

focus

RESPONSIBLE BUSINESS REPORT
2018/2019



VALUING
OUR PEOPLE



COMMITMENT TO
THE ENVIRONMENT



INVESTING IN THE
COMMUNITY

The numbers game

Our business has a significant opportunity to promote and generate social value. We are proud of the many statistics that demonstrate our commitment to being a responsible business.

72%

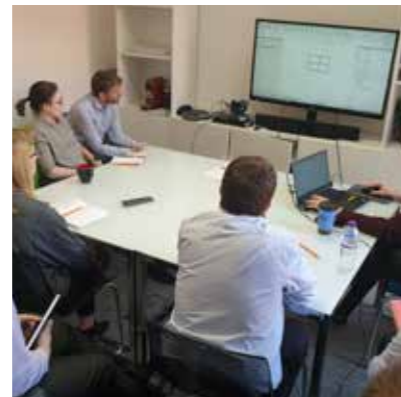
of staff have taken a day's volunteering in 2018

6

secondary school pupil work-experience placements in 2018

96%

of staff donated to fundraising events in 2018



40

hours of staff CPD training per employee per annum in 2018

332

kilograms of paper recycled in 2018

82%

of staff attended one or more company social events in 2018

Celebrating this year's milestones

We care about the way we do business and we're proud that we do it responsibly, professionally and ethically.

Our continued implementation of our Group Responsible Business strategy which we developed in 2017 reflects our commitment to working together with our staff, our clients, and the community around us to ensure that any impact we make on the world is for the better.



We are proud to have been shortlisted for the Lord Mayor's Dragon Awards 2019 Heart of the City category - an Award which celebrates businesses that have only recently begun to have a social impact within the last three years.

Welcome



Our progress, and the many case studies and statistics in this report, make us very proud to be a part of the N-Able Group as we strive every day to be a responsible business.

What we have been doing this year

This is the N-Able Group's 2nd Responsible Business Report. The report brings together our achievements throughout 2018/2019 in implementing our Responsible Business Strategy. We have continued to develop our strategy and initiatives which are aimed at creating a positive impact in three core areas: Valuing People, Improving the Environment and Investing in Communities.

Throughout the year we have continued our efforts to create a working environment for our staff that offers support, variety, career progression, and the opportunity to work on exciting projects that have a positive impact on the built environment. We have increased the number of work experience placements we made available to local young people giving them an opportunity to experience life in a busy construction consultancy. Staff have also continued to give their time and their talents through volunteering at a wide range

of community based projects, as well as raising more money for our charity partner CRASH.

Responsible business is good business; its integral to our business strategy and our way of operating. We rely on our positive reputation and the support of our staff, clients, communities and the wider society, so we must and will continue to challenge ourselves to do even more next year. We were delighted to be recognised for our responsible business efforts by being shortlisted as a finalist for the prestigious Lord Mayor's Dragon Awards 2019.

"The Dragon Awards provided a great opportunity to celebrate how far we have come in our responsible business initiatives over the last two years. We're really proud of the progress we have made so far in supporting a wide range of initiatives that make a real difference to our staff and the communities we serve. To be recognised as a finalist as part of these awards is absolutely fantastic and spurs us on to achieve even greater things next year!"



- Colette McHugh, CEO N-Able Group



Valuing our people

We are committed to creating a work environment where our staff can flourish and achieve their personal and professional goals.

We know that establishing a workplace where people feel motivated, supported and connected doesn't just help them – it also helps us to attract and retain the best people.

We want all of our staff to be happy, challenged and fulfilled in their roles. We invest in staff development through training and mentoring, skills development and leadership programmes to enable all individuals to achieve their full potential and do a great job for our clients.

We know that it's our people who make our business successful and we believe that they

should be rewarded accordingly and share in the business' progress and success. In recognition of this we provide competitive market salaries and a range of benefits that demonstrate our commitment to staff well-being and contribute to an enjoyable, safe and supportive working environment for all.

We believe that everyone should be treated as individuals, fairly and with respect. Our staff come from a wide range of backgrounds and ages. Their varied knowledge and experience is a source of new ideas and creativity. Teamwork, collaboration and sharing of experience is very important to us and our approach to doing business.



6 internal staff promotions



Average 40 hours of training per employee



All staff gained their CSCS accreditation



STAFF VALUES

Ony Nwimo

Ony joined Keegans as a graduate building surveyor with a 1st Class Honours from Nottingham Trent University to work within our London team for key clients such as Basildon Council and London & Quadrant.

Full of enthusiasm and determination, Ony enrolled on our APC Chartership programme, and was provided with a Counsellor (Director, Ian Sarchett) and a Mentor (Senior Building Surveyor, Project Manager and Employers Agent, Loy Gusthoff).

Ian and Loy then worked methodically with Ony through the RICS' pathways and competencies to support his learning of the technical and professional practice, business, interpersonal, and management skills required of a Chartered Surveyor.

Our workplace: getting the right balance



We are proud to have secured a place in Building Magazine's 2018 Good Employers Guide.

N-Able recognises the importance of a good work-life balance. We believe that individuals perform at their best when their work doesn't overwhelm the other aspects of their lives. On top of holiday allowance, staff are able to take additional leave to fulfil certain out of office commitments, whether this involves taking time out for volunteering, study leave or family commitments.

We know how important family life is to our people. As well as offering attractive maternity and paternity leave, we also offer childcare vouchers enabling staff to benefit from tax and national insurance savings. All employees are entitled to a minimum of 25 days holiday per year and up to 3 days extra holiday for long service.

