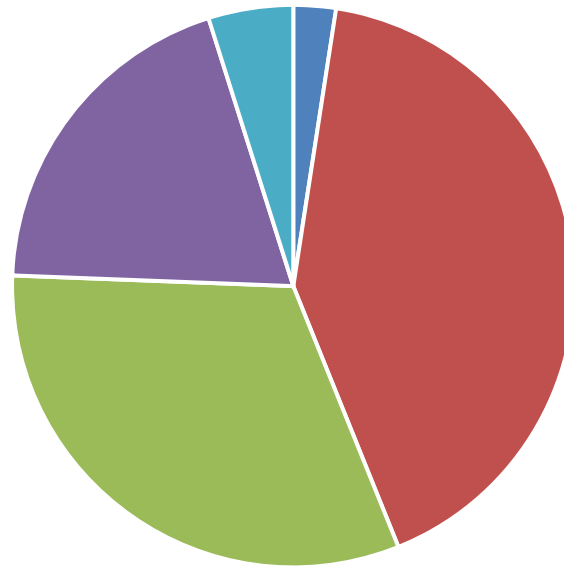


GSHPA's member consultation: The Results

**What we are going to do as a result of
what was said...**

Communications: You said...

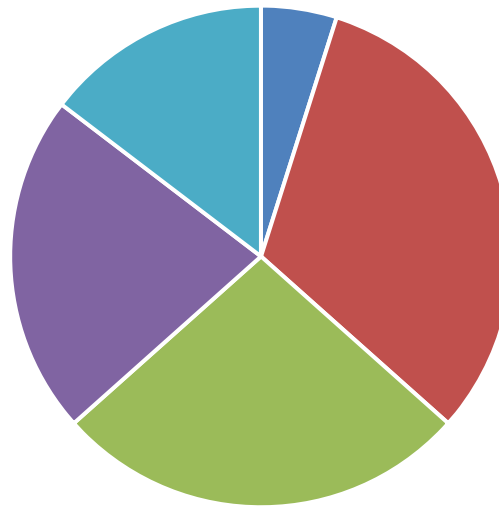
Overall, how satisfied are you with GSHPA's communications with your company?



■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Communications: You said...

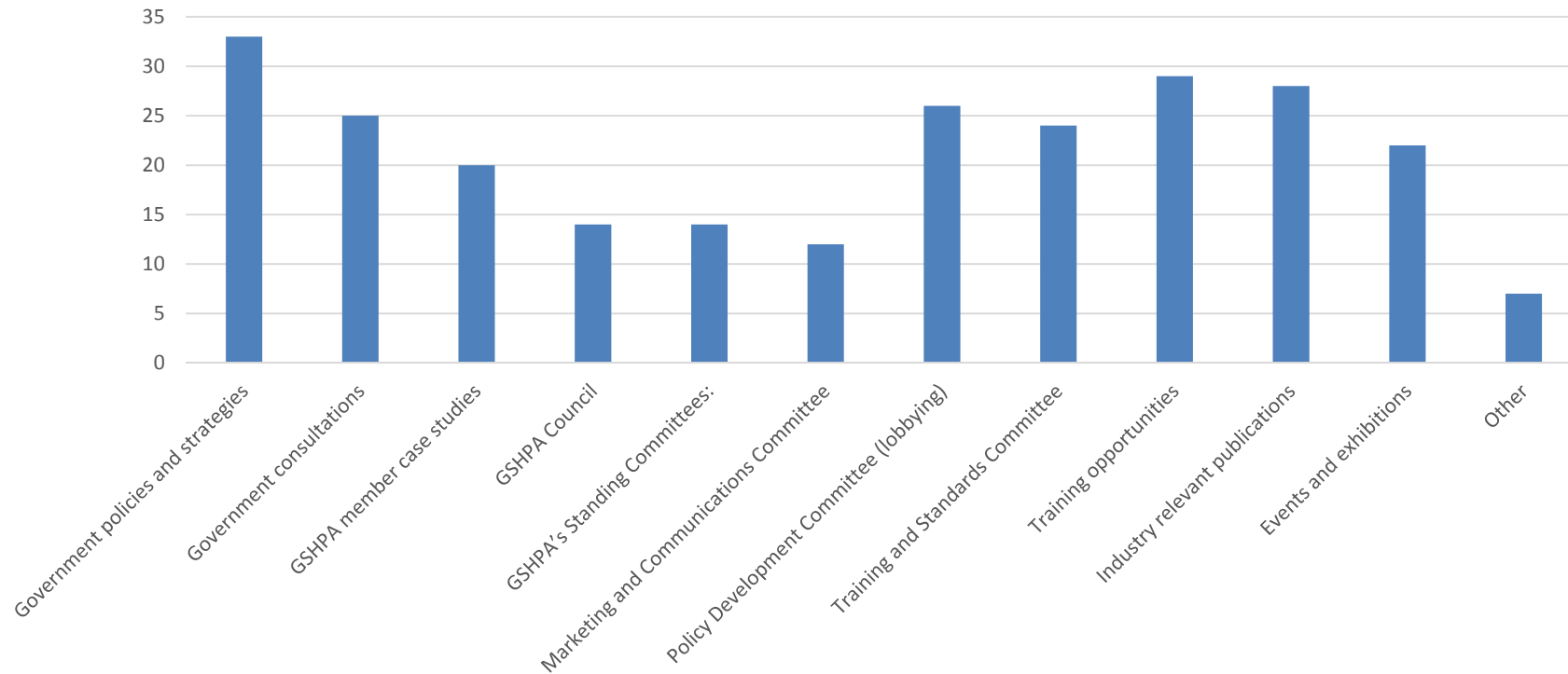
Which best describes your impression of our communications with your company regarding the work of GSHPA and the industry as a whole?



- Keeps us fully informed
- Keeps us fairly informed
- Keeps us adequately informed
- Gives us only a limited amount of information
- Doesn't tell us much at all on what's going on

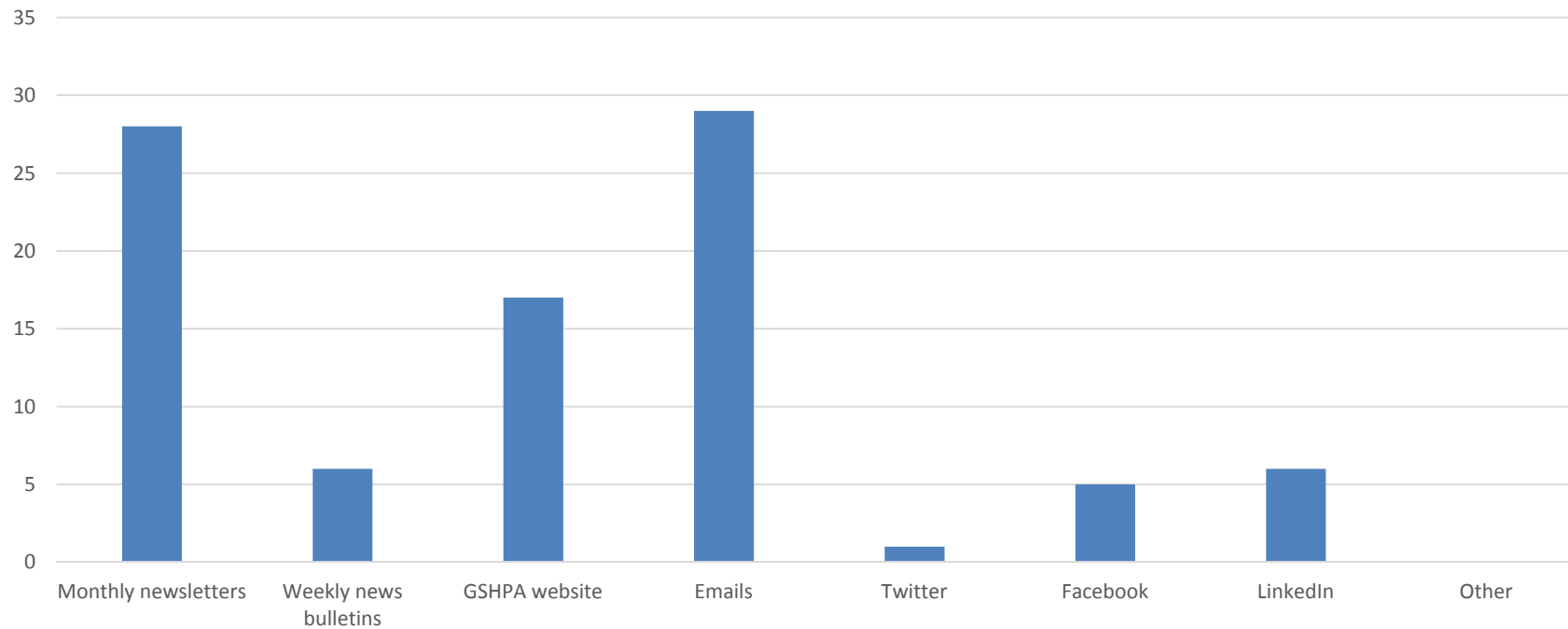
Communications: You said...

