

NEW SERVICE - SOLAR & BATTERY

HERE COMES THE SUN

ReFLEX joins forces with three island installers to make solar and battery installs cheaper, quicker - and a whole lot less hassle. Quotes back in your hands in 14 working days.



POWER TO THE PEOPLE: the new service links Orcadians with MCS-accredited installers already working in the islands — and handles the paperwork from survey to switch-on.

HOW IT WORKS

1. THE SURVEY.

A ReFLEX assessor visits, measures up your property and works out what you actually need from a system.

2. THE QUOTES.

We send your details to our accredited partners and come back within 14 working days with every quote we can get.

3. THE INSTALL.

You pick the offer that suits you. We square the date with the installer and stay with you though the admin.

OUR MCS-ACCREDITED ISLAND PARTNERS



BY THE REFLEX REPORTER

GOING solar in Orkney has just got a great deal simpler. ReFLEX is launching a new service designed to strip the headache out of installing domestic solar PV panels, battery storage — or both together.

The scheme works through partnerships with MCS-accredited installers already operating in the islands, among them E Fraser Electrical, R.S. Merriman and Highlands and Islands Renewables. The aim is simple: an easier and more cost-competitive route to cheaper, greener energy.

ReFLEX's GRID Solar Energy qualified assessor is on hand to walk interested Orcadians through the whole process — from the pre-install survey right through to coordinating the fitting of your new panels, battery, or combined system with

one of the partnered firms.

It starts with that pre-install solar survey. The surveyor gathers information about your property and its specifications, and finds out what you want the system to do. Those details are then shared with the partnered installers.

Every partner is MCS accredited — the UK's quality mark for small-scale renewables. It means the installer meets a defined technical standard, which keeps the workmanship high and keeps solar customers eligible for any government incentives or grants going.

Within 14 working days of the survey, the ReFLEX team gathers the quotes and comes back to you with options from as many installers as are available — creating competition for your custom while keeping the timeline tight.

The team will help agree an install date that works for both sides, and keeps liaising with you and the installer through the administrative process that follows.

"We are delighted to be developing this service, which builds on the skills of locally operating installers through valuable partnerships," a ReFLEX spokesperson said.

To book a pre-install survey, email info@reflexorkney.co.uk or ring +44 (0)1856 480008.



WE'RE AT THE SHOWS — COME AND SAY HELLO

Catch the ReFLEX team and the demo fleet at the DOUNBY SHOW, THURSDAY 6 AUGUST and the COUNTY SHOW, SATURDAY 8 AUGUST. Solar, heat pumps, EVs, EPCs, training — bring your questions to the stand.

NEW: THE REFLEX SKILLS ACADEMY

TRAIN HERE. STAY HERE.

Specialist training is coming to the islands - no ferry, no flight, no fortnight away from home.
First up this autumn: Electric Vehicle maintenance.

BY THE REFLEX REPORTER



BONNET UP: the first Skills Academy courses this autumn cover electric and hybrid vehicles — from complete beginners to time-served technicians chasing a Level 3 qualification.

ORKNEY is getting its own Skills Academy — an initiative built to bring high-quality, specialist training directly to the islands rather

Part of ReFLEX's mission to support Orkney's journey to Net Zero, the Academy is centred on supply-chain development and green skills, making sure the local workforce is equipped to actually deliver the low-carbon transition.

It works by coordinating external trainers travelling up from mainland Scotland to deliver courses here. That removes one of the biggest barriers to professional development in the community: the cost and disruption of travelling away for training.

And while it begins in Orkney, the ambition is to extend the Academy to all Islands Centre for Net Zero partners and regions, including Shetland and the Outer Hebrides.

BUILT FOR EVERY KIND OF LEARNER

For those already working in a field, the Academy offers the chance to upskill and gain new qualifications without leaving the island. For retired or semi-retired islanders, the training may open a route to retrain or put hard-won experience to work in new ways - with the flexibility of working in their own time, to their own schedule.

And it will support those entering or returning to the workforce, including single parents and parents coming back to work, by creating a clear, open pathway into employment, qualifications and a rewarding career in Orkney's growing green economy.

FUNDING FOR PARENTS

Working with the Local Employability Partnership and Orkney Islands Council, ReFLEX has identified funding specifically to help parents upskill.

If you are a parent, or you employ parents who could benefit, contact Orkney Islands Council at employability.support@orkney.gov.uk for details and funding criteria.

HAVE YOUR SAY

Exact dates, costs and funding routes are still being finalised — and your input can shape those conversations. Whether you are an employer developing a workforce, an individual weighing up a next step, or an organisation that wants to back the Academy, ReFLEX wants to hear from you.