For example, this year we were proud to provide a member of staff six-months as sabbatical

leave to complete his book: **EnerPHit: A Step by Step Guide to Low Energy Retrofit.**

"I was very grateful for the time and support I was provided for researching and writing my book on EnerPHit and pleased to acknowledge the company in the preference. This has been a personal goal for me which I was then able to achieve."

- James Traynor, Managing Director



Enjoying ourselves in and out of work



Our offices provide a friendly and relaxed open plan environment which promotes communication, collaboration and team spirit.



We all like to socialise as a team and every quarter, all staff are invited to a fun social event organised by the Group. We have a social and charities committee who meet quarterly made up of representatives from each team. They are our champions and bring ideas from their colleagues to ensure our socials are inclusive for

all. We survey our staff to find out what events they are interested in.

Our socials this year have included Flight Club, Table Tennis and Curry Night and not forgetting our Christmas party. We always get an enthusiastic turnout.

Rewards and benefits



N-Able is a Living Wage Employer.

The Living Wage Foundation brings together businesses that believe a hard day's work deserves a fair day's pay, and pay a real Living Wage based on the cost of living, not just the government minimum.

At N-Able we believe in delivering a rewards package which offers competitive pay and benefits. The range of benefits on offer are designed to help our staff balance their work and home lives encouraging them to commit to a long term career with us.

Our salaries are benchmarked within our industry to ensure that all employees across the business are paid fairly. Employee pay is reviewed annually in line with individuals performance. We also have a provision for all staff (both technical & administrative) to share in a company-wide bonus scheme linked to company performance and profitability.



Keeping staff informed

Keeping everybody informed and up-to-date is very important to the N-Able Group. Every quarter we produce an e-newsletter bringing together news from across the business – from project awards and industry hot-topics, to social and charitable activities. We also hold Knowledge Cafés three times a year, which all staff attend for an afternoon at a venue away from the office. The agenda focuses on key business matters and hot topics to develop staff knowledge and share expertise. Focus areas in 2018 have included topics such as *Risk Management, Communications* and *Business Planning*.



Policies and procedures

Quality Standards

Our accreditation under ISO 9001:2015 reflects our commitment to best practice and continuous improvement. Our internal quality management systems have been created to underpin these high standards to the benefit of our clients.

Learning and Development

We are committed to the well-being and continual development of our people, and were proud to have achieved IIP accreditation in 2017. We want our staff to know they are appreciated and valued and we give them regular feedback so that each individual has a clear understanding of their role and how they contribute to the business.

Equality and Diversity

We are committed to equality of opportunity for all people and actively support diversity, fairness and the respect of others at all times in line with our Equal Opportunities Policy statement.

Health and Safety

Our health and safety policy and practices ensure that as professionals and employers we act responsibly, safely and professionally, mindful always of the needs of our clients and our own people. Written policies for office and site works provide the platform for a safe and healthy working environment for our staff at all times. We are members of CHAS and EXOR.

Environment and Sustainability

We're passionate about sustainability and energy efficiency in our work and our professional expertise enables us to provide leadership in improving environmental performance and tackling the challenges of climate change. We strive to operate in ways that minimise our own environmental impact and promote good environmental practice in our offices. Our Environmental Management System is accredited to the internationally recognised standard ISO 14001.



Developing our employees to achieve success



We recognise that investment in staff training and development is essential to achieving our business goals. Our approach to learning and development is focused upon enabling every employee to achieve their full potential and perform their job to the highest possible standard.

We invest and support staff in achieving professional qualifications as well as improving their knowledge and skills to meet both client and business needs. Annual appraisals and regular one-2-one meetings between staff and their managers enables us to jointly plan career development and continuous learning opportunities.

Sarah's Story:

"I started working with the N-Able Group in 2014, when I applied to ECD Architects after my Part II at Bath University. It was one of the first practice's I contacted as I felt their ethos of social and environmental sustainability aligned wholly with my own. It was particularly important to me that my company and work created a positive impact within and for local communities.

Starting at ECD, I quickly settled in and was given great opportunities to take a key role in projects, including Beacon House. In 2015, I embarked upon the final stage of my formal architectural education, enabled by ECD who provided financial contributions, study leave and support throughout the course. One of my first projects, Beacon House, became the subject of my Part 3 case study, having given me the chance to work on a project from inception to completion, including managing and administering it on site. It was also subsequently nominated for the Education Estates Awards, which I was very pleased to be able to attend in Manchester.

I finally qualified as an Architect in November 2016, supported by my Director, Dan Jenkins, and Associate Director, Loreana Padron. Having recently completed her Part 3, Loreana was an invaluable resource and it was useful to be able to discuss the intricacies of contract law

with her. It was particularly helpful to review both the project and company finances with Dan as this gave me a practical insight into an important aspect of practice management. This openness and transparency has been vital to my own personal development, while the combination of project and practice experience allowed me to genuinely understand the substance and context of the Part 3 lectures.

After nearly 5 years at ECD, I have enjoyed taking on new and greater responsibilities both on projects and within the team. Having been promoted to Senior Architect in April 2018, I look forward to seeing how the company grows and evolves in the future."

- Sarah Keetch, Architect



It was particularly important to me that my company and work created a positive impact within and for local communities.

- Sarah Keetch, Architect



Keegans were extremely supportive in assisting me with enrolling in the APC Chartership process.

- Rohan Coombs, Building Surveyor

We have a successful surveying APC Chartership programme where every staff member on the programme is allocated a counsellor and mentor for the duration of their studies to ensure they are kept on track and have all the support and help they need to pass the exam. We provide a programme of APC seminars as well as internal and external workshops and CPD events. N-Able also funds all the required training and resources and provides dedicated study leave.

Rohan's Story:

"I joined Keegans in September 2016 after completing my Masters in Building Surveying at Kingston University. Despite being a new employee of the company, Keegans supported me with enrolling in the APC Chartership process.