What information would you like to find out more about?



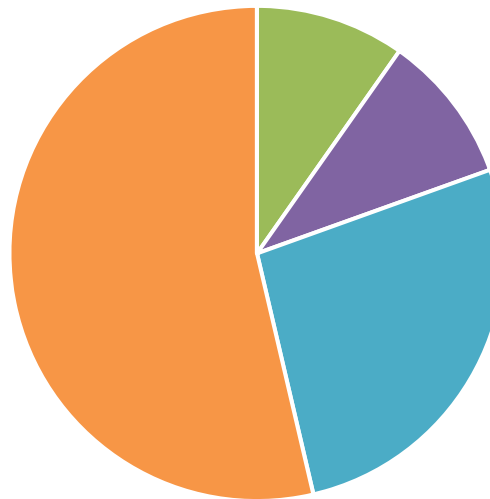
Communications: You said...

In what format would you like to receive information from GSHPA?



Communications: You said...

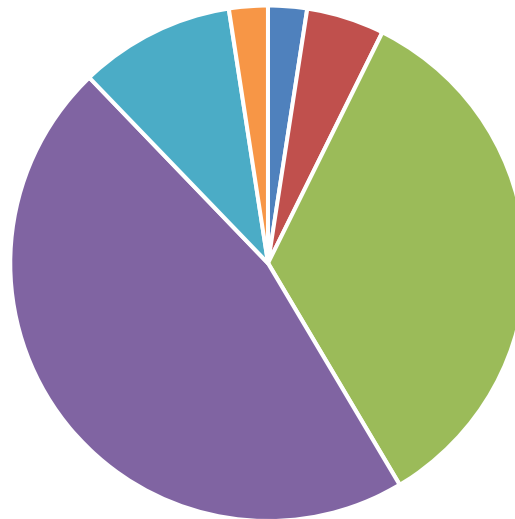
How often do you visit the GSHPA website?



■ Every day ■ Several times a week ■ About once a week ■ Several times a month ■ About once a month ■ Less than once a month ■ Never

Communications: You said...

What is your overall evaluation of the GSHPA website?



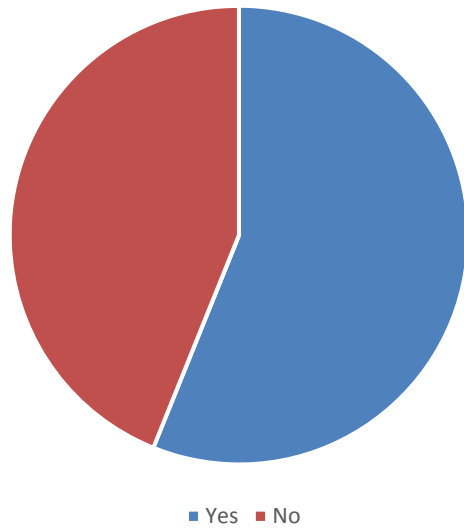
■ Excellent ■ Very good ■ Good ■ Fair ■ Poor ■ N/A

Communications: What we are going to do...

- Continue publishing monthly newsletters, to include:
 - Notification of training opportunities and industry relevant publications
 - Information about events and exhibitions
 - More information about lobbying
- Member case studies to be published on website
- Develop a working group to look at updating the website

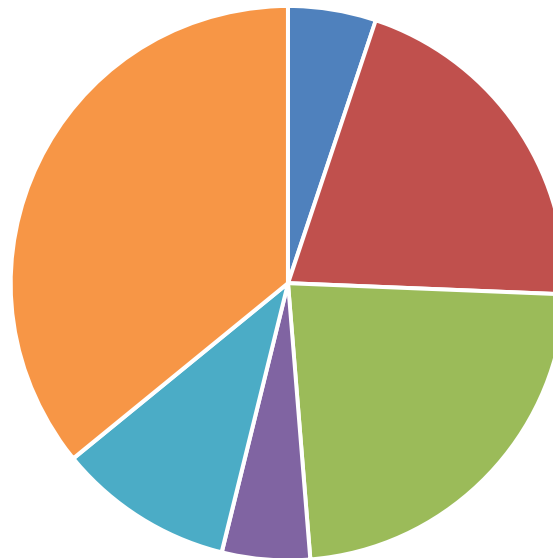
Training: You said...

Have you had experience of attending a training course on ground source heat pump installation/design?



Training: You said...

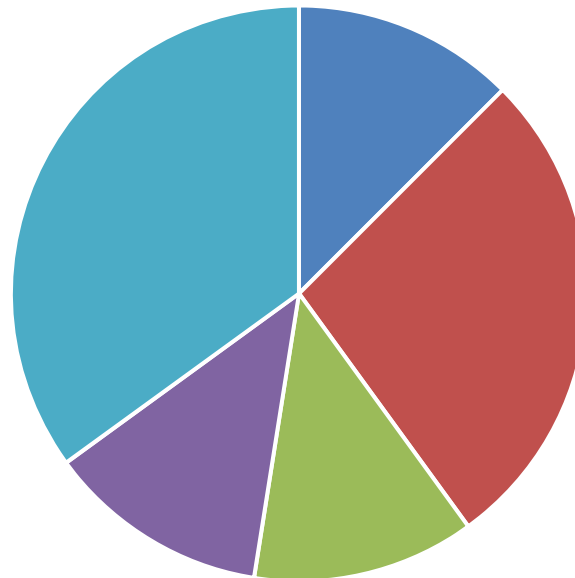
How effective did you consider the training course?



■ Extremely effective ■ Very effective ■ Somewhat effective ■ Not so effective ■ Not effective at all ■ N/A

Training: You said...