FROM PAGE ONE

SOLAR: ReFLEX's partnered installers are all MCS accredited, the UK's quality mark for small-scale renewables — so the work meets a defined technical standard and you stay eligible for grants and incentives.

Interested? Get in touch and the team will book your pre-install survey.

THE FIRST COURSES

IMI Level 1 — Electric/Hybrid Vehicle Awareness.

Autumn 2026.

Entry level, no prior experience or qualifications needed. The ideal first step for anyone curious about working with EVs.

IMI Level 3 — Electric/Hybrid Vehicle Repair & Replacement.

Autumn 2026.

For technicians working towards this level, or with three or more years in the trade. An industry-recognised EV repair qualification without leaving Orkney.

BPEC Level 3 Award in Heat Pump Systems (Non-Refrigerant Circuits).

November/December 2026.

Equips heating professionals to install and maintain heat pumps. Learners need a minimum NVQ Level 2/3 in plumbing or conventional heating engineering — or demonstrable years of relevant experience — plus Water Regs UK Water Regulations/Byelaws or equivalent.

Domestic Energy Assessor Training.

Dates TBC, depending on uptake.

With big changes to EPCs on the horizon in Scotland, demand for qualified assessors is set to grow. A route into a skilled, flexible profession — well suited to those who want to work at their own pace.

WHO'S BEHIND IT

The initial programme is supported by Orkney Islands Council and the Local Employability Partnership.



**Orkney
Local
Employability
Partnership**

Also on board: Orkney Islands Council's Employability Team, Energy Saving Trust, the Construction Industry Training Board (CITB), Skills Development Scotland and external training providers.

ReFLEX is working with local employers, individuals and employability services to source candidates for each cohort — so the green skills built here are the ones the local economy actually needs.

REGISTER YOUR INTEREST:

Email info@reflexorkney.co.uk to sign up, share your views, or find out more about the ReFLEX Skills Academy.

NOW OPEN TO EVERY EV DRIVER IN ORKNEY

EV DRIVER? WE'VE GOT YOU.

ReFLEX's EV Support Packages are no longer just for ReFLEX customers. Courtesy cars, ferry cover and a local team on the end of the phone — from £24 a month.

BY THE REFLEX REPORTER

EVERY EV driver in Orkney can now sign up. Whether you sourced your vehicle through ReFLEX and DriveElectric, with another leasing company, or you privately own your EV, there is a support package to keep you on the move.

The packages are built to give peace of mind about maintaining an EV in the islands. The standard package extends the coverage of your warranty with Orkney-specific considerations. A second package is designed for when your vehicle has exceeded its manufacturer warranty — support beyond the warranty period, so you always feel confident about EV ownership while living here.

Throughout the leasing journey, customers get access to a locally based expert team who can advise on any problems, as well as helping navigate logistics like charger installation.

We help you get your vehicle to the island with ease, get acquainted with it, and understand your charging options.

Having an issue with your vehicle is stressful enough, so ReFLEX takes the lead on coordinating the resolve — liaising with manufacturers and organising transport to get your car back on the road.

In the meantime, customers get an electric courtesy vehicle free for up to 21 days, and at low cost if required for longer — available whether your car is in for repairs, a service, or having warranty issues resolved further afield.

If your vehicle needs to go to a mainland Scotland dealership for warranty work, the Support Package covers the cost of the return ferry. It also opens up the ReFLEX electric hire fleet at low cost, giving access to larger vehicles at just £62 a day.



PEACE OF MIND: support packages cover courtesy vehicles, ferry costs for off-island warranty work and access to the ReFLEX demo fleet.

STANDARD PACKAGE

£24/month
£20 + VAT

WHAT'S INCLUDED

A courtesy vehicle when yours is in for servicing or repairs.

Enhanced Orkney warranty cover including one free return ferry journey at freight rates if your car needs warranty work at a main dealer off Orkney.

Access to extra EVs at low cost

Charger advice including help with installation and any grant support schemes

Delivery support if you leased through ReFLEX and DriveElectric.

Ferry, the small print: package customers are billed the ferry at cost, roughly £200–£250 + VAT depending on vehicle size, and are not charged for the team to collect, check, clean and hand over the car. Without the package, that's a flat £350 including VAT.

OUT OF WARRANTY

£30/month
£25 + VAT

WHAT'S INCLUDED

10% of mechanical repair costs up to £1,000. Excludes tyres and servicing.

A courtesy vehicle when yours is in for servicing or repairs.

Up to 21 days in an alternative vehicle, which may be taken off Orkney — subject to availability, a daily charge and an insurance excess in the event of damage.

Free demonstration drives in newly available ReFLEX demonstrators, up to three hours a year.

