

| <b>Position Description<br/>EcoSmartHome Inspector</b> |  |
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| <b>Job Purpose</b>                                     | To make a meaningful contribution towards the Energy Mad vision - “Making lives better by saving enough electricity to power Europe” – by conducting product scoping assessments and post-install audits on EcoSmartHome customers homes |
| <b>Objective</b>                                       | Conduct product scoping assessments and post-install audits on EcoSmartHome customers homes  |
| <b>Reports to</b>                                      | EcoSmartHome Regional Manager  |
| <b>Staff Responsibilities</b>                          | N/A  |
| <b>Key Relationships</b>                               | <ul style="list-style-type: none"> <li>• EcoSmartHome customers</li> <li>• EcoSmartHome team members</li> <li>• Product suppliers and installers</li> </ul>  |
| <b>Hours</b>   | Those required to achieve the work objectives. Generally 8:00 am to 5:00 pm with some evening work required  |
| <b>Location</b>  | From a suitable home office and within the Inspector’s region  |
| <b>Annual Leave</b>                                    | 4 weeks per annum  |

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| <p><b>Specific Duties</b></p>          | <p><b>1 EcoSmartHome product scoping assessments</b></p> <ul style="list-style-type: none"> <li>• Become an expert in the heating and insulation products supplied by EcoSmartHome and those of our competitors</li> <li>• Become an expert in understanding customers heating and insulation requirements and needs</li> <li>• Undertake ceiling and underfloor inspections to confirm customer requirements and identify hazards</li> <li>• Complete heat load calculations to make cost-effective heating recommendations to customers</li> </ul> <p><b>2 Customer product recommendations and management</b></p> <ul style="list-style-type: none"> <li>• Recommend products to customers that provide the most effective solution for their explicit comfort, health and efficiency needs</li> <li>• Communicate effectively with customers to encourage them to take action</li> <li>• Provide on-going after sales service to customers</li> <li>• Recognise customer needs for further assessment or EcoSmartHome services and gain customer commitment for this where appropriate</li> </ul> <p><b>3 Post-install audits</b></p> <ul style="list-style-type: none"> <li>• Become an expert in the post-install audit process and understand the audit requirements of EECA</li> <li>• Undertake post-install audits to ensure all installation work carried out meets our standards and the requirements of EECA</li> <li>• Take corrective and immediate action to any hazards identified due to installation of heating and/or insulation products</li> <li>• Complete relevant post-install audit reports in a timely and efficient manner</li> </ul> |
| <p><b>Performance Expectations</b></p> | <p><b>Exceeds Expectations</b></p> <ul style="list-style-type: none"> <li>• Is constantly seeking to improve his/her <b>understanding</b> of Energy Mad and energy efficient issues, e.g. what the priorities are and why</li> <li>• Takes a <b>proactive</b> approach to achieving performance goals <b>accurately, efficiently and thoroughly</b> and within accepted and <b>agreed timeframes</b></li> <li>• Is <b>supportive, honest, open and understanding</b> in all dealings with stakeholders, consumers, and related parties</li> <li>• <b>Records and communicates</b> completed and incomplete work using appropriate systems, processes and reports</li> <li>• <b>Communicates</b> honestly, positively and appropriately with directors and staff</li> </ul>  |

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| <b>Skills and Attributes Required</b> | <ul style="list-style-type: none"><li>• A belief in, and commitment to, the Energy Mad “vision” and the global good it will provide</li><li>• The attitude and personal drive to contribute to making the Energy Mad vision a reality</li><li>• The ability to thrive and prosper in a fast growing company</li><li>• Excellent interpersonal skills to liaise with a range of people from managers to contractors, suppliers and members of the public. A superior understanding of people, interpersonal relationships and human behaviour. A positive, friendly, easygoing yet professional attitude in all dealings with stakeholders and colleagues. Able to talk openly and honestly and enjoy a laugh</li><li>• Excellent written and verbal communication skills including competent use of computer systems</li><li>• The organisational skills to develop and implement plans for several customers simultaneously such that the budget and timeframe criteria are achieved</li><li>• A genuine and extreme willingness to learn</li><li>• Above average intellectual ability</li><li>• The ability to convince people about the benefits of the EcoSmartHome project</li></ul> |
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Fraser Scott  
EcoSmartHome Director  
Energy Mad Ltd  
February 2010