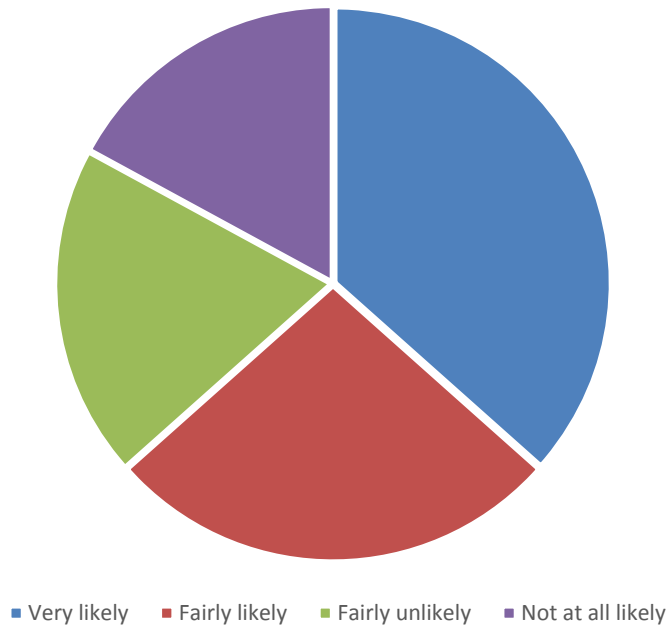
How likely would you be to recommend the course to other GSHPA members?



■ Very likely ■ Fairly likely ■ Fairly unlikely ■ Not at all likely ■ N/A

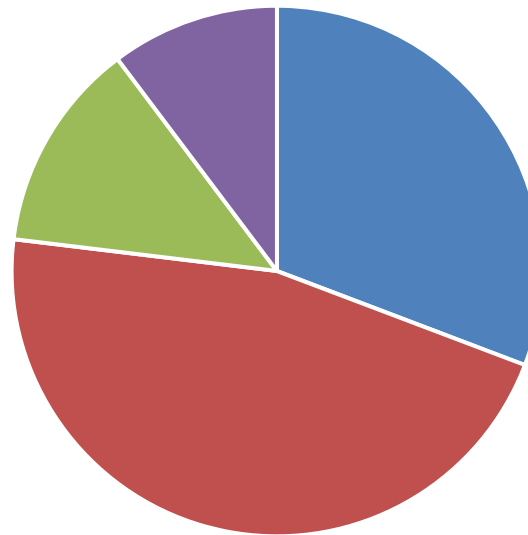
Training: You said...

Installer training [Would your company make use of a GSHPA led training programme and how likely would you be to attend?]



Training: You said...

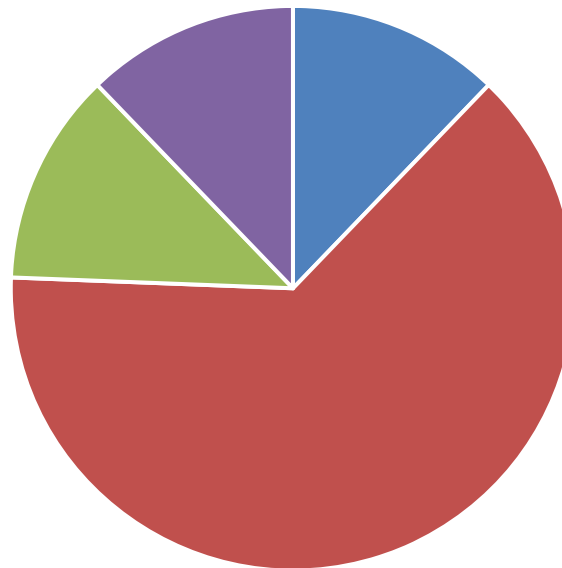
Designer training [Would your company make use of a GSHPA led training programme and how likely would you be to attend?]



■ Very likely ■ Fairly likely ■ Fairly unlikely ■ Not at all likely

Training: You said...

What format would you consider the best method of delivering training courses?



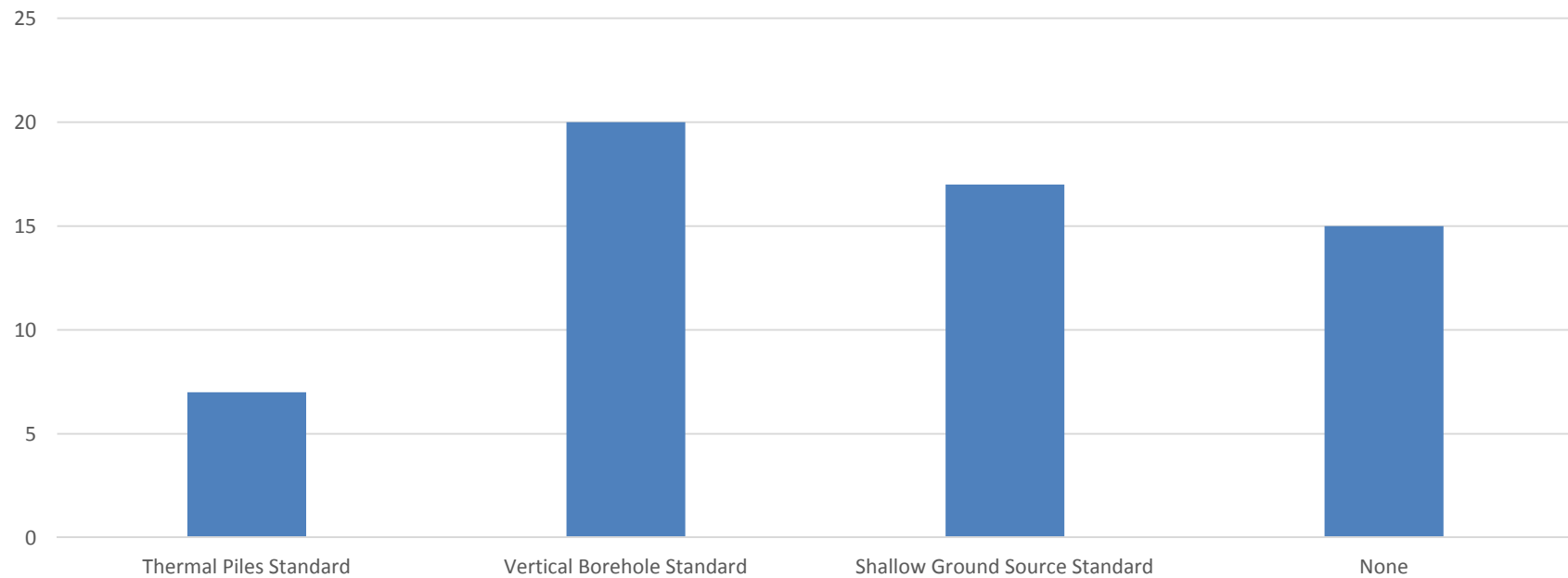
■ Distance learning/Online ■ At a training centre ■ At your company ■ Other

Training: What we are going to do...

- Training Working Group to map and evaluate GSHP designer and installer training
- Training Working Group to develop a GSHPA training programme around the GSHPA Standards

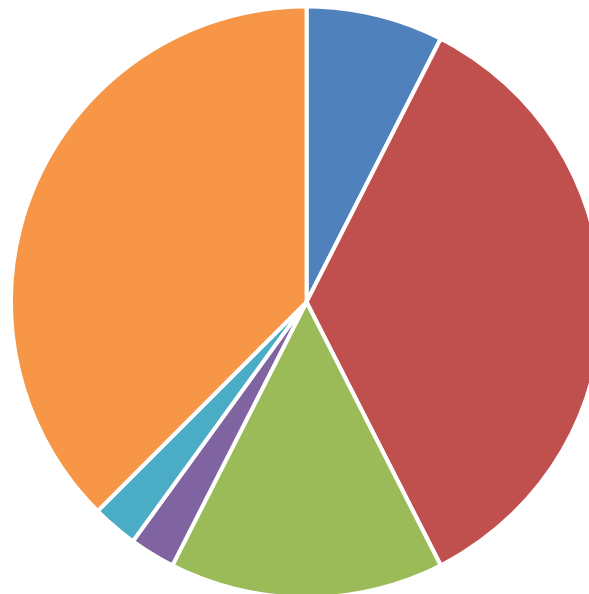
GSHPA Standards and Technical Advice: You said...

