

2019/2020



focus

OUR RESPONSIBLE BUSINESS ACTIVITIES



CONSTRUCTION
PROJECTS



ENVIRONMENTAL
IMPACT



PEOPLE &
VALUES

n-ablegroup.co.uk

Welcome

What we have been doing this year

2019/2020 has seen great changes in the way we work. The year commenced with the phased roll-out of our new document management system – **Deltak DMS**, to help us improve the way we manage, store and retrieve all our project information, and ended with the rapid implementation of a **remote working** environment, enabling us to keep people safe whilst continuing to support our clients throughout the unprecedented times that have come with the Covid 19 pandemic. Thanks to the overriding positive attitude and ‘can do’ approach adopted by our staff, we have embraced the changes and adapted quickly to new ways of working.

We continue to be guided by our core values in everything we do: • **We achieve as a team** • **We Care** • **We improve** • **We deliver**. These drive how we treat each other, work together and serve clients, as well as underpin the 3 key strands of our Responsible Business Strategy: • **Valuing People** • **Commitment to the Environment** • **Investing in Communities**.

Throughout the year we have built upon our success in being recognised as a finalist for the Lord Mayor Dragon Awards 2019 for our CSR programme. We have expanded our focus upon staff Health and Wellbeing with the introduction of new initiatives such as **Mental Health Awareness**, **Office Yoga sessions** and summer-time **Finish-Early-Fridays**. We’ve also expanded our community fundraising and volunteering activities to include a range of **education workshops and lectures** for disadvantaged youngsters considering a career in construction.

To end the year in March 2020, we were pleased to attain the Investor in People standard again, having made significant progress and improvement in the majority of the key assessment themes.

“We were really pleased with our Investor in People achievements. We recognise last year was hard with so many changes. We hope this award shows just how dedicated we are to continuing to support our staff and their development, and how much we value their contribution to our ongoing success.”

- Colette McHugh, Group Director



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 were really pleased with our recent IIP status audit and the confirmation that we had made significant progress in the majority of the 27 Investor in People themes.

The numbers game

Over the past year, we have had a number of opportunities to promote and generate social value. We are proud of the many statistics that demonstrate our commitment to being a responsible business.

92%

of staff were involved in fundraising events

6

secondary school pupils did their work-experience placements in our offices

42

hours of CPD training were provided per employee

23%

reduction in A4 paper usage

144

hours of volunteering undertaken by N-Able staff

96%

of staff attended one or more company social events



OUR PEOPLE

Lizzy Westmacott

"Lizzy is a brilliant Associate Director, a valued team member and someone that comprehensively embodies our company values. Over the 4 years I have known her, Lizzy has shown that she can develop as an Architect and a professional with amazing speed and has an eye for detail anyone would be proud to have. If you give Lizzy a task you know it will be thoroughly investigated and completed perfectly. Her passion for the environment has led to new sustainable initiatives within the company as well as consultancy opportunities with our clients."

"As a strong team player, Lizzy always thanks others for their contribution and differs credit as team working and getting the job done is more important to her than any glory. Her ability, reliability and integrity mark her out. This comes not just from me, but from her colleagues and our clients – all who have been lucky enough to have worked with her."

- Derrick Hadeed, Director, ECD Architects



Valuing our people

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



93% of staff feel behaviours reflects the organisation's values



90% of staff feel encouraged to use their initiative in their role



91% of staff feel staff work well within teams

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.

Our workplace: getting the right balance

All employees are entitled to a minimum of 25 days holiday per year and up to 3 days extra holiday for long service.



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. For example, administrator Alisha Harper Nicholas' part-time flexible working arrangements enable her to work whilst her children are at school.

"N-able consists of a team of brilliant and generous people, where my part-time role allows me to manage my time and commitments effectively. While conquering some health challenges and an indulgent decade of full-time parenting, my quest to 'have it all' conceded to part-time / flexible

working within walking distance of my home. I have been an architecture student so working in a creative environment is appealing."
- Alisha Harper Nicholas, Administrator

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.



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 attending.

Our socials this year have included Canal boat ride, a night out playing pool, Darts at the Raven, our Christmas Party and... a trip to Basell 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 a 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 our e-newsletter, **The Bridge**, which brings 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 2019/20 included topics such as **Energiesprog** – the future of buildings? **The Hackitt Report** – What does it mean for us? and recognising **Mental health & wellbeing**

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.

Health and wellbeing

N-Able understands and recognises that the performance and growth of the company depends on the general health and well-being of its most important asset – its employees.

N-Able is committed to promoting and preserving the health and emotional well-being of all employees through a workplace wellness policy.

We recognize that good health habits and behaviors positively impact the company

by reducing absenteeism, the number of employee sick days and improving the mental and emotional well-being of all employees by its focus on preventive care and promoting an active lifestyle.

This is why in 2019 we introduced our Health & wellbeing programme which was developed following questionnaires and input from all staff.

These are some of the regular initiatives N-Able introduced throughout the year:

Health & well-being	Activity	Day	Details
Healthy eating	Daily fruit	Daily	Fresh fruit delivery arrives each Monday for all employees to enjoy throughout the week.
Take a break/ be social	Social breakfast	Every Wednesday 8-8.45am	From 8-8.45 a room is available for staff to meet and have breakfast away from their desks should they need to be in the office early.
Take a break/ be social	Social Lunch	Every Friday (or Thursday during leave early summer Fridays) 12.30 – 1.30	A room is made available for employees to eat their lunch together away from their desks. In the summer warm months this is moved outside to our local park.
Work/ life balance	Home early Fridays	Friday 3.30pm	Starts 1st June and runs through to 30th September. Finish at 3.30pm on a Friday.



