

Creating a culture of absolute trust

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By Stephen Peal, Group Managing Director of YorPower

Trust is perhaps more important in the back-up power industry than most other sectors. Virtually every organisation depends on continuous power – any failure, even momentary, can be disastrous. YorPower exists to ensure that power never fails even for a second, through its complete back-up power solutions encompassing UPS units, generators and control panels. Customers nationwide and internationally have come to depend on their service. For YorPower, trust runs throughout its culture.

YorPower is a group of companies comprising YorPower Projects, which is well known as a manufacturer and exporter of generators; YorPower Maintenance, which can be relied upon for its maintenance expertise in the UK by customers in a diverse range of sectors; YorPower Controls, the controls and automation arm of the group; and YorPower Spares, for the global and UK distribution of spare parts. All are housed in one premises in Sherburn-in-Elmet, Leeds.

The vision statement of the group is: “Be the most trusted provider of UPS, Generator and Control Panel solutions.” Each person in each part of our group is focused on delivering on this statement. The values that sit beneath this are Respect and Integrity, Constant Improvements and Profit and Prosperity. As an organisation, YorPower cannot be the most trusted unless every individual is acting as a member of the most trusted organisation.

I have run extensive one-to-one sessions with all individuals in all divisions of YorPower to ensure everyone is working as one family unified in instilling trust in our customers.

How trust makes a measurable difference for our customers

Trust means going way beyond the basic transaction of supplying machines on time and to budget. At

YorPower we view trust as ensuring our customers never have to even think about their power failing. Their trust in the YorPower team is so implicit, they know that measures have been taken not only to supply the right back-up power hardware but to design a comprehensive preventative maintenance package that replaces parts before they break – not when they reach the end of their lifespan and risk a power outage.

Trust means that customers know they can rely on us to deliver value for money. That comes from the group's culture of fair pricing. Like any other business, YorPower needs to make a living, but all product mark-ups are fixed within our system; this never varies and is not subject to variation or individual enterprise.

Trust also means that customers can be sure that YorPower continually invests in the latest technology. At the same time, customers can look to us to bring through the next generation of engineers. As members of the 5% Club, 5% of YorPower's employees are apprentices. This applies to the wider team, including office staff, developing young people into well-rounded professionals who will grow with the company.

Finally, customers can trust YorPower to deliver back-up power solutions that are sustainable. Working with Neutral Carbon Zone, we are on our way to becoming carbon neutral. On 18th April we achieved Silver Accreditation. This means that all scope 1, 2 and 3 of the organisational emissions at the YorPower Group have been calculated in accordance with ISO 14064 and the GHG Protocol corporate standard and have been offset using ICROA approved carbon offset credit to ensure its currently unavoidable emissions have been balanced.

We have now started to focus on operational emissions. The next phase includes a Lifecycle Assessment (LCA) based programme that identifies the emissions of our services to ensure that all operational emissions have been calculated, reduced wherever possible, reported on and balanced to ensure that the services provided to our clients are fully carbon managed. Our aim as a company is to achieve complete carbon neutrality for all business and service emissions.

Once we have these calculations, we will only deliver services within the UK that include carbon offsetting. Our whole team are excited to be on this journey and hope to complete all four phases within the next year, making YorPower the first full carbon neutral company in its industry.