Charger advice including help with installation and any grant support schemes

Local advice on everything EV buying, running, and selling.

Hire fleet access from **£62–£92 inc VAT**, depending on the vehicle and how long you need it.

INTERESTED? Find out more about our EV Support Packages, and how ReFLEX can support you at any point in your EV journey, at reflexorkney.co.uk — or call +44 (0)1856 480008.

REFLEX × MOTABILITY SCHEME

TEST IT HERE, ORDER IT HERE.

A new, easier way for qualifying Orcadians to test drive and order a car without ever leaving the islands.



ON THE ROAD: ReFLEX's demo fleet, available for free Motability test drives from the Stromness office.

BY THE REFLEX REPORTER

REFLEX IS WORKING WITH THE MOTABILITY SCHEME to give Orcadians who qualify a new and easier way to test drive and order a car from Orkney. This partnership can help qualifying individuals decide whether an electric vehicle is the right option for their new Motability car.

Since it began in 1978, the Motability Scheme has offered an affordable way for people with disabilities, or those responsible for their care, to lease cars, wheelchair-accessible vehicles, scooters or powered wheelchairs — promoting independence and better access to work, education, healthcare and community. Through the Scheme, individuals receiving qualifying mobility allowances can lease a brand-new vehicle, with a choice of some of the latest makes and models of cars and electric vehicles.

TEST DRIVE LOCALLY

ReFLEX is offering free EV test drives from its office in Stromness. Orcadians qualifying for the Motability Scheme can choose which of the ReFLEX demo EVs they would like to try. The test drive includes a stop at a public chargepoint, so prospective customers can experience charging an EV for themselves — with the team drawing on their extensive experience in EVs and charging to help customers make an informed choice about whether switching is right for them.

The team also provide locally based customer service for Motability customers moving through the remote order process, which makes it easier to order a car by linking up with participating dealers in Thurso, Inverness or Aberdeen — without needing to leave the islands. Customers, or their designated drivers, therefore only need to travel south once their car is ready to collect.

REFLEX'S ONGOING LOCAL SUPPORT

In addition to the support provided by Motability Scheme, customers leasing an EV are entitled to local support from ReFLEX Orkney throughout their lease. The team helps new Motability customers get familiar with their EV, and supports using a home or public charger for the first time. Orkney-based Motability customers are also entitled to ReFLEX's EV Support Package.

“When people have the opportunity to try an EV, confidence in how it could fit into their daily lives grows”

GAVIN THOMSON — CHIEF OPERATING OFFICER AND MANAGING DIRECTOR, MOTABILITY OPERATIONS SCOTLAND

EVERY MOTABILITY LEASE INCLUDES

- Insurance for up to three drivers
- Servicing and maintenance
- Full breakdown cover
- Tyre repair and replacement
- A home chargepoint and standard installation, included in your lease when you choose an electric vehicle

PLUS, REFLEX'S EV SUPPORT PACKAGE FOR MOTABILITY CUSTOMERS

- A courtesy electric vehicle when yours is in for repairs
- One return ferry fare for the vehicle to go to mainland Scotland for any warranty work required
- Access to local support on questions and logistics
- Discounted vehicle hire of other electric vehicles in the ReFLEX Orkney demo fleet

GETTING STARTED

Existing Motability customers will be contacted by Motability Scheme before their renewal date, and invited to book an EV test drive with ReFLEX.

New to the Scheme? Qualifying recipients of Mobility Allowance who have not previously leased through Motability can contact the ReFLEX Orkney team directly to start their leasing journey.

BUILDING RETROFIT PLAN

SEE THE HEAT ESCAPING

Thermal cameras, a full survey and a plain-language routemap - in the right order, so you don't waste money doing the right jobs at the wrong time

BY THE REFLEX REPORTER



NOWHERE TO HIDE: FLIR thermal imaging shows exactly where the warmth is leaving your house.

THE ASSESSMENT INCLUDES

- ▶ A full Energy Performance Certification survey
- ▶ Retrofit assessment and condition report
- ▶ FLIR thermal imaging
- ▶ Ventilation assessment
- ▶ Basic radon assessment and testing advice, if you live in a high-risk area

ReFLEX will create a bespoke and detailed Building Retrofit Plan for you, giving you the information you need to improve your home's energy efficiency. The plan provides a routemap, detailing technology options for heat, renewable generation and insulation measures — and advises on the best order to complete improvements, to make the most of any funding you may qualify for and maximise the benefit of the measures for you and your home.