Have you or your company used the GSHPA Standards?



GSHPA Standards and Technical Advice: You said...

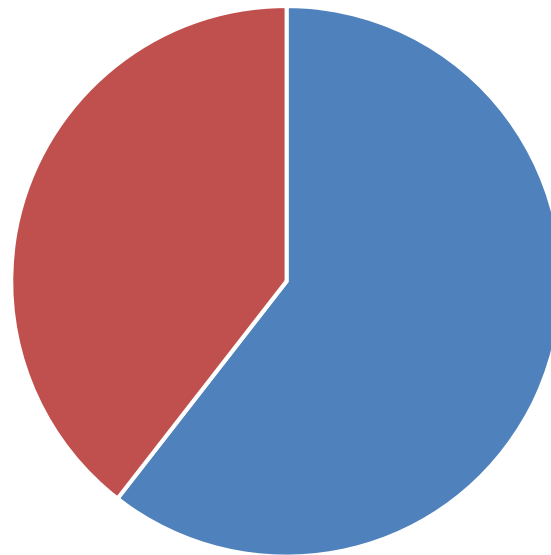
How effective did you consider the Standard/s?



■ Extremely effective ■ Very effective ■ Somewhat effective ■ Not so effective ■ Not effective at all ■ N/A

GSHPA Standards and Technical Advice: You said...

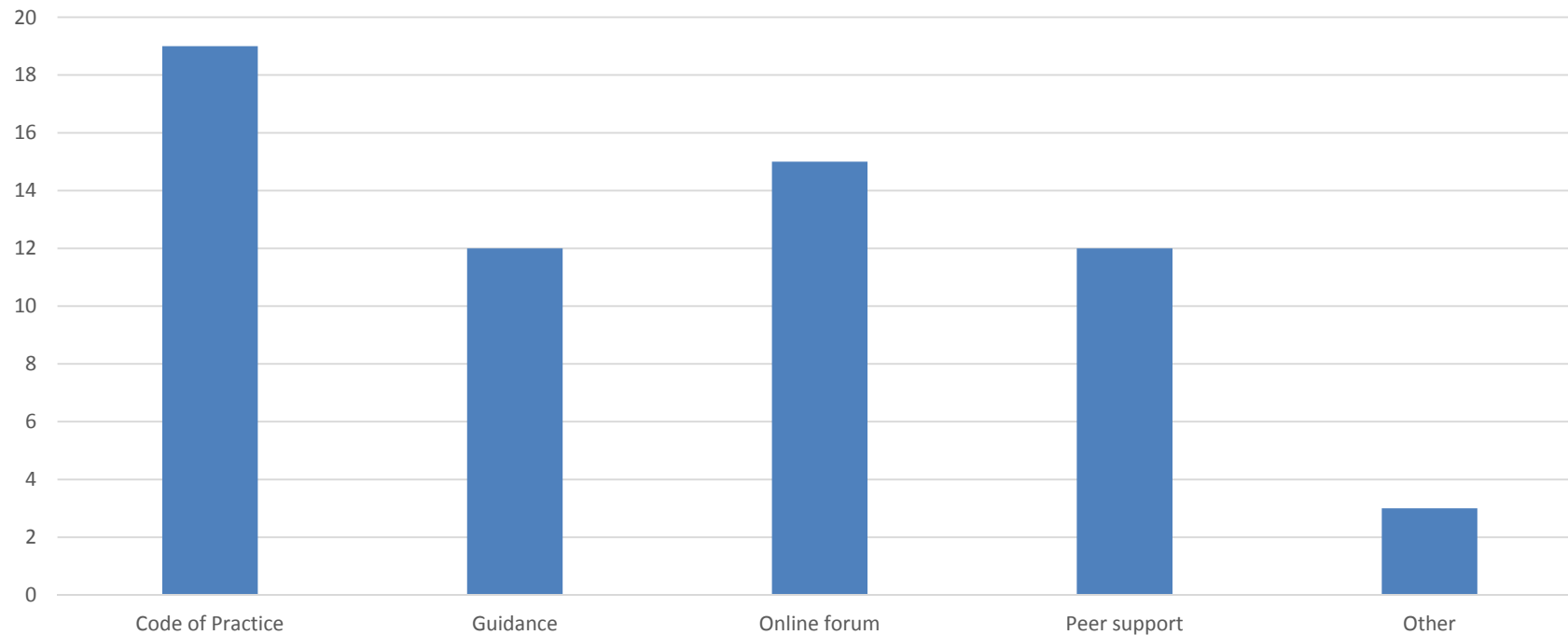
Would you be interested in taking part in developing the GSHPA Standards?



■ Yes ■ No

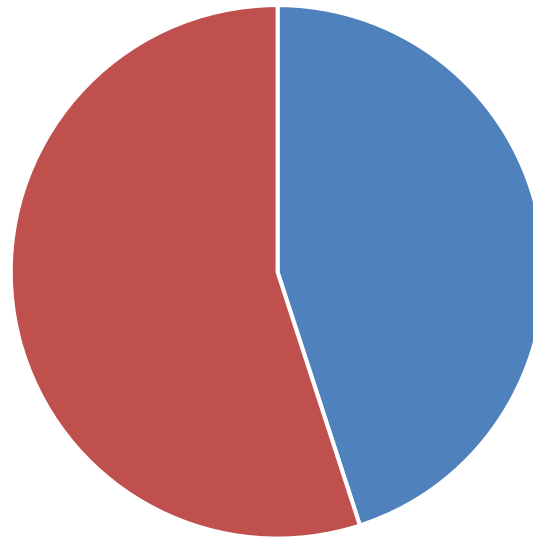
GSHPA Standards and Technical Advice: You said...

Is there another form of technical advice you consider the GSHPA needs to provide?



GSHPA Standards and Technical Advice: You said...

Would you be interested in providing technical advice on a voluntary basis to assist in answering enquiries from fellow members?



■ Yes ■ No

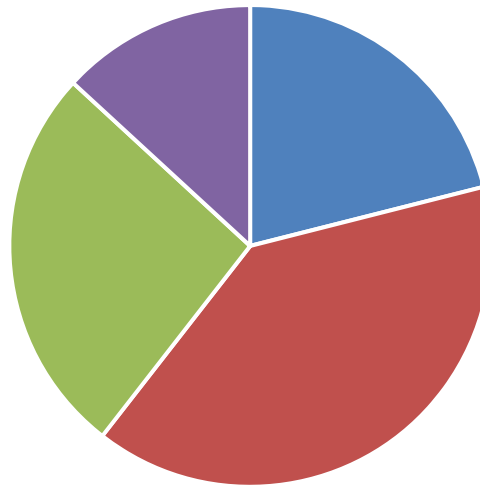
GSHPA Standards and Technical Advice: What we are going to do...

- Re-form the Open Loop and Thermal Transfer Fluid Standard Working Groups and review the participants, to include the respondents offering assistance
- TSC to consider the future development of Code of Practice and guidance
- TSC to work with MCC to develop an online forum as part of the website working group
- Develop a matrix of skills of the respondents offering to provide technical advice and use as part of online forum

Membership Benefits: You said...

What membership benefits would you like to see GSHPA providing and how likely would you be to use them?