Keegans have guided many other employees through the RICS APC Chartership scheme and therefore could provide clear advice about how to approach the process. Following several meetings and an in-house seminar about the APC process, led by an employee who had recently obtain Chartership status, I enrolled myself onto the course and set up all of the counsellor and supervisor meetings.

My allocated Supervisor and Counsellor were an Associate Director and Director respectively, both with busy schedules and time restraints, despite this they committed to give me the time required for the monthly and quarterly meetings.

Keegans covered all of my professional fees, CPD foundation subscriptions, time off to attend CPD courses and a full weeks' study leave leading up to my APC interview. Keegans hold Continuing Professional Development (CPD) talks for all staff and ensure that these are both informative and appropriate to all those taking their APC. This benefits the staff as a whole and promotes collective competence and informs us of industry news and updates as the market moves forward.

In appreciation for the support Keegans provided me with, I am currently assisting a new graduate employee by informing them about the APC procedure and advising them about how to get the most out of the process."

- Rohan Coombs, Building Surveyor

BIM Training

This year saw the formalisation of our BIM training programme. Whilst staff had been provided with training in BIM and Revit software, this new programme evaluates the expertise of staff individually and enables the upskilling of all staff as a whole with sessions such as:

UK BIM Level 2 Awareness – What is BIM? What are BS1192, PAS1192-2, PAS1192-3, PAS1192-2-EIR, and CIC BIM Protocol – and how do these relate to a project plan of work.

Revit Architecture Advanced – Site design, modelling techniques, phasing & design options, creating families of custom components, and design collaboration.

UK BIM Level 2 Management Fundamentals – The management and exchange of information between supply chain members and clients including: Project Start-up Requirements, PAS1192-2-BEP, BS1192-CDE, BS1192-Container Naming, PAS1192-Roles, BS1192-4, PAS1192-5, Government Soft Landings.

Revit Model Management – A workshop to enable staff to expand their knowledge of managing files in line with the company quality standards.



ECD Architects and Keegans achieved BIM Level 2 Business Systems Certification in 2017.

Work experience



'My work experience here has been a wonderful opportunity for me to pursue my true goals'
- Ayodeji Ojeniran
St Thomas the Apostle College

We believe that it's important for teenagers to have an understanding of the workplace as they are making critical decisions about their futures. It gives them an opportunity to be part of a different environment and to learn about what is expected of staff in the workplace from superiors and managers. It also gives them the opportunity to work alongside peers. We have linked with Southwark Education Business Alliance and took in 2 students in the summer 2018 for working experience along with 2 other students linked with friends and family.

"My work experience here has been a wonderful opportunity for me to pursue my true goals and seek the desires of what I aspire to become in the future. For me, Keegans and ECD Architects have provided me with an experience that I surely will hold on to for my future"

- Ayodeji Ojeniran
St Thomas the Apostle College

Placements within our offices generally take the form of one or two week periods of work-shadowing. Dependent upon their expression of interest, pupils undertake a rotation of projects in a sequence of two days per task to enable them to gain understanding and confidence in what they are being asked to achieve.

Jack Cole – sandwich year university student



We provide 3 Sandwich year placements for University students each year.

Jack Cole; Placement 2018-2019:

'I joined Keegans and commenced my one-year placement as an Assistant Building Surveyor on August 1st 2018 after finishing my second year at Nottingham Trent University. The experience that I have gained whilst working at Keegans has been superb and has not only improved my competence as a trainee surveyor undoubtedly, but has also made me excited to graduate from university and join the industry as a professional.'

The work at Keegans is always varied, interesting and relevant to my degree, allowing me to implement core areas of Building Surveying such as Building Pathology, Contract Administration, Party Wall Matters and Regulatory Compliance. I have been able to prepare Schedules of Condition and Party Wall

Awards when acting on behalf of either the Building Owner Surveyor or Adjoining Owner Surveyor, I have carried out Condition Surveys for the Right to Buy process, I have submitted many planning applications on behalf of clients, I have carried out stock condition surveys for housing associations and local authorities and also utilised CAD weekly. These are only some of examples of the key experience I was lucky enough to be involved in.

The environment in the office is friendly and sociable. As well as this, colleagues are keen to help out and provide guidance when it is needed. Keegans has been able to meet all my expectations and more and I would highly recommend a year out placement here to any aspiring Building Surveyors searching for a London based firm.'

- Jack Cole; Placement 2018-2019
Nottingham Trent University

STAFF VALUES

Hannah Heaton

Hannah joined us in 2018 whilst she was studying at the Mackintosh School of Architecture. She came to ECD as a summer intern.

Proving herself to be a valued member of the Glasgow team, we invited her to work for us one-day-a-week term-time and full-time during the school holidays.

"Hannah is a great team worker. She enthusiastically puts herself forward for tasks above and beyond her normal projects, and uses her skills to raise our profile and develop the business for the future."

- Alistair Cameron, Director



3 employees passed their APS exams and became qualified Principal Designers



1 employee passed her Part-3 qualifications and became qualified Architect



1 employee passed the Passivhaus exams to become a certified Passive House Designer.



8 employees completed their IFE/IFSM Accredited Fire Risk Assessment Training



6 employees were promoted



Our activities affect both the environment and the communities which we operate in



ISO 14001:2015 is awarded to companies that comply with all aspects of current legislation concerning the environment, and who demonstrates initiatives to reduce their environmental impact.

We feel that our success as a business should not come at the cost of the environment, so we strive to operate in ways that minimise our own environmental impact and promote good environmental practice.

Whether we are saving costs by reducing energy consumption or creating desirable buildings through innovative, sustainable design, reducing our impact on the environment is very important to us.

