

tadea

Supporting Sustainable Growth

tadea was established in 2002.

Since then we have built an impressive reputation for the delivery of trusted and impartial sustainable services and advice to many individuals, businesses and other organisations in the public and private sector.

Working with some of the most forward thinking local authorities and major companies, we have an established track record as a key player in consumer and business engagement – and effective carbon reduction solutions.

Our purpose is simple: to provide expert advice, project management and delivery services on sustainable energy, carbon reduction and tackling climate change and fuel poverty.

Although we operate nationally, the North of England is our heartland.

Our services

We apply our comprehensive experience and specialist knowledge in areas such as renewable technologies, sustainable travel, environmental accreditation and legislation and quality assurance across a diverse range of sectors. They include:



Corporate and consumer advice services

Our trained professional call handlers have many years of experience, expertise and knowledge. We advise on all aspects of sustainability, reducing energy demand, renewable energy and fuel debt. We provide specialist information on behalf of our client organisations, as well as for those projects we manage directly. We are also experienced in delivering fuel poverty advice services on behalf of local authorities.

Using some of the latest call handling technologies, we deliver efficient, effective and tailored operations ideally suited to high-volume call handling. We consistently exceed our target to answer 90% of all calls within six rings, often achieving 100%.

We are one of the top UK performers in quality assessments carried out for, and on behalf of, one of our major clients, Energy Saving Trust.

We are capitalising on advances in digital technologies and demonstrating our expertise in email advice and web chat services. In addition, we have many years experience of giving advice at public and business events.



Energy assessments for businesses

We understand that savings on energy costs are a direct bottom line improvement for business.

Wasted energy wastes money, and that's why businesses come to tadea for expert advice. Our professional delivery of air conditioning inspections, energy audits, Energy Performance Certification and Display Energy Certificate services give the legislative assurance needed that organisations are meeting their obligations, while at the same time helping to cut costs.



Energy audits

We can carry out an energy audit for organisations which are concerned about their energy expenditure. By inspecting their systems, premises and plants, we can produce a report with recommendations on how these can reduce energy costs, lower the organisation's carbon footprint and ultimately save money.

Our services



Display Energy Certificates

Every public building with a floor area of 1,000m² or more must show a Display Energy Certificate requiring renewal annually. Our accredited assessors can evaluate and produce new or renewal Display Energy Certificates for buildings of all sizes.

Our service includes producing a detailed report with suggestions for improvements that can help make business premises more energy efficient. We even provide an after-care service that supports the implementation of the recommendation report, and reviews progress.



Energy efficiency project and scheme management

tadea's qualified specialists provide impartial expert advice and an integrated service to:

- identify energy efficiency problems
- propose how the issues can be resolved
- commission work where necessary
- project manage the work, regardless of size or complexity, to ensure successful implementation.

tadea has a vast array of clients and deliver national contracts such as: independent technical monitoring, for InstaFibre Consortium; and water hygiene assessments, for Mouchel.

Consultancy services

tadea offers a range of consultancy services including:

- data collection and monitoring
- feasibility studies
- production of Best Practice publications
- completion of funding applications on behalf of partners
- marketing and communications.



Air-conditioning inspections

It is a legislative requirement that buildings fitted with air-conditioning systems with a cumulative cooling output of 12kW or more have an energy efficiency inspection every five years. tadea has qualified and experienced inspectors able to tackle all aspects of this necessary requirement.

tadea is a name that is trusted to provide unbiased, expert testing services to ensure that businesses of all sizes and complexities meet these strict regulations.

Our experience

Always delivering outstanding results, on behalf of our clients, examples include:



Home insulation schemes

We are one of the leading managing agents for cavity wall and loft insulation schemes funded by major utility companies and local authorities. tadea has managed in excess of 70,000

successful installations across the UK – building on our huge bank of experience to manage small and large projects nationally.

Our end-to-end service includes identifying funding sources, managing insulation installations and arranging follow-up quality checks.



Innovative health improvement projects

Working in partnership with the NHS and other organisations, tadea actively seeks to reduce hospital admissions, winter deaths, cold-related illnesses and fuel poverty through innovative health projects

that improve home insulation and heating.

tadea has developed and managed initiatives with local Primary Care Trusts to help doctors, nurses and social workers to refer vulnerable patients to access warmer homes and prevent excess winter deaths. We also trial new ways to help vulnerable households to keep warm.

The acclaimed Energy on Prescription project, for example, pays the heating bills of those most in need, providing them with peace of mind, safety and security through the cold winter months.



North East Renewable Alliance (NERA)

tadea are a cofounder of NERA. We also provide management and administration services for NERA, a consortium of specialist renewable energy installers based in the North East of England. This

alliance enables the consortium to tender for all types of large scale renewable energy installations. We are proud to be part of this increasingly important market where our knowledge and experience can make a real difference to the success of any renewable energy installation.

Electric vehicle awareness



Following our successful electric vehicle campaign, to raise awareness of the developing charging infrastructure in the North East, we won extra funding from the Department for Transport through Energy Saving Trust. This has helped to support the

Government's Plugged-in Places scheme delivered by One North East. The campaign provides the North East public with independent information on the choices, benefits and costs associated with driving electric vehicles.

A positive can do company

We develop and deliver many more positive projects covering areas such as:

- low carbon transport
- education and awareness
- delivery of corporate responsibility
- developing sustainable communities
- renewable technologies.

There are no preset boundaries to tadea's high quality service, delivery and added value. We are always delighted to consider new areas that complement our portfolio of national, regional and local services.

How we operate

Our governance and performance management structure

tadea is a not-for-profit company. We are governed by a board of directors who receive and approve project performance reports and all statutory financial reports. The CEO has responsibility for tadea's strategic and day-to-day operations in the areas of business development, finance, human resources, marketing and strategic operations and has a high quality strategic management team in place as support.

tadea is ISO 9001 and ISO 14001 accredited. This means our internal procedures are efficiently documented and maintained (ISO 9001) and that we meet internationally agreed standards for pollution, waste and carbon footprint reduction (ISO 14001).

These accreditations are monitored and maintained through the tadea Green Team. The Green Team is chaired by a board member who regularly reports activity back to the board.

We are aiming to be ISO 18001 and ISO 26000 accredited during 2012, so we can demonstrate that we meet our health and safety, and social responsibility obligations in an efficient manner.

tadea are prepared to share our learning and experience in these areas.

Our corporate responsibility

Corporate responsibility is bound into each one of our everyday activities. Sustainability and protecting the environment are integral to the way we work.

We set ourselves challenging objectives and targets, measure progress and provide regular updates to the CEO and upwards to tadea's board of directors.



tadea

Supporting Sustainable Growth

Contact us

By email: enquiries@tadea.com

By phone: 0845 602 9569

By fax: 01642 564221

By post: 18b Manor Way, Belasis Hall Technology Park,
Billingham TS23 4HN

Web: www.tadea.com

Supporting sustainable growth



Company No: 4452865
Registered in England & Wales