Access to legal advice

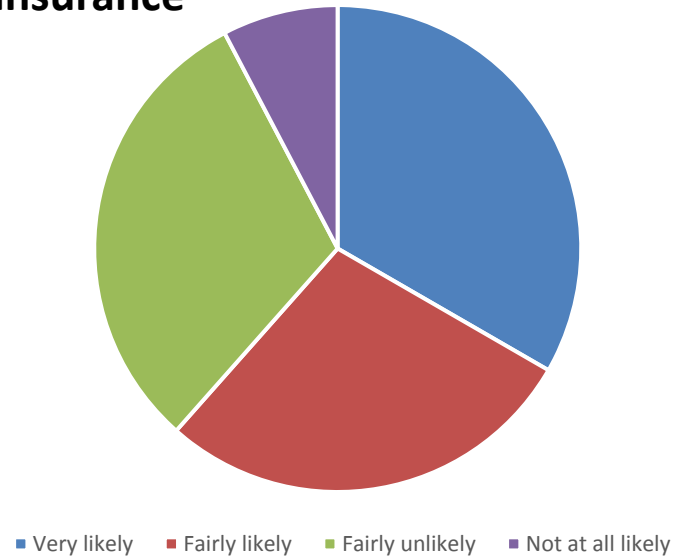


■ Very likely ■ Fairly likely ■ Fairly unlikely ■ Not at all likely

Membership Benefits: You said...

What membership benefits would you like to see GSHPA providing and how likely would you be to use them?

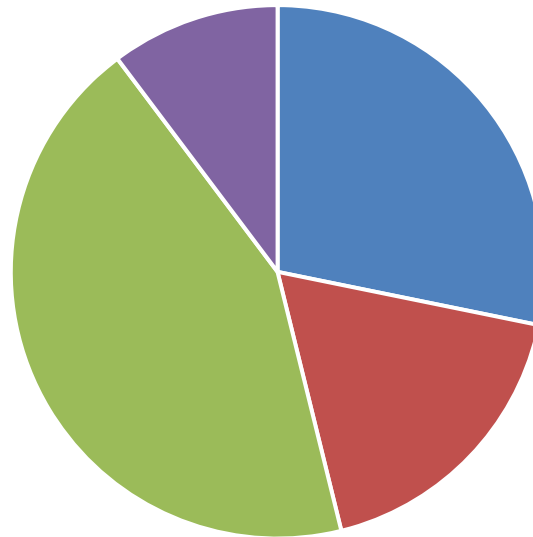
Discounts on commercial insurance



Membership Benefits: You said...

What membership benefits would you like to see GSHPA providing and how likely would you be to use them?

Conciliation service

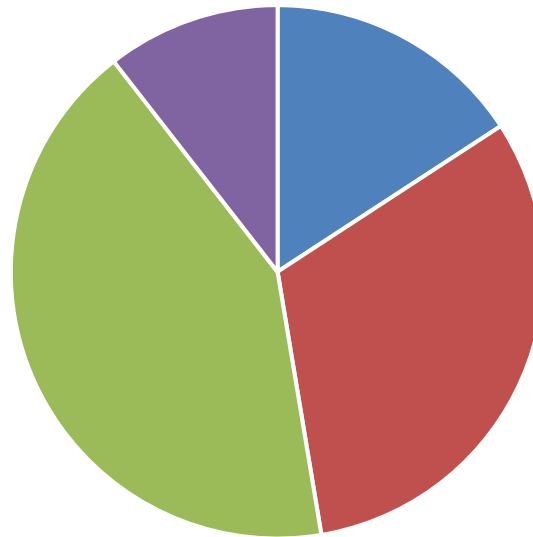


■ Very likely ■ Fairly likely ■ Fairly unlikely ■ Not at all likely

Membership Benefits: You said...

What membership benefits would you like to see GSHPA providing and how likely would you be to use them?

Independent arbitration

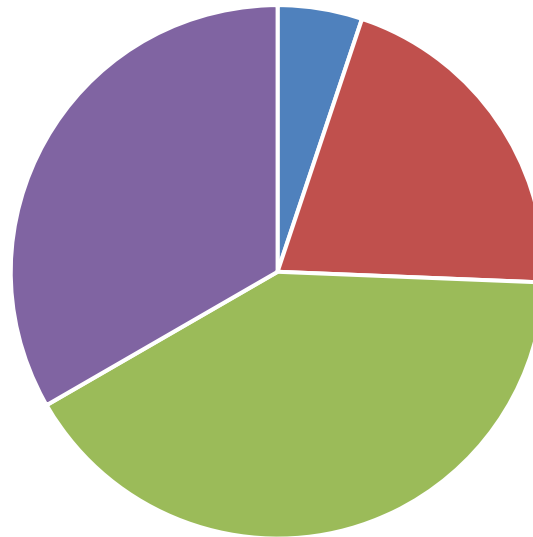


■ Very likely ■ Fairly likely ■ Fairly unlikely ■ Not at all likely

Membership Benefits: You said...

What membership benefits would you like to see GSHPA providing and how likely would you be to use them?

Second-hand marketplace

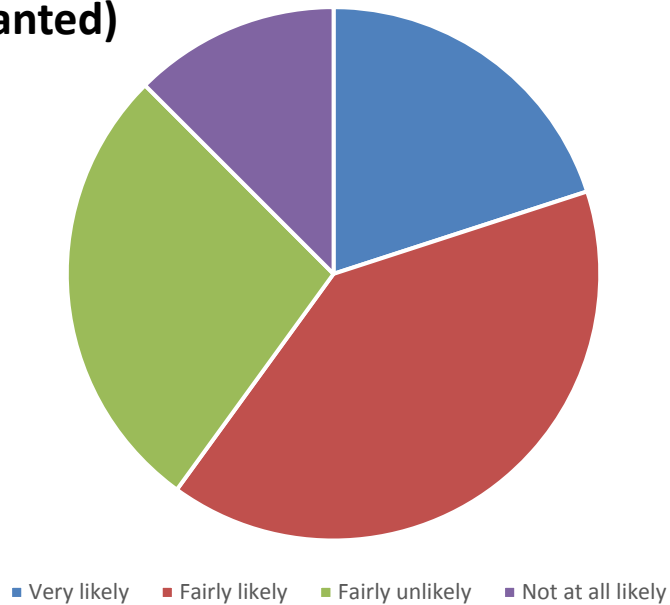


■ Very likely ■ Fairly likely ■ Fairly unlikely ■ Not at all likely

Membership Benefits: You said...

What membership benefits would you like to see GSHPA providing and how likely would you be to use them?

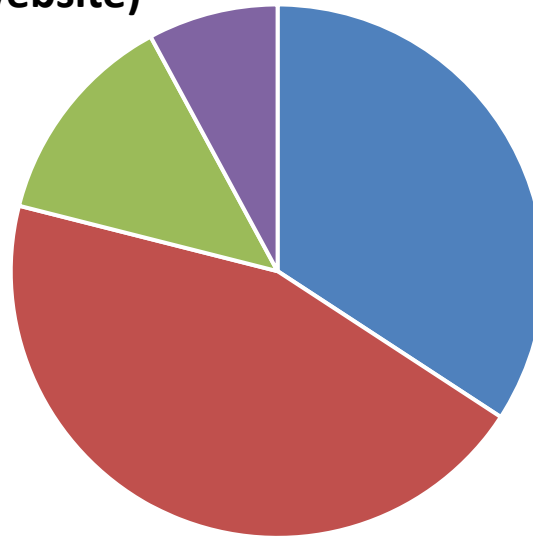
Job board (offered and wanted)



Membership Benefits: You said...

What membership benefits would you like to see GSHPA providing and how likely would you be to use them?