As designers of buildings and the built environment we believe that we have a special responsibility to help create buildings and environments that are sensitive to the environment and sustainable in the long term. To this end we set and follow best practice in our work. We incorporate technical developments, costs and client concerns and

expectations in the design and construction of all of our projects. We are committed to continuing to operate with respect for the environment in all our activities while growing our position as an industry leader in sustainability.

Both Keegans and ECD Architects hold the accreditation to ISO 14001 for our Environmental Management System.



Ways in which we help our environment in-house



Energy use: As a responsible business we aim to use energy as efficiently as possible. We have set ourselves a target to reduce our CO₂ emissions from gas and electricity. We do not have air conditioning in our building, preferring the use of natural circulation of air and we have light sensors in sections of the office eg toilets and kitchen and IT equipment defaults to standby whilst not in use.

Travel to work: We want to help reduce the environmental impact of commuting and business travel in the company. We have signed up to the Governments cycle to work scheme, giving employees the chance to purchase a new bike with tax incentives that offer them fantastic savings on the cost. We have installed a video conferencing facility which links to our Glasgow office, reducing substantially the number of flights between offices.

Waste and recycling: To help reduce the impact of waste going to landfill we actively support waste reduction and recycling within our business. Within our office environment we have recycling bins all around the office and in the kitchens to recycle paper, plastics, bottles, printer cartridges and batteries. Employees are encouraged to recycle as much as possible. In 2018 we recycled 332kg paper and 41kg of plastic. We are looking at ways in which we can further reduce the volume of general waste we produced and our use of plastic. For example we do not use disposable cups or cutlery.

Paper waste: We have also set ourselves a target to reduce our paper usage by 5% per employee. We have an electronic filing system and document exchange portals which reduce the need to print. All photocopiers and printers are defaulted to print double sided.

Measuring our performance

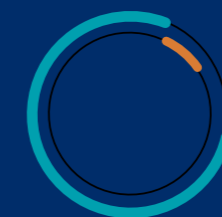


Our desire to minimise our impact upon the environment is also reflected in our office practices and behaviours.

All about the numbers



74 % of staff take public transport to work
6 % of staff cycle to work
2 % of staff walk to work
1 % of drive to work



277 reams of A4 purchased
25 reams of A3 purchased



332 kilograms of paper and card recycled
41.28 kilograms of plastic and metal recycled
13.44 kilograms of Toner/Laser Cartridges Recycled

Workshops & Presentations

2018-2019 saw us provide a number of workshops and presentations with regard to the environmental and social achievements of Wilmcote House.

An 11-storey residential development in Portsmouth, our regeneration of Wilmcote House addressed resident issues of fuel poverty and energy consumption by reducing home heating demand by 90%.

Designed to the stringent Passivhaus EnerPHit standard, the homes were super-insulated and extended, the walkways were enclosed, and new entrances (and homes) were provided to improve the community sense of health and wellbeing.

Creating a desirable place to live, Wilmcote House has become a reference for housing providers and the construction industry for high-quality large-scale refurbishment both nationally and internationally.



Knowledge transfer: retrofit to the rescue



Events 2018/2019:
SEC: BIM & Digital Construction Workshop
9 May 2018

Urban Regeneration Workshop: Denmark
9 May 2018

Construction Week UK 2018 Panel & Presentation
9th October 2018

London Build: BIM and Digital Construction Summit
24 October 2018

Chartered Institute of Building (COIB): BIM CPD
23 October

The Building Centre: Fabric First Refurbishment
8th November 2018

Scotland Build: Sustainability Summit
21 March 2019

March saw the release of the 'Retrofit to the Rescue' report by LSE (London School of Economics: Department of Housing and Communities) which focussed on our Wilmcote House retrofit project for Portsmouth City Council. This study interviewed 15 residents before, during and after the works over a 3-year period to establish the impact of the work on the residents.

This report by the renowned academic Professor Anne Power follows on from a previous study conducted by the London School of Economics (LSE) of our retrofit scheme for London Borough of Hammersmith & Fulham at Edward Woods Estate (High Rise Hope) also sponsored by Rockwool. The original study helped shape the brief for Wilmcote House and led to the appointment of ECD in 2012. The study at Wilmcote House identified that all interviewees had high expectations: their bills would go down; their homes would be warmer; and the block would look nicer. In spite of delays and outstanding worries, their feedback indicates that all three expectations have been met.

Daryl Matthews, Rockwool Managing Director said of the report "The research undertaken by the LSE with the residents of Wilmcote House has shown that this approach met expectations, whilst underlining the importance of meaningful engagement throughout the process. The refurbishment has resulted in a marked improvement in the quality of life for residents, with improved thermal performance of the flats alongside better interior design and exterior appearance.

James Traynor, ECD Managing Director described the outcome of this report as an important milestone in the understanding and delivery of deep retrofit. The research by LSE has shown that whilst deep retrofit with residents insitu is a challenging process the outcomes for both the residents and the landlord are worth the investment. Wilmcote House continues to be recognised by awards and published in trade and industry press as an exemplar for housing regeneration and we hope that others will follow the lead of Portsmouth City Council.

The regeneration of Wilmcote House addressed resident issues of fuel poverty by reducing energy bills from £2,000 per year to £200 per year. This has dramatically reduced Carbon Emissions and improved the quality of life for residents. Designed to the stringent Passivhaus EnerPHit standard, the homes were super-insulated and extended, the walkways were enclosed, and new entrances (and homes) were provided to improve the community sense of health and wellbeing.

Collaborating with the University of Southampton and the LSE in order to measure the impact of the works on the residents and the actual performance of the building has provided a huge wealth of data which we hope will result in more retrofit projects in the future. Above all in creating a desirable place to live, Wilmcote House has become a reference for housing providers and the construction industry for high quality large-scale refurbishment both nationally and internationally.



