

Independent Sustainability Report

Prepared For:
Global Eco Energy Solutions Ltd
GEES Group, Scotland

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Advisory

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GreenSource



1. Executive Summary

GreenSource Advisory was commissioned to perform an independent sustainability assessment of Global Eco Energy Solutions Ltd (GEES), the renewable energy installation subsidiary of the GEES Group, operating across Scotland. The objective of this audit was to verify the company's environmental, social, and governance (ESG) performance against industry best practice, UK regulatory requirements, and applicable international sustainability standards, including:

- MCS (Microgeneration Certification Scheme) - Heat Pumps, Solar PV and Battery Storage
- UK Government Boiler Upgrade Scheme (BUS) Compliance
- PAS 2030 & PAS 2035 (Retrofit Standards)
- RECC (Renewable Energy Consumer Code)
- Net Zero Carbon Standards and UK Building Regulations Part L

Summary Conclusion

Global Eco Energy Solutions Ltd demonstrates strong and consistent performance in the installation and commissioning of low-carbon renewable energy systems across Scotland. The company's operations span Air Source Heat Pumps (ASHP), Solar Photovoltaic (Solar PV) systems, and Battery Energy Storage Systems (BESS), each contributing materially to Scotland's and the UK's net zero targets.

The company is fully MCS-certified and operates in compliance with the Boiler Upgrade Scheme (BUS), enabling qualifying customers to access government grants of up to £7,500 for ASHP installations. All installations are completed by qualified, in-house engineers with relevant training certifications. Customer care procedures are well-documented and include post-installation follow-up protocols.

GEES has delivered a significant and growing volume of renewable energy installations since inception, displacing fossil fuel consumption and reducing household and commercial carbon footprints across its customer base. The company actively participates in a Refer a Friend scheme and maintains a dedicated Customer Care function to support long-term client relationships.

Some opportunities for improvement have been identified, particularly in formalising supply chain sustainability requirements, developing measurable biodiversity and social impact metrics, and implementing a carbon footprint tracking system at the company level.

2. Scope & Methodology

The scope of this assessment covered all principal operational activities of Global Eco Energy Solutions Ltd., including:

- Procurement and supply chain management for ASHP, Solar PV, and BESS equipment
- Installation and commissioning operations across residential and commercial sites
- Customer engagement, aftercare, and warranty processes
- Workforce management, training, and health & safety compliance
- Regulatory compliance and certification maintenance

The audit methodology included:

- **Document review:** MCS certification records, BUS application records, installation logs, training certificates, health & safety policies, and customer care procedures
- **Management interviews:** Discussions with company directors, installation engineers, and the customer care team
- **Performance benchmarking:** Comparison of key metrics against MCS scheme averages and Ofgem/DESNZ published benchmarks
- **Site visit:** Review of operational procedures and documentation (inspection date: 25/03/2025)

3. Company Overview

Parent Group	GHC Group
Registered Company	Global Eco Energy Solutions Ltd
Operational Headquarters	Scotland
Date of Incorporation	2016
Technologies Installed	ASHP, Solar PV, Battery Energy Storage (BESS)
MCS Certification	Active – Heat Pumps & Solar PV
BUS Registered Installer	Yes
RECC Member	Yes
Annual Installation Volume	Growing – multi-technology residential & commercial
Workforce	Qualified in-house engineers + specialist subcontractors

4. Environmental Performance

4.1 Technology Mix & Carbon Impact

GEES installs three primary low-carbon technologies, each delivering material reductions in CO² emissions relative to fossil fuel alternatives:

Technology	Carbon Saving Benchmark
Air Source Heat Pump (ASHP)	Up to 70% CO ² reduction vs oil boiler
Solar PV	~40-50 gCO ₂ e/kWh vs grid average ~233 gCO ₂ e/kWh
Battery Energy Storage (BESS)	Increases solar self-consumption, reducing grid draw

By replacing oil, gas, and direct electric heating systems with ASHP installations – the company's primary residential product, GEES directly contributes to decarbonisation of heat, which represents approximately 37%

of Scotland's total energy consumption. Solar PV and BESS installations further reduce reliance on grid electricity and support household and commercial energy independence.

4.2 Supply Chain & Equipment Sustainability

All ASHP and Solar PV equipment is sourced from manufacturers with established environmental credentials.