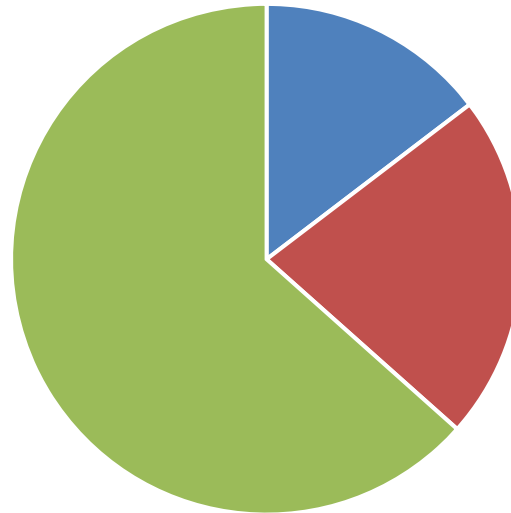
Find a member service (on website)



■ Very likely ■ Fairly likely ■ Fairly unlikely ■ Not at all likely

Membership Benefits: You said...

If the GSHPA were to provide some or all of the membership benefits above, it is likely your subscriptions would need to be increased. Would your company be prepared to pay more for increased membership benefits?



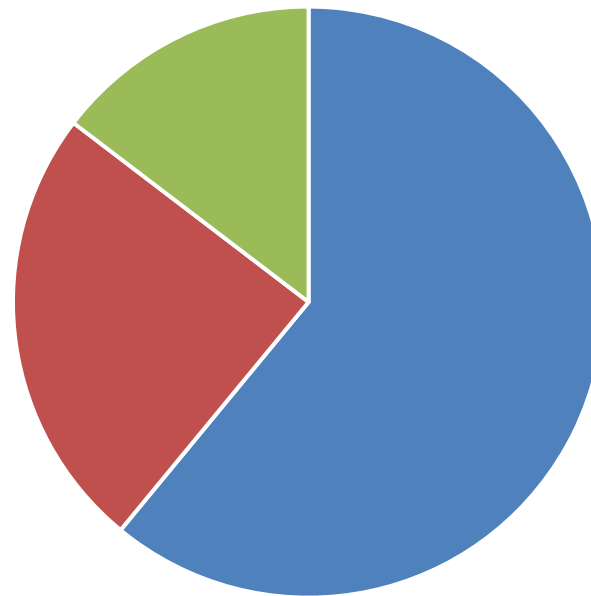
■ Yes ■ No ■ Depends on what benefits are offered

Membership Benefits: What we are going to do...

- Continue negotiations with specialist firms of solicitors to find a preferred supplier for legal advice
- Continue negotiations to find a preferred supplier for insurance that offers the best deal to GSHPA members
- Use the results of the consultation on conciliation service and independent arbitration in revising the Articles of Association and Code of Ethical Practice
- Develop a job board and a find a member service for the website, in addition investigate further the viability of a second-hand marketplace. To be part of the agenda of the working group for revising and updating the website.
- Investigate options for improved access and/or group discounts for third party standards
- Review membership subscriptions when a full range of membership benefits have been defined

Events and Exhibitions: You said...

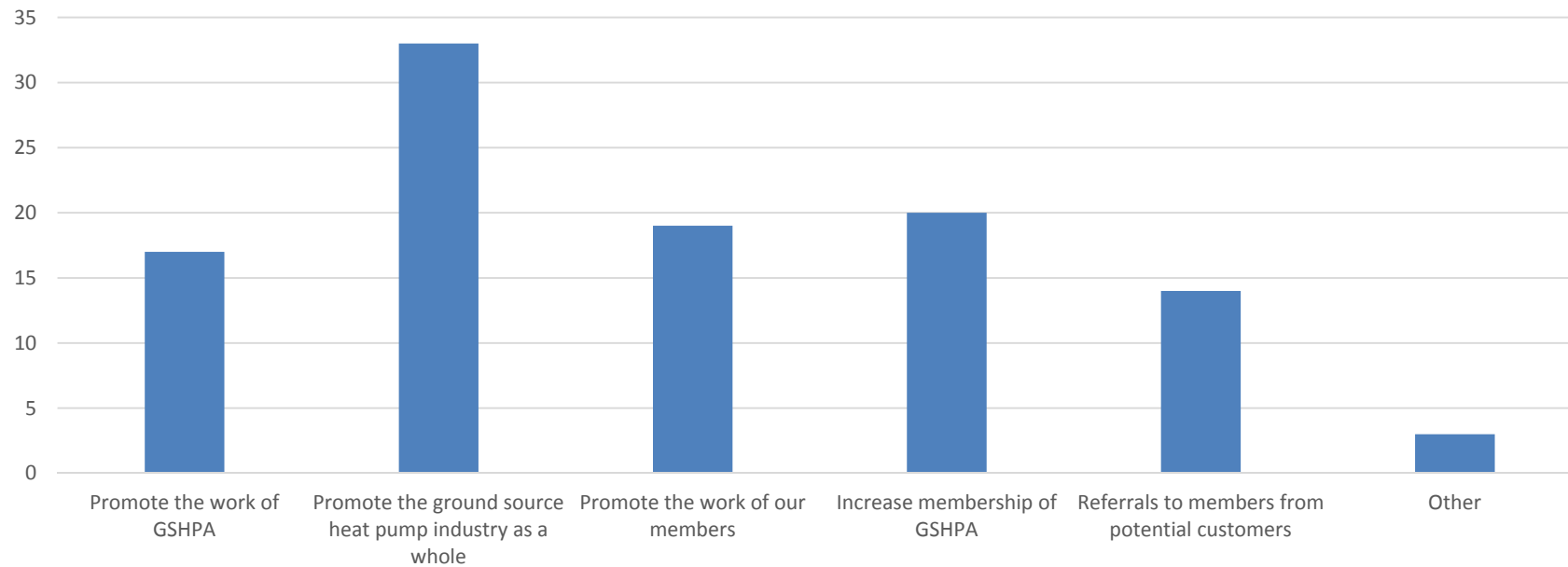
Do you consider attending events and exhibitions an important role of GSHPA?



■ Yes ■ No ■ Don't know

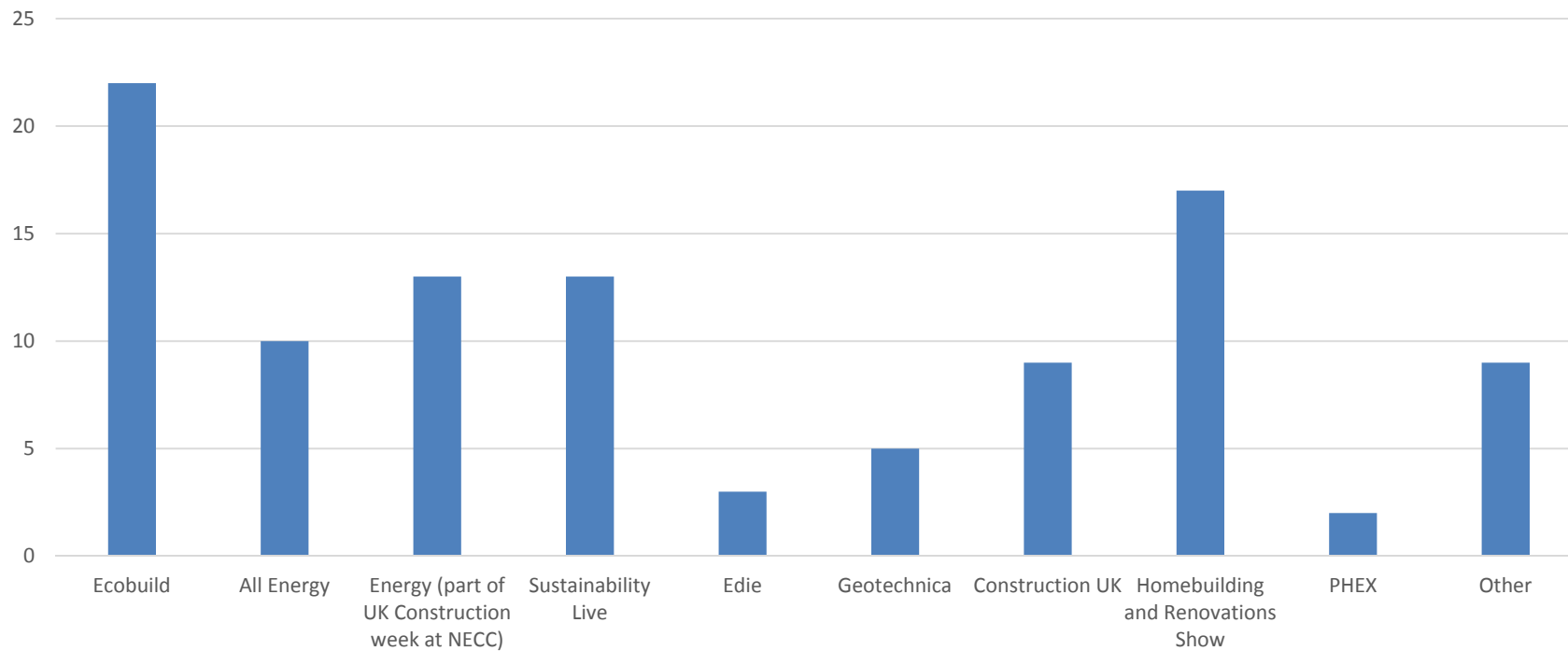
Events and Exhibitions: You said...