A Passivhaus primer



Jennifer Rooney joins our team of in-house Certified Passive House Designers.

Passivhaus remains the forefront for sustainability

We were really pleased to announce our Glasgow Architect, Jennifer Rooney's achievement of becoming a Passive House Designer this year. James Traynor, ECD Managing Director, and Loreana Padron, our Head of Sustainability, are already Passive House Designers and ECD Architects was a founding member of the Passivhaus Trust.

Passivhaus is the leading international low energy, design standard. Over 65,000 buildings have been designed, built and tested to this standard worldwide. ECD recently completed the largest occupied residential building in the world to the Passivhaus refurbishment standard (EnerPHit) for Portsmouth City Council and are currently developing a new build project to the Passivhaus standard for Hanover Housing Association.

Passivhaus buildings provide a high level of occupant comfort while using very little energy

for heating and cooling. They are built with meticulous attention to detail and rigorous design and construction according to principles developed by the Passivhaus Institute in Germany, and can be certified through an exacting quality assurance process.

To achieve the Passivhaus Standard typically involves:

- Accurate design modelling using the Passive House Planning Package (PHPP)
- Very high levels of insulation
- Extremely high-performance windows with insulated frames
- Airtight building fabric
- 'Thermal bridge free' construction
- A mechanical ventilation system with highly efficient heat recovery



Passivhaus homes at Drymen for Hanover (Scotland) Housing Association

Our environmental projects



Passivhaus Homes at Conic Way & Montrose Way



Drymen Passivhaus - 16 new build semi-detached and terraced homes.

This new build development consists of 16 semi-detached and terraced homes in Drymen, a village located within Loch Lomond and the Trossachs National Park. A popular destination for tourists and hikers, Drymen maintains a strong agricultural tradition and is within the commuter belt for Glasgow.

We were originally commissioned by the local housing association, Hanover (Scotland), to undertake a feasibility study to 'deep' retrofit the existing 'Dorran' constructed properties including a cost/benefit analysis for retrofitting the homes to the Passivhaus EnerPHit standard versus retrofit to current building regulations.

Due to new EESSH (Energy Efficiency Standard for Social Housing) legislation in Scotland, social landlords are seeking methods to upgrade their problem/non-standard housing stock. Unfortunately due to the current government funding strategy where retrofit

works are not applicable for government grant but new-build properties are, the decision was taken to demolish the buildings.

Hanover HA, however, was persuaded by the benefits of Passivhaus and commissioned our team to design the new build homes to achieve Passivhaus certification.

Currently in for planning, the completion of these new residences will provide a beautifully designed cluster of much needed homes, with a high level of occupant comfort while using very little energy for heating and cooling. With a 75% reduction in space heating requirements compared to a standard practice for UK, Passivhaus standard homes provide a robust method to help the industry achieve the 80% carbon reductions that are set as a legislative target for the UK Government.

Fourteen new build Energiesprong Homes at Springwell Brae



Springwell Brae, Broughton - 14 new build sustainable homes for Eildon Housing Association on a greenfield site

At Springwell Brae in Broughton we are developing the first new-build Energiesprong project in the UK.

Eildon Housing Association (EHA) specified they were seeking new and innovative sustainability solutions that would deliver low carbon heating and reduce fuel costs for tenants, yet did not want Passivhaus as they were "already doing that elsewhere."

We proposed the Energiesprong methodology as it is similar in principle to the Passivhaus standard, however requires a less onerous target and is proving on the continent to be a suitable compromise in terms of cost/benefit.

Developed in the Netherlands as a solution for retrofitting existing housing without the requirement for decant, the Energiesprong methodology is designed around off-site construction to reduce construction times, along with significantly reduced construction waste and increased quality control.

As the first new-build Energiesprong project in the UK, this project will explore the potential for expansion of this standard into new-build projects. Following allocation of a funding grant, we will be part of a research project which will compare the standard against Passivhaus and the Scottish Government's 'silver standard' in terms of air quality, carbon emissions, internal comfort levels and cost.

Once complete, the 14 new semi-detached homes at Springwell Brae new development will be an exemplar of a viable alternative for achieving sustainable homes and minimising impact on the environment.





In 2018 we were proud to be named as a GivX SME 10 award winner.

GivX measures company community investment within the context of the company size and sector. This calculation is based upon six points: unskilled volunteering, skilled volunteering, professional volunteering, employee & customer fundraising, cash & matched giving and in-kind donations.



Investing in the community

What we have been doing this year



N-Able staff are provided with one day a year paid leave to volunteer



72% of N-Able staff took up volunteering



98% of volunteers using Benefacto in 2018 felt they had made a difference

N-Able are committed to supporting and giving back to the local community. Through our partnership with the Benefacto Volunteering Programme, we actively participate in activities aimed at supporting local charities and community groups, from sponsoring individuals and events to volunteering time and skills.

We encourage all our staff to be active in the community. Every member of staff is encouraged to take a days paid leave to devote to volunteering. We are proud of the fact that 72% of staff took advantage of the volunteering day and got involved in the following activities.

- 15billionebp: Building Futures Workshop at Dersingham Primary School – taking part on the panel judging school childrens inventions ‘Dragons Den’ style.
- Access Aspirations – carrying our mock intervals to prepare people for real life interviews
- The Dig Garden
- Bernardo’s Marylebone shop
- Distributing food that would have been supermarket waste with FareShare to local community charities and groups within London Boroughs
- Repairing second hand bikes to donate them to asylum seekers for their own use.



