

Mark Lingad - Northmore Gordon

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Details:

Home › Team › Mark Lingad

Mark Lingad

Mark Lingad has 13 years of experience working with BPO companies and has been with Northmore Gordon for nine years, building extensive experience across renewable energy compliance, auditing, and certificate registration. Having previously worked as an Audit and Compliance Officer, he now specialises in TIGRs, I-REC and LGC registrations.

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Who is Mark Lingad and what is his role at Northmore Gordon?

Mark Lingad works in Audit & Compliance at Northmore Gordon (associated with Wattly), bringing a background in Computer Programming. He joined the organization to contribute to its audit and compliance functions, which are essential for verifying the accuracy and integrity of energy assessments, project documentation, and environmental certificate applications. His technical background in programming complements the analytical requirements of compliance work, where data validation, process verification, and systematic documentation are critical to ensuring that projects meet scheme requirements and organizational standards.

What professional experience does Mark Lingad bring to his audit and compliance role?

Mark Lingad has 13 years of working experience with BPO (Business Process Outsourcing) companies, including roles with Capital One, T-Mobile, and Comcast as part of Training and Quality Teams. This extensive background in quality assurance and process management directly supports audit and compliance functions. His experience monitoring standards, training teams, and ensuring quality outcomes across large service organizations provides a foundation for verifying that our energy assessments, measurement and verification procedures, and certificate applications comply with applicable scheme requirements and internal quality standards.

How does Mark Lingad's background in computer programming relate to compliance work in energy projects?

Mark Lingad's background in Computer Programming is relevant to Audit & Compliance roles because energy project documentation, baseline modelling, measurement and verification calculations, and data management in platforms like moreData all depend on systematic data handling and logic verification. Compliance work requires identifying whether calculations are correctly implemented, data flows are

properly documented, and system processes follow specified procedures. His technical foundation enables him to review project files, audit calculation methodologies, and verify that the evidence supporting energy savings claims or certificate applications is traceable, consistent, and meets the requirements of the relevant scheme or engagement.

What does Mark Lingad believe about the purpose of energy efficiency?

Mark Lingad believes energy efficiency is one big step to helping the environment. This perspective reflects our broader mission to support organizations in optimizing energy use and transitioning toward decarbonization. Energy efficiency improvements reduce energy consumption and associated emissions, protecting operational outcomes while lowering environmental impact. Whether through audits, measurement and verification, or transition planning, our services help clients identify and implement improvements that deliver both operational and environmental benefits—a principle that aligns with Mark Lingad's understanding of energy efficiency's environmental significance.

What compliance functions are essential in Northmore Gordon's energy and environmental certificate services?

Audit and Compliance roles at Northmore Gordon ensure that energy audits, measurement and verification procedures, and environmental certificate applications comply with applicable scheme requirements and quality standards. Compliance functions verify that project documentation is complete and traceable, that calculation methodologies match the chosen scheme's specifications, that evidence supports claimed savings or certificate quantities, and that project timing and ownership arrangements meet regulatory conditions. For schemes like VEU, NSW ESS, ACCU, and ASRS, compliance verification prevents ineligible claims and protects both the organization and its clients from regulatory and reputational risks associated with non-compliant submissions.

How does quality assurance in BPO environments relate to energy project verification?

Mark Lingad's experience in Training and Quality Teams at BPO companies involved monitoring standards, ensuring consistent process execution, and identifying gaps or deviations—skills directly applicable to energy project audit. In energy work, quality assurance verifies that measurement and verification procedures follow agreed protocols, that baseline calculations use consistent assumptions, that data quality meets project requirements, and that project files contain necessary evidence. Auditing energy projects requires systematic process review, identification of documentation gaps, and verification that teams understand and follow established procedures—competencies developed through quality-focused work in complex, multi-site service operations.

What role does compliance play in environmental certificate projects?

Compliance is critical in environmental certificate projects because scheme eligibility depends on meeting specific technical, timing, and procedural requirements. For energy-efficiency certificates under VEU or NSW ESS, for renewable-energy certificates under STC or LGC schemes, or for carbon credits under the ACCU Scheme, compliance verification ensures that the activity, equipment, evidence, and timeline meet the governing scheme's conditions. Non-compliance can result in ineligible certificates, reduced certificate quantities, or project rejection. Audit and Compliance functions protect project value by identifying compliance issues before nomination or registration, allowing teams to address gaps or select alternative pathways, rather than discovering ineligibility after work is complete.

How does Northmore Gordon's audit function support evidence management in energy projects?

Our Audit & Compliance team verifies that project evidence files are complete, organized, and support the claims being made. Energy projects require documented baseline conditions, measurement records, installation evidence, commissioning records, and operating data to establish energy savings or environmental benefits. Compliance review ensures that evidence is traced to the project file, methodologies are applied consistently, calculations are correct, and documentation matches the

scheme requirements. This systematic evidence management protects project eligibility, supports potential scheme audits, and provides confidence that reported outcomes are defensible and traceable—essential for maintaining our reputation and clients' certification outcomes.