What do you think are the main objectives for GSHPA to attend events and exhibitions?



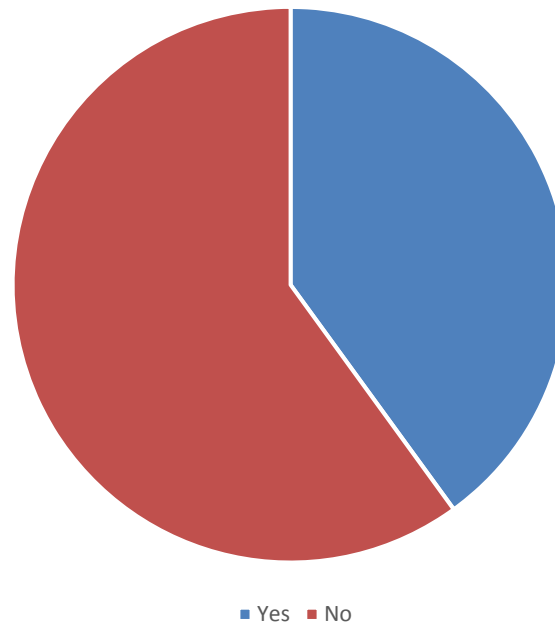
Events and Exhibitions: You said...

What events and exhibitions would you expect GSHPA to attend?



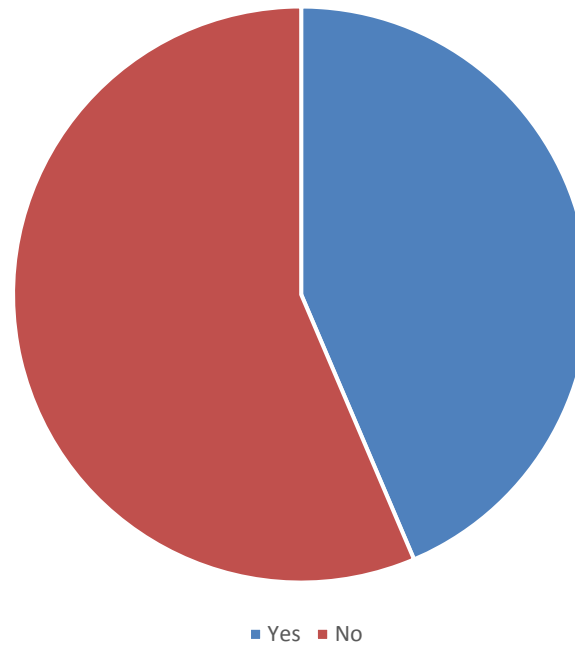
Events and Exhibitions: You said...

Would you or a colleague be prepared to volunteer your time in manning the GSHPA stand at an event or exhibition?



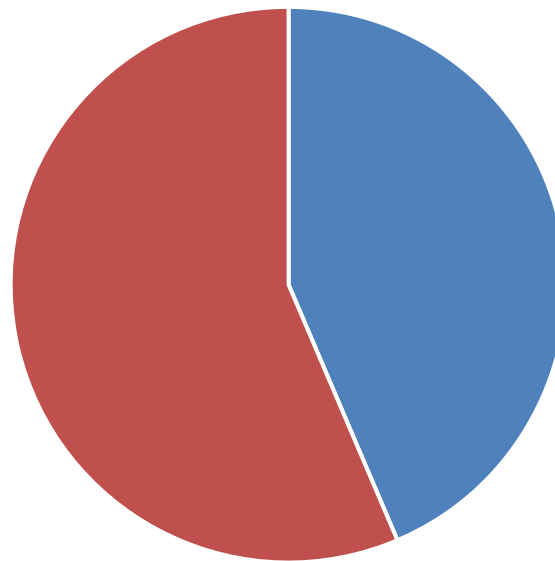
Events and Exhibitions: You said...

Would your company be interested in 'renting' a part of a GSHPA exhibition stand?



Events and Exhibitions: You said...

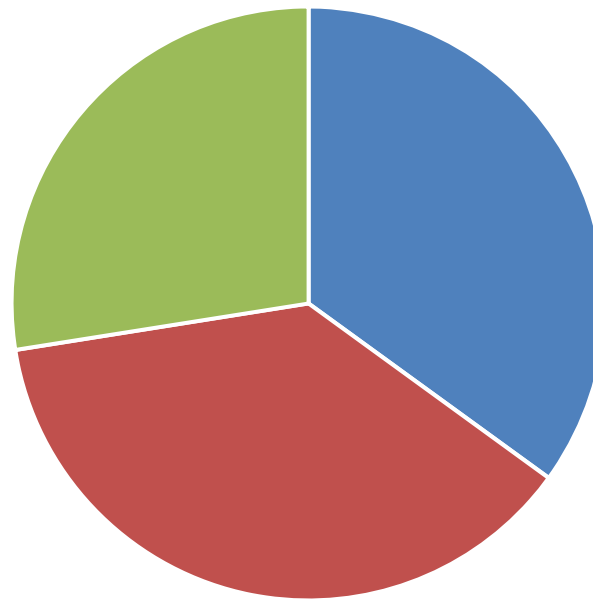
Would your company be interested in representing GSHPA on your stand at a local event, such as a County Show?



■ Yes ■ No

Events and Exhibitions: You said...

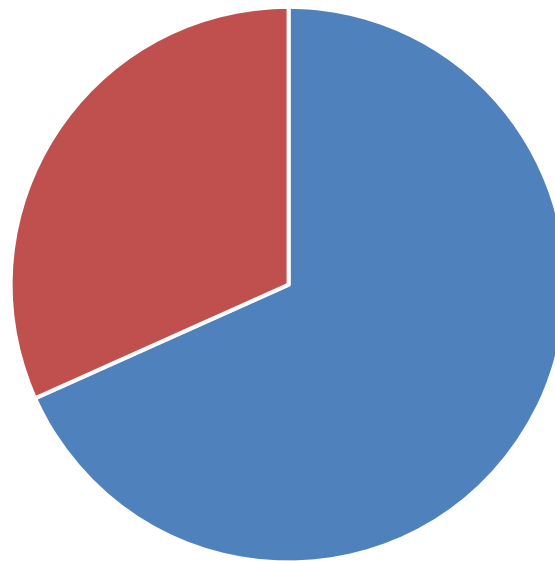
Would your company be interested in attending/hosting local networking events?