Myatts Field Park, Camberwell



Myatt's Field Park is a Green Flag Award-Winning hub for nature and community within a diverse central London area. The 14-acre community-run park has a wildlife garden, greenhouse, cafe, playground and sports facilities.

"We then spent the afternoon planting various seedlings into trays and the raised bed, including coriander, spinach, lettuce and a load of other things I'd never heard of. At lunchtime we went down to the park café where we had a chance to get to know the other volunteers better over a Spanish omellete, couscous and some salad which had been grown in the park, and was all very nice. All in all it was a really enjoyable experience and a rewarding one, knowing how much our contribution had helped them out."

- Jack Cole and Tom Horrocks, Building Surveyors

Barnados, Marylebone



Whilst sorting and pricing clothing, I had a serendipitous moment when I came across a jumper by designer Bruce Oldfield piece, since he is a renowned Barnados success story.

- Alisha Harper Nicholas Keegans

Barnados provides a variety of services to improve the lives of disadvantaged children, and this store is one of the most successful among its chain of shops. Known as an outlet of high-quality designer ware, celebrities including Shirley Bassey have been known to donate their preloved wardrobe to the store.

"Katrina and I spent the day helping at Barnados Marylebone. We made a great team and it was good to see Eduardo and Raquel again, especially as I promised I'd be back. Eduardo spoke of the sincere appreciation of the Barnados children, many of whom bequeath in their wills their estates to Barnados!"

- Alisha Harper Nicholas, Administrative Assistant

Dragon's Den, Kensington Primary School

ECD and Keegans joined forces and achieved as a team, with Dan Jenkins and Jonathan Abbott volunteering at a Dragons Den inspired event at Kensington Primary School in East Ham. Dan and Jonathan were joined by 'Co-Dragons' from ITV to provide helpful insight and improvements on a year 6 project aimed at designing a product that usefully filled a gap in the market.

"This was a good chance to inspire the next generation who may then take an interest in the Architectural or Construction industry."

- Dan Jenkins
Director

Brampton Park Academy, Newham

Mayor's Fund for London aim is to provide young Londoners from disadvantaged backgrounds with skills and networks to support new routes into university and employment. I recently took part in an event organised by The Mayors Fund which supports education programmes in schools,

"I spent the day doing mock interviews with over a dozen 6th form students at Brampton Manor School, Newham. Whilst exhausting it was a really good day and the calibre of the students was very impressive with a wide range of career goals including one poor guy who wanted to be an architect. This was a really interesting, well organised and valuable day and I would strongly recommend it to anyone else who may be interested."

- James Traynor, Managing Director

STAFF VALUES

Simon Chadwick

Simon's volunteering and fundraising activities were a great support to our community and resulted in CRASH naming him as a Fundraising Champion of the year. A Chartered Member of the Institute of Architectural Technologists with 40 years of experience, last year Simon was made Head of Technical. This was done in recognition not only of his extensive knowledge base but also his practical approach which ensures we meet the needs and expectations of our clients.

"Simon is grand. He is always there when you need him. He is practical and clear which means whatever he delivers is always good – and when fundraising he makes delicious Panettone."

- Belen Alemany, Architect

Delivering Food with FareShare, Unit 7 Deptford



FareShare is a UK-wide charity fighting hunger and food waste. They redistribute surplus food to frontline charities and community groups that support vulnerable people. FareShare reaches over 1,100 towns and cities, providing food for 25.8 million meals a year and supporting 414,318 vulnerable people every week. By ensuring no good food goes to waste they turn an environmental problem into a social solution.

"I did my Benefacto volunteering day on World Homelessness Day this year – a cause close to my heart. Throughout the day I was involved in:

- *Sorting food items into delivery batches*
- *Loading vans ready to make deliveries across London*
- *Accompanying a driver to a delivery point (The British Red Cross, Dalston, was my drop-off)*
- *Unloading produce at the delivery point*
- *Preparing delivery batches for the next day*
- *Sweeping up and cleaning the warehouse ready for close*



Overall it was a great day and I would like to go back to do the same next year! I would encourage everyone to use their volunteering day. Tiring as it was – it was so rewarding to be able to give something back to a worthy cause."
- Sean Conrad, Associate, Keegans

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- Sean Conrad, Associate

Helping out at the Age UK Charity Shop, Camden



Age UK has 350 shops across the UK. It combines the operations previously operated by Age Concern and Help the Aged.

"Patrick and I made use of our volunteering day and went down to Age UK. We wanted to pick something different from our current work and get a picture of what working in retail industry entails on a daily basis. The charity shop is dependent on volunteers coming in and helping to manage the shop."

Once we had organised the stockroom and we had a chance to speak with the customers who were grateful for the shop. It was a humbling experience to see how many things people donate to charity and speak to the older people who came in to shop."

- Daniella Udechukwu, Marketing Executive



It was a humbling experience to see how many things people donate to charity
- Daniella Udechukwu, Marketing executive

Building Futures at Deringham Primary School



Simon, Alice and Ron volunteered at the Deringham Primary School Building Futures workshop working with Year 5 pupils with an interest in Construction and Architecture.

Building Futures is a primary school project centred around learning about the construction industry. Simon, Alice and Ron embarked on a journey to Deringham Primary School to host a workshop competition for Year 5 pupils that have an interest in the world of construction and Architectural work. This workshop was set up for the children to broaden their knowledge and have an understanding of what Surveyors and Architects do on a day-to-day basis.

Prior to the day of 'The Building Futures Competition' the students accumulated a week's work of researching different types of buildings; materials used in construction and basic numeracy skills together with thinking about Eco-friendly factors for building. Simon, Alice and Ron introduced themselves as the Judges to the class and gave a synopsis of a typical day in the life of an Architect or Surveyor.

