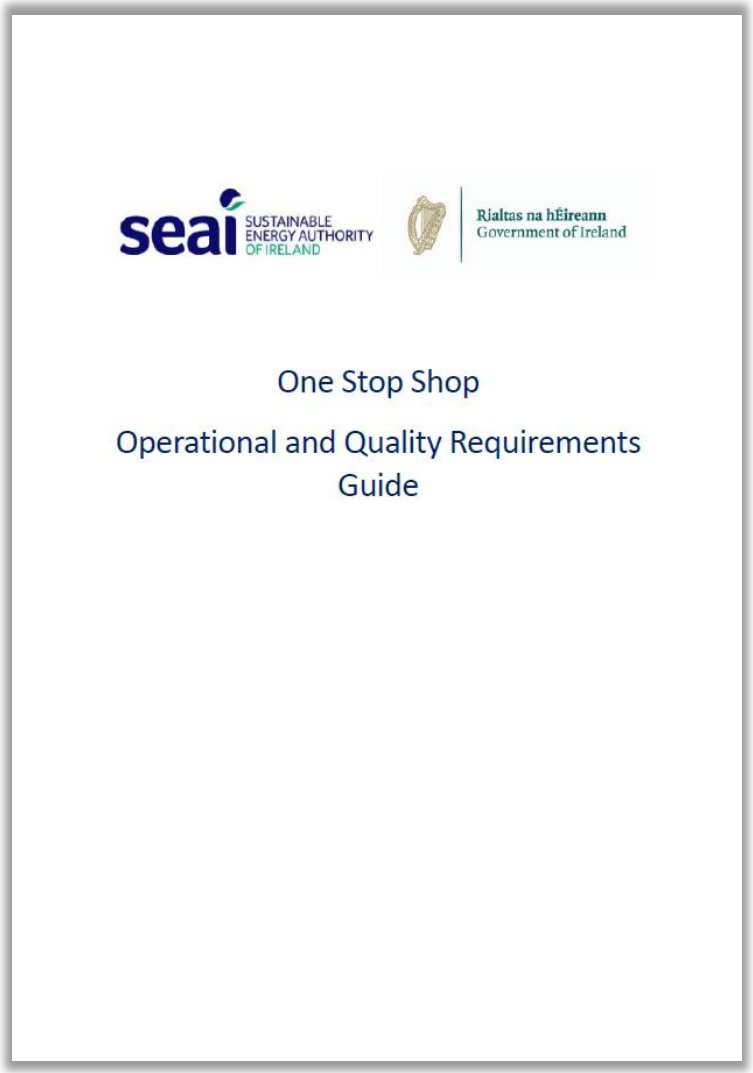
Co. Kerry

OSS@kingdominstallation.ie

066-7135991

Pathways to Becoming a One Stop Shop

One Stop Shop Operational and Quality Requirements Guide:



Introduction

Alignment to ISO Standards

Quality Management System

Operations and Quality Management

Kingdom Installation Ltd.
Renewable Energy Solutions

Pathways to Becoming a One Stop Shop

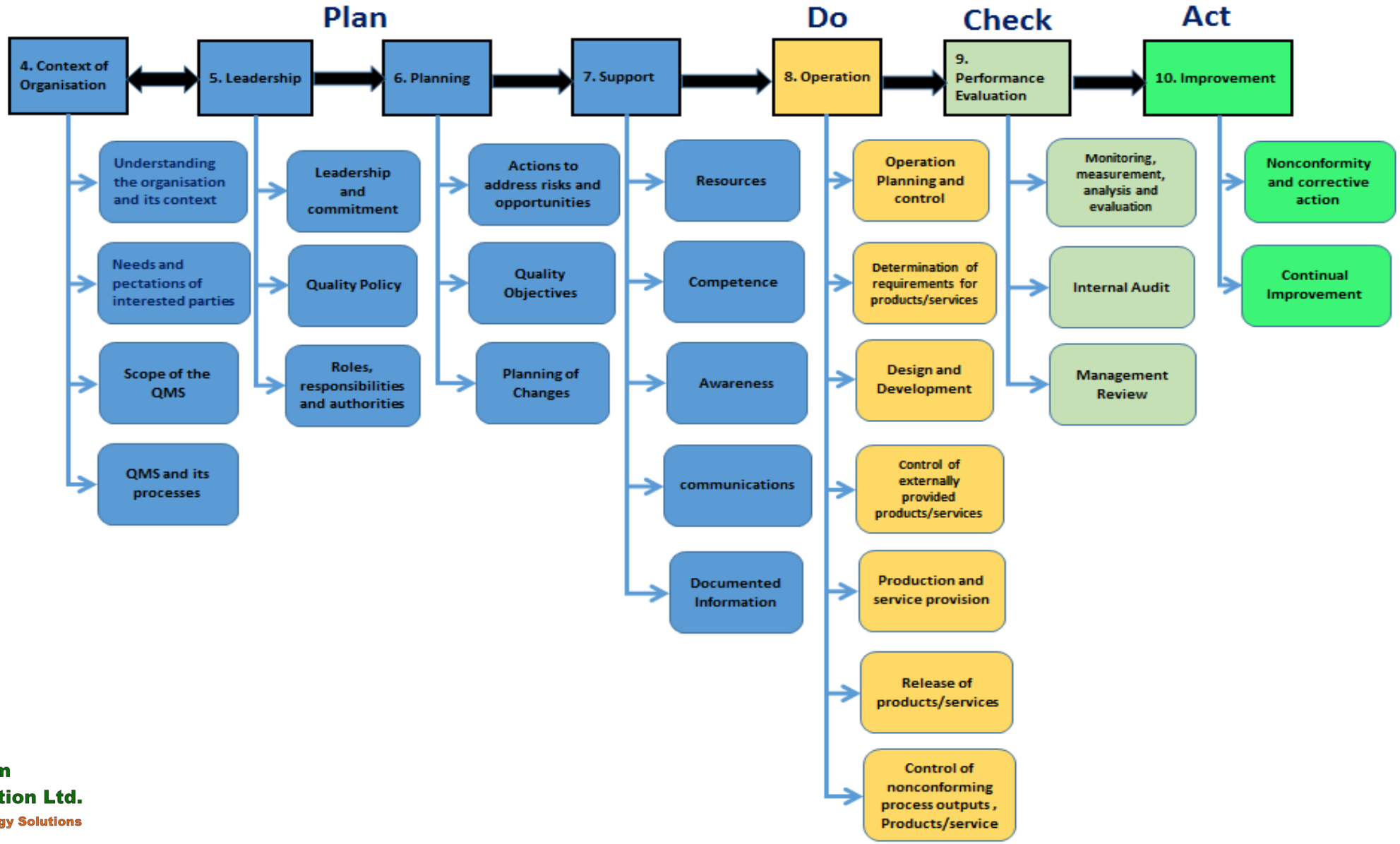
Introduction:

- When registering as an OSS the company demonstrates that they have a Quality Management System in place to manage their business.
- The OSS shall provide SEAI with their policies and procedures, these documents provide assurance the OSS can meet the required standards.
- The One Stop Shop shall operate a Quality Management System which ensures that the home energy upgrade works carried out meet the requirements and expected quality standards of the scheme.

Kingdom Installation Ltd.
Renewable Energy Solutions

Pathways to Becoming a One Stop Shop

Alignment to ISO Standards:



Kingdom Installation Ltd.
Renewable Energy Solutions

Pathways to Becoming a One Stop Shop

Quality Management System (QMS):

Kingdom Installation Ltd.
Renewable Energy Solutions

Pathways to Becoming a One Stop Shop

Operations and Quality Management:

SEAI approach to monitoring and support One Stop Shops is

- Ongoing desktop and onsite audits/inspections
- Quarterly Business Reviews
- Annual Audit
- OSS Development

Kingdom Installation Ltd.
Renewable Energy Solutions

Pathways to Becoming a One Stop Shop

Thank You!

Kingdom Installation Ltd.
Renewable Energy Solutions