■ Yes, as a host ■ Yes, as a delegate ■ No

Events and Exhibitions: You said...

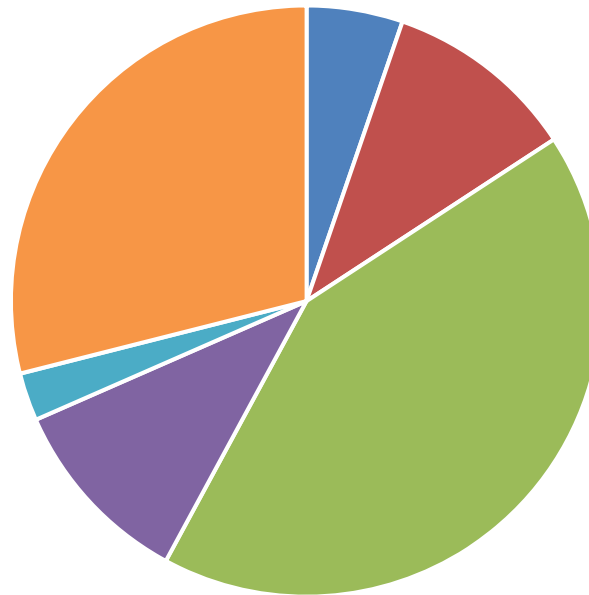
Every year the GSHPA holds its AGM and Expo, have you or your company attended one of these events?



■ Yes ■ No

Events and Exhibitions: You said...

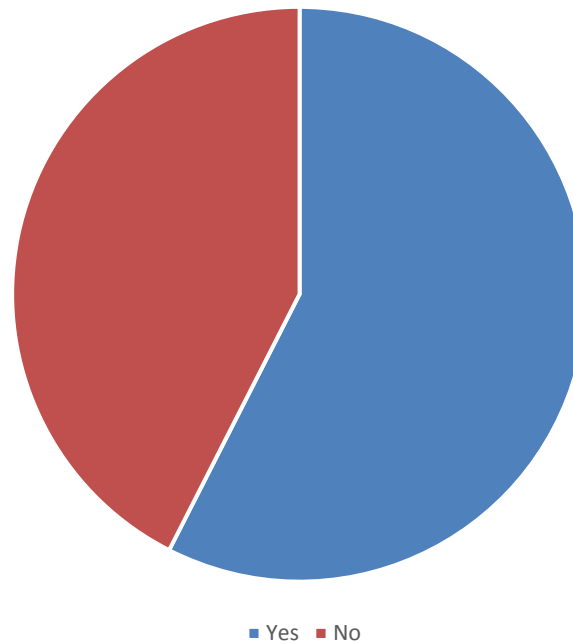
How effective did you consider the Expo?



■ Extremely effective ■ Very effective ■ Somewhat effective ■ Not so effective ■ Not effective at all ■ Not attended

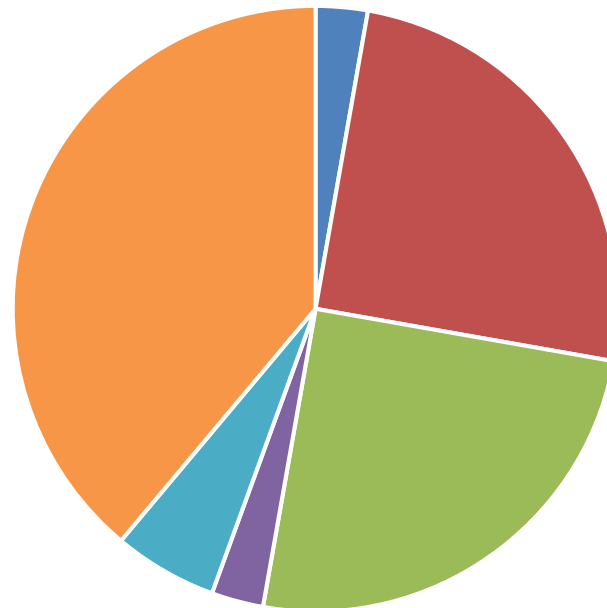
Events and Exhibitions: You said...

Have you or your company attended a GSHPA Technical Seminar?



Events and Exhibitions: You said...

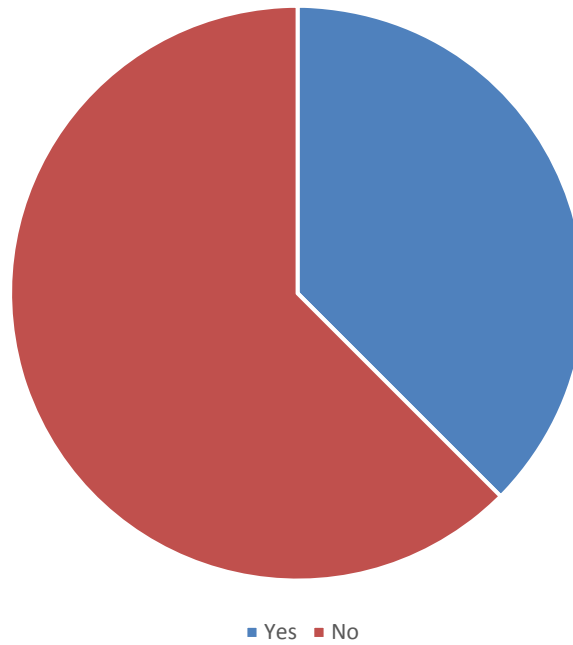
How effective did you consider the seminar?



■ Extremely effective ■ Very effective ■ Somewhat effective ■ Not so effective ■ Not effective at all ■ Not attended

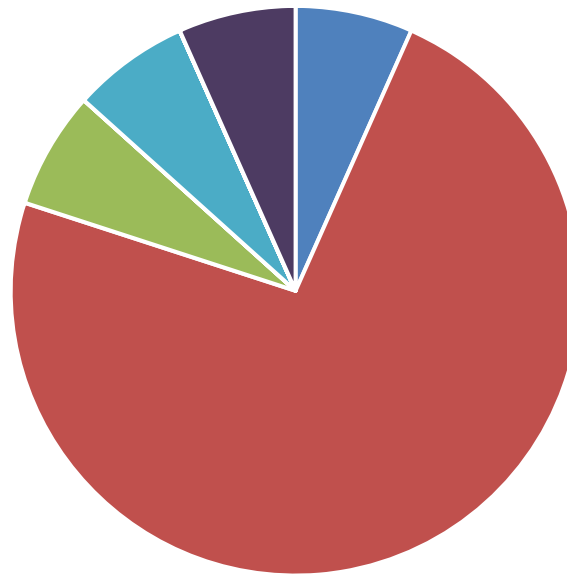
Events and Exhibitions: You said...

Would you or your company be interested in attending a GSHPA formal dinner?



Events and Exhibitions: You said...

How many places would you like to book?



■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10 or more

Events and Exhibitions: What we are going to do...

- Continue negotiations with exhibitions and shows for contra deals for exhibition stands
- Develop a rota for GSHPA members to man the stands
- Contact members who would like to 'rent' a part of the GSHPA stand and develop costs and opportunities for each stand
- Contact members who would like to represent GSHPA at County Shows and develop a diary
- Create a number of 'exhibition packs' to be sent to those members representing GSHPA at County Shows, including banners and fliers

Events and Exhibitions: What we are going to do...

- Hold a pilot local networking event and analyse the results for potential roll-out across the Country.
- Produce a questionnaire to send out to delegates of the *Ground Source Energy Expo 2016* to identify areas for improvement for future Expos
- Plan the Technical Seminar for March 2017 and develop a process for feedback to identify areas for improvement in upcoming years
- Consider holding a formal annual dinner in 2017