Each group in the classroom then presented their buildings to the panel, focusing on what their building was made out of, it's special features, who will use it and whether it was Eco-friendly.

Once all the groups had pitched their ideas, the judges asked them a couple of questions about their building ideas and who they intended the building to be used by, keeping in mind which group they would award for Best Building. Afterwards the judges were told to leave the classroom to deliberate on the winning group. Each group were given positive feedback on how well they presented and the winners were given mini awards.

Overall, Simon, Alice and Ron all enjoyed their experience working with the kids and were able to inspire the class to have a different view on a career path they had not previously considered.

DIG Garden with Ealing Mencap in Hanwell



D.I.G is a local gardening project for people with learning disabilities. The project offers the group basic horticultural skills in a therapeutic environment and sell fruit and vegetables as well as plants.

"After a short briefing from the garden manager, Josie, Maureen and I set to work. The plan was to re-organise an area of raised beds for better accessibility by wheelchair users. The work involved:

- *Moving bags of compost from the work area*
- *Digging over and weeding the entire area*
- *Raking and levelling the planting area*
- *Replacing the surrounds in their new wheelchair-friendly positions, ready for the next shift to finish off and re-fill with topsoil.*

The whole day was excellent; very hard but rewarding work. The weather was fantastic, we achieved a substantial amount in one day by all working together as a team."

- Simon Chadwick, Senior Architectural Technologist

The whole day was excellent; very hard but rewarding work. The weather was fantastic, we achieved a substantial amount in one day by all working together as a team, and we even saw two frogs and a fox. So if you haven't volunteered yet, get out there and give it a go! You won't regret it."

- Simon Chadwick, ECD Architects



Community Engagement at Copley Close



PPCR played a major role in setting-up a Resident Association (RA) on Copley Close. After many months of engaging with the residents the RA was officially formed in June 2018. Its main priorities are to bring together the local community by promoting effective resident engagement on the estate and to ensure that residents' views are properly considered in decisions made about the Estate by the Council.

The Association has already had a big impact with organising a successful Fun Day in September with support from PPCR. Its success meant that it was nominated and shortlisted for the ROAR awards which recognise Ealing residents who have shown exceptional commitment to community volunteering.

As part of PPCR work as an Independent Tenant and Leaseholder Advisor, PPCR runs

monthly drop-in surgeries to give advice and support to the residents about their housing issues and concerns regarding the regeneration of their estate.

For the December drop-in PPCR decided to mix work and festive fun. The RA raised some funding from one of the contractors regenerating the Estate and inviting the residents to the event. Children formed an orderly queue to have their face painted by Nyomie whilst the adults socialise while enjoying the festive fare. Residents were also asked for donation to a good cause, the Ealing food bank. The event was a success, residents and the Council were complimentary.

Working together:
Resident Association
members, Committee,
Council and PPCR



FUN DAYS OUT SUPPORTING COMMUNITIES

Catherine Michelet

Catherine co-ordinates and manages projects as well as qualitative and quantitative research assignments for PPCR such as the:

- Copley Close Residents Steering Group and the Residents Association' Away Day, and the prioritisation and implementation of their Aims and Objectives for 2019/2020
- Fullers Slade Housing Needs Assessment which identified resident current and future needs to inform the Regeneration plan
- Colville Estate Skills Training and Employment survey which was part of the Hackney Council scheme to offer training and employment opportunities for local people
- "What could be the future for your neighbourhood?" survey to identify resident priorities and aspirations on behalf of three Residents Associations and Haringey Council



Supporting the Basildon Council BasWorx Centre



Wimbledon half £390



Christmas Jumper Day Bake-off £422

We have recently donated a laptop, projector and screen to Basildon Borough Council's Basworx initiative to aid further training workshops and presentations.

The BasWorx Centre is a social enterprise scheme to assist with delivery of external redecorations and estate improvement works, a not-for-profit organisation targeting young and long-term unemployed residents.

This has been a highly successful initiative to date with its own training centre and multiple cohorts of trainees and apprentices who usually progress into full time employment. The scheme also supports local job clubs, school careers days and community events. Providing such opportunities for communities to engage and for young people to find a route

to meaningful employment hopefully also results in pride in the appearance of their local area and a general reduction in anti-social behaviour.



Cross company charity fundraising activities achieve £10,770

Throughout 2018/19 our fundraising supported CRASH

The N-Able Social and Charities Committee plays a vital role, not only in bringing all employees together for regular social events but also in supporting our chosen charity through fund raising activities such as fun runs, bake-offs and pub quizzes. The committee encourages collaboration throughout N-Able by hosting social activities that everyone can enjoy while, at the same time, balancing our commitments to our chosen charity so that we can ensure that our fund-raising activities make a difference.

Our charity of choice is selected every two years. The Social and Charities Committee puts together a short list of charities which was voted upon by all staff.

For 2017 – 2019 our chosen charity is CRASH – a charity that assists homeless and hospice charities with construction related projects. Well designed and expertly built environments have a positive effect on how we all feel and behave. This is especially true for homeless, vulnerable or sick people and those who care for them.

We support them in raising money through a number of company charity initiatives. We are proud to have raised £6,020 in 2018/19 through our staff efforts organising and contributing to pub quizzes, bake sales, half marathons, Bear Grylls survival challenges and Santa fun runs, to name a few events!

This is an increase of £1,270 from last year. Combining this total with £4,750 (the total we raised in 2017/18) means we have provided CRASH with a total of £10,770 for the two years it has been our Charity of Choice.



Our charity of choice for 2017 – 2019 is CRASH – a charity that assists homeless and hospice charities with construction related projects.