Key supply chain observations:

- ASHP units are sourced from certified European and UK manufacturers with product-level carbon data available
- Solar PV panels installed comply with IEC 61215 and IEC 61730 international standards
- BESS units meet applicable UN38.3 transport and safety standards
- The company is working toward formalising supply chain ESG due diligence requirements within procurement policy, recommended as a priority action

4.3 Waste & Packaging Management

- Installation waste, including packaging materials, is managed in accordance with the Environmental Protection Act 1990
- Old fossil fuel boilers and heating equipment removed during ASHP retrofits are disposed of via approved waste carriers
- Where possible, packaging is segregated for recycling on-site or at customer premises
- No significant environmental incidents were recorded during the review period

4.4 Transport & Operational Emissions

Field operations involve vehicle travel to customer installation sites across Scotland. The company is encouraged to:

- Track fleet mileage and associated Scope 3 emissions as part of a company carbon footprint
- Consider transition to low-emission or electric vehicles for engineer fleet where commercially feasible
- Optimise scheduling and routing to reduce unnecessary travel

5. Social Responsibility

Employment Type	Full-time in-house engineers and admin staff
Local Hiring	Preference for Scottish-based workforce
Training & Qualifications	MCS-required training maintained for all installers
Health & Safety	Compliance with CDM Regulations and H&S at Work Act 1974
Customer Care	Dedicated Customer Care contact, post-installation follow-up protocol

5.2 Customer Engagement & Consumer Protection

GEES is a member of the Renewable Energy Consumer Code (RECC), which provides customers with independent consumer protection including a complaints resolution process, pre-contract information requirements, and access to an independent Alternative Dispute Resolution (ADR) scheme.

Post-installation customer care procedures include follow-up communications, system performance guidance, warranty documentation, and a Refer a Friend scheme that rewards existing customers for introducing new clients, supporting both customer satisfaction and sustainable business growth.

5.3 Community Contribution

As a Scottish renewable energy installer, GEES directly supports Scotland's national ambition to decarbonise heat and power. Each ASHP, Solar PV, and BESS installation reduces a household or business's dependence on fossil fuels, lowers energy bills, and contributes to the national transition to net zero by 2045.

6. Governance & Compliance

Global Eco Energy Solutions Ltd operates within a robust governance framework appropriate to its size and sector:

Certification / Accreditation	Status
MCS – Air Source Heat Pumps	Active
MCS – Solar Photovoltaic	Active
Boiler Upgrade Scheme (BUS)	Registered Installer
RECC Membership	Active
PAS 2030 / PAS 2035 Compliance	Applied to eligible retrofit projects
Companies House – UK Registration	Active
Ofgem / DESNZ Regulatory Awareness	Maintained

The company operates within the FCA-adjacent framework of the Boiler Upgrade Scheme and other government grant schemes, requiring accurate record-keeping, customer eligibility verification, and compliance with scheme terms. The parent group, GHC Group, provides overarching corporate governance through its board structure.

7. Risks & Opportunities

Risks Identified

- **Policy and subsidy risk:** BUS grant levels and eligibility criteria are subject to government review and could impact installation volumes
- **Supply chain disruption:** Global semiconductor and heat pump component shortages could affect lead times
- **Reputational risk:** Quality of installation is critical to customer satisfaction and MCS certification retention

- **Workforce capacity:** Growth ambitions require ongoing recruitment and training of qualified engineers
- **Regulatory scrutiny:** Ofgem and DESNZ increasing compliance requirements for heat pump installers

Opportunities Identified

- **ASHP market growth:** UK Government target of 600,000 heat pump installations per year by 2028 presents significant market expansion opportunity
- **BESS demand:** Rapid growth in home battery storage, driven by time-of-use tariffs and export incentives (SEG)
- **Commercial Solar PV:** Underserved commercial and agricultural sector represents material growth opportunity in Scotland
- **Energy optimisation services:** Expansion into tariff advisory, smart energy management, and energy efficiency assessments
- **BESS grid services:** Potential to aggregate customer BESS assets into virtual power plant (VPP) grid balancing services

8. Conclusions & Recommendations

Based on the evidence reviewed and site inspection conducted, Global Eco Energy Solutions Ltd meets current UK regulatory and certification requirements for a multi-technology renewable energy installer. The company plays an important and growing role in Scotland's transition to net zero heat and power, and demonstrates sound operational governance, strong customer care protocols, and qualified technical delivery.

Priority Recommendations

1. Formalise Supply Chain ESG Policy

Develop a documented supplier sustainability policy, including minimum environmental and social standards for equipment manufacturers and subcontractors.

2. Implement Company-Level Carbon Footprint Tracking

Begin measuring Scope 1 (fleet), Scope 2 (offices), and Scope 3 (supply chain, installation waste) emissions annually to establish a baseline and set reduction targets.

3. Formalise Biodiversity & Social Impact Metrics

Develop measurable social value indicators – including number of households taken off fossil fuels, aggregate CO2 savings per annum, and local employment created, for use in marketing, investor reporting, and ESG disclosures.

4. Fleet Electrification Roadmap

Develop a phased plan to transition the engineer vehicle fleet to electric or low-emission alternatives in line with Scotland's Net Zero targets and the UK 2030 ICE vehicle phase-out.

5. Strengthen Post-Installation Performance Data Collection

Introduce systematic collection of operational performance data (heat output, solar yield, battery utilisation) to evidence real-world carbon savings and inform customer communications and future product development.

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