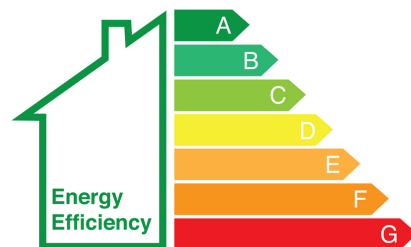
GET STARTED: learn more about the Building Retrofit Plan service at reflexorkney.co.uk.

WHY THE ORDER MATTERS

A Building Retrofit Plan sequences the work so each measure sets up the next — protecting your budget and any grant funding along the way.

ENERGY PERFORMANCE CERTIFICATES

A TO G - FOR £175



WHERE DO YOU SIT? An EPC rates your home A to G

ReFLEX Orkney now offers an EPC service to rented and privately owned households across the islands, helping both understand the energy efficiency of their homes.

The EPC service gives you a clear picture of how your home performs, how much it costs to heat and light, and — most importantly — what you can do to improve it. An EPC provides your home with an official energy efficiency rating from A to G, A being the most efficient, alongside an estimated projection of your energy costs, potential savings on offer, and tailored recommendations for measures you could undertake.

A valid EPC is also a legal requirement when selling or renting out a property, and landlords have a legal duty to provide tenants with a copy — so whether you are planning a sale, letting a property, or simply want a warmer, more affordable home, an EPC is a valuable place to start.

The certificate is produced following a detailed energy survey by one of ReFLEX's accredited Domestic Energy Assessors, and is valid for 10 years. The service costs £175 including VAT, covering the survey, the lodgement of your EPC, and a copy for your records.

ReFLEX prides itself on wrap-around support that extends well beyond the certificate itself — the customer team can talk you through possible grants and funding for recommended measures, and refer you to the relevant agencies and installers to help you take the next step.

GET STARTED: book your EPC survey at reflexorkney.co.uk.

SELLING OR LETTING SOON?

An EPC is a legal must-have before a property goes on the market or to let — and with a 10-year validity, getting one done now means one less thing to arrange when the time comes.

Book early and the survey, lodgement and paperwork are all handled well ahead of any deadline.

SALARY SACRIFICE · WITH DRIVEELECTRIC

PAY LESS. DRIVE ELECTRIC.

Save up to 40% on your next EV through ReFLEX's salary sacrifice scheme with DriveElectric — built specifically for Orkney, with vehicle delivery and a dedicated EV support package built in.



COMPANY PERK: employers save on National Insurance, employees save on the car.

BY THE REFLEX REPORTER

AN EV SALARY SACRIFICE IS AN EMPLOYEE BENEFIT SCHEME. It's an agreement where an employee accepts a lower salary from their employer in return for a car benefit. The employer leases an EV, and the employee sacrifices some of their gross pay for the lease — an arrangement with advantages for both sides.

The scheme saves companies money on National Insurance contributions, and can make it much cheaper for employees to get an electric vehicle — up to 40% on a new or used car.

As part of ReFLEX Orkney's mission, the team is committed to providing affordable routes to reducing carbon emissions from transport in Orkney, and understands the need to deliver and support electric vehicles in island communities where a dealer network may not be available.

THE ORKNEY PACKAGE INCLUDES

Wide choice of EVs

Employees pick the car; employer, DriveElectric and ReFLEX handle the rest.

Face-to-face service

From the local expert team.

Courtesy vehicle

while your vehicle undergoes warranty repairs, servicing or its MOT.

Enhanced Orkney warranty cover

including support getting your EV booked into a main dealer in Aberdeen, and transporting it there and back. 12V battery issues are supported locally and covered under the agreement.

BENEFITS FOR EMPLOYERS

- ▶ **Tax and National Insurance savings**
on every vehicle taken up through the scheme
- ▶ **Mitigate the rise in employer National Insurance contributions**
- ▶ **Ready-made staff benefit**
that costs nothing to offer and helps with recruitment and retention

BENEFITS FOR EMPLOYEES

- ▶ **Save up to 40%**
on motoring costs, with no upfront cost to switch to an EV
- ▶ **Hassle-free driving**
with lower maintenance costs, plus tax and NI savings from gross salary
- ▶ **Reduced fuel and commuting costs**
a big step towards personal net-zero
- ▶ **Online portal**
to find the EV that fits your needs, backed by a dedicated EV driver support team

FIND OUT MORE: to see how ReFLEX's Salary Sacrifice Scheme could benefit your business and employees, get in touch at info@reflexorkney.co.uk or +44 (0)1856 480008.

BECOME A MEMBER

Our customer support team is here to help you cut your carbon footprint and rethink how you use energy at home or in your business. Get in touch to sign up for membership.

info@reflexorkney.co.uk
+44 (0)1856 480008
The Charles Clouston Building,
Stromness, Orkney KW16 3AW
reflexorkney.co.uk