Supernova 5k Run £630



World Cup Sweepstake £200

Workshops upskilling our clients



We have been working with clients to upskill their staff through a number of initiatives. For example we provided:

- Lunchtime CPD's on industry hot topics or other areas of interest e.g. BIM, CDM/Principle Design (CDM "Clients responsibility), Sustainability/Passivhaus design, retrofit/EnerPHit, Asset Management etc at the client's offices eg Crawley, Newham Homes, SEC, Westminster City Council.
- A mentor/counsellor/supervisor for candidates taking APC eg Braintree client

- Mock interviews for APC candidates and portfolio reviews for students applying to University
- Training on BIM – working with REVIT/ BIM models – Wandle Housing Association, Crawley Homes



Careers advice for secondary pupils



We are signed up to the Crawley Homes Charter Agreement and its aims to maximise local opportunities from development and investment in Crawley for the benefit of the town's people, companies and communities.

In January, Jennifer & Alistair manned the Architecture stand at James Young High School's careers evening (featuring an A-Z of careers), giving advice to pupils and parents about what it's like to be an Architect, what subjects you need to take at school, and about University/ ARB qualification.



Completing the Rough Runner

Elliott, Loy, Ibrahim, Anthi and Jack participated in the Rough Runner competition to raise money for CRASH. As the race progressed, things became more interesting as the tasks became more challenging. Still they made it to the end, completing even the 'Swept off your feet' and 'Fearless Fall' with only a couple of drives into the water! The race complete, the team has returned with loads of fun photos of an amazing day having raised £920 for CRASH.



Charity celebrations & competitions



Over the year we held a number of competitions to raise money for CRASH. These included:

- **Guess how much I weigh?** - A competition guessing how much our recently achieved Constructing Excellence award weighed
- **Summer Sweets Competition** - celebrating summer, the Summer Sweets Competition asked how many sweets were in the Jar
- **Wear Red Sweets Competition** - celebrating Valentines Day - sweets in a jar competition
- **Winter Bake Off** - A competition for baking the best cakes with all staff as judges

Competitions and bake sales throughout the year have raised £516

Whilst just a bit of fun to liven up the year, these little endeavours were able to raise a total of £644.

Fundraising jumpers, bake-offs & more

Beyond competitions, fundraising events undertaken over the last year included:

- A pool tournament
- External running events including the Big Half, Wimbledon Half and the Supernova 5k Run
- World Cup sweepstake
- Christmas jumper day
- Client feedback incentives

Together these raised a grand total of: £2,195.



Santa run hits more than its target!



Staff from Keegans, ECD Architects and PPCR all took part in the Santa Run this year – providing a team of 13 to raise money for our Charity of choice, CRASH.

Square. It was a great night out; it did not rain, the lights along the Thames were beautiful and we raised a fantastic total of £2,260 - i.e. £260 above our target. A Great team effort!

Our team of Santa's included: Danny Innes, Yehey Tesfaye, Katrina Thomas, Sean Conrad, Jack Cole, Derrick Hadeed, Alisha Harper Nicholas, James Traynor, Tom Horrocks, Elliott Peters, Ciaran Gallen, Catherine Michelet and Andrew Morrison.

The event started at St Pauls Cathedral and had us running over Millennium Bridge, along the Southbank, past the Globe Theatre, through the Tower of London, back around the City of London past Guildhall and finish at Paternoster



“We are so grateful to our brilliant Fundraising Champions N-Able for the important part they have played in helping CRASH continue to create places that care for people.”

KATE MARSH, SENIOR PARTNERSHIP MANAGER AT CRASH CHARITY



LOOKING AHEAD

Our Responsible Business Goals for 2018/19

Responsible business goals for 2019/20



Valuing our People

Valuing our People

We are committed to creating a working environment where our people feel motivated, inspired, connected and supported to achieve their personal and professional goals. We ldge to:

- Hold four N-Able Group socials a year with 60 % attendance for 2019/20
- 90 % attendance at Knowledge Café CPD
- 30 average hours training per employee
- Maintain employee retention below 15 % in 2019/20
- Aim for no more than average 3 days leave of absence per annum per employee
- Launch and run a health & wellbeing activity plan throughout 2019/20 and engage all staff in at least 2 health & wellbeing activities
- Launch new Vitality Private Health benefit to all staff in 2019/20
- 50 % employees taking their APC pass in 2019/20
- Provide 2 Graduate year out placements in 2019/20
- Recruit 1 graduate in 2019/20



Commitment to the Environment

Commitment to the Environment

We are committed to continuing to operate with respect for the environment in all our activities while growing our position as an industry leader in sustainability. We will:

- Launch sustainability group to develop and monitor sustainability in our projects and both offices
- Reduce the amount of paper we order by 10 % by 2019/20
- Improve our office recycling and waste management processes to achieve 100 % staff buy-in
- Reduce our office energy consumption by 5 %
- Reduce the number of flights between our London and Glasgow offices by 30 % in preference to trains
- Achieve funding and/or provide fundraising support to enable sustainable measures to be achieved in two projects
- Develop a system for reviewing office supply list with a view of changing 2 items within this list to a more environmental product

Investing in the Community



Investing in the Community

We believe in supporting the local communities in which we operate. Working closely with our staff and clients we identify opportunities to support local communities and charities to make a positive difference to people's lives. We aim for:

- 65 % employee take up of their volunteering day via Benefacto in 2019/20
- Launch and run new staff chosen match funding scheme in addition to supporting CRASH
- To raise target of £3500 by employees efforts which is match funded by N-Able to make a total of £7000 in 2019/20
- Give 10 hrs of staff time to 2 Public Sector clients events in the community in 2019/20
- Through links with local Southwark schools, take on 4 work experience placements in 2019/20
- Hold 4 CPD session for clients in 2019/20



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