We supported Mental Health Awareness week in the office with the Green Ribbon Campaign.

In addition to these regular office wellbeing initiatives we also organised the following H&W activities/ initiatives:

- Mental Health week ribbons and email to all staff, raising awareness
- Office Manager & 2 Directors attended Mental Health First Aid Courses
- Ride to work September Lovetoride scheme
- Knowledge Café seminar on mental health in the workplace by Katie Buckingham, Director & Altruist Enterprises
- Vitality Health membership

Vitality – health insurance scheme

Our staff have benefited from Vitality rewards such as free cinema tickets, coffee, discounts off of trainers, Garmin and Apple watches and free Amazon Prime to name a few through keeping active.

The well-being of all staff is of great importance to us which is why we teamed up with Vitality Health, to provide a health insurance scheme that rewards you for being healthy while providing access to the best possible medical care treatments and therapies. The Scheme is open to all employees who have been confirmed in post and have passed their probationary period. *Anna Dewey has also been made a Vitality Champion by Vitality to support and promote the benefits of the Vitality membership in the workplace.*



Office Trip to Basil Trip bringing together ECD staff from both offices to encourage team working and a recognition that we are one company. Attended by 37 of ECD 38 staff.

Team weekend away site-seeing in Basel



In recognition of the work and enthusiasm shown over the past year, N-Able provided the team £5000 for an educational trip. Put to vote, the team determined to use this money to bring the two offices together for a long weekend away in September sightseeing in Basel.

To reduce Carbon Emissions, travel to Basel was achieved via train. Once there a schedule of activities were arranged including a self guided

Yoga de-stress



To support staff throughout the lockdown, N-Able is covering the cost of bi-weekly yoga sessions. Provided by Emily Harding, Founder of the Yeh Yoga Company, these 'Special Desk Yoga' sessions have been developed to ensure staff are all taking a break during the work day and living as happily & healthily as possible during this time.

tour of the city highlighting its key architectural buildings (such as the Old Market Hall, the City Hall, Basel Minster, Messe Basel, Werkraum Warteck), visits to the city art galleries and museums (such as the Kunst Museum and Museum Der Kulturen), and a private tour of the Vitra Campus Buildings.

A great way to bring the company together and celebrate success.

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.

Ciaran's Story:

"I first joined ECD in September 2018 where I had the goal of gaining a year's experience in the practice before commencing my Part 3 studies. I stuck to this target and in September 2019 I began the Part 3 course at the University of Westminster."

ECD were always and still are committed to providing me with the support, study leave and financial contributions, all of which has made the work and study balance a lot easier. One of my first projects, Luxborough Street, has become one of the subjects for my Part 3 case study where I was given great exposure and responsibilities from an early stage.

"I took my exams in May and am hopeful I will successfully gain my qualification later this year, but regardless the openness and transparency at ECD has given me great insight into the practice and project processes helping my personal development greatly."

- Ciaran Gallen, Architectural Assistant

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.

Noel's Story:

"Working at Keegans gave me the opportunity to expand my knowledge and gain more experience to help me improve my competencies as I worked towards full Chartership. I was able to transfer my APC details from my previous company to Keegans and pick up where I left off. I was allocated a new Supervisor and Counsellor who were both Associate Directors in the company. They made time for regular monthly review meetings and gave me the benefit of their years of knowledge and expertise."

"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. "I also received a lot of support from my team throughout the APC process, we carried out APC workshops where I could practice my presentation skills and mock interviews which greatly helped me to prepare for the final assessment."

- Noel Espeut, Building Surveyor



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

BIM training and development

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:

BIM framework and standards - Module covering the key aspects of BIM from the CDE, the contents of the BEP and EIR or the international standard BS ISO 19650.

Procedures and Workflows, from Revit to BIM - Module discussing the difference between using an authoring software tool (i.e. Revit) and designing in BIM; and how collaboration and the BIM Framework add the value to the design process.

BIM Software - Training in Navisworks, CDE software/platforms and computational design software as Dynamo.

Union Square DLM Integrator Training - These sessions cover how to create submissions from Revit into the Union Square Web app, including how to set-up of Revit files and sheets, how to publish/create pdfs, and how to keep track of revisions and issue the files.

Common Issues Training - Monthly session reviewing the most asked questions of last month to share this knowledge on how to solve common situations.

BIM Solutions - Training session covering CDE platforms solutions, and the use of Navisworks and Dynamo software.

Investment in BIM



With experienced BIM professionals in-house we offer our clients:

- BIM Consulting & training
- BIM Information Management
- BIM for Construction
- BIM Data management

2019/2020 saw the expansion of our BIM team to support the growth of our BIM services and ensure the training of our staff and enhance their capability to deliver. We are BRE BIM certified. We offer a broad range of BIM services to improve productivity from concept development, through to construction and facilities and building lifecycle management.

BIM gets the right information to the right people at the right time, helping clients innovate and compete. Successful implementation of BIM requires planned coordination of people, processes and technology to deliver specific outcomes, time and cost savings. Software is just one small element of a successful BIM implementation.



Patrick



Luke



Joan

Work experience



An important part of our responsible business programme has been adding back to the community within which we work, Southwark Borough. We have linked up with Southwark Education Business Alliance for the past 2 years and supported them providing work experience placements for local schools with 4 pupils joining us for a week each during June/July.

“Working with the architects, quantity surveyors, building surveyors and technical surveyors has truly allowed me to experience everything N-Able have to offer. I was lucky enough to be taken out of the office by Mitchell, a member of the building surveyors team. Mitchell and I went to residents houses to assess their new kitchen that would be put in by Southern Homes. This was a great learning experience and I am very grateful for Mitchell for bringing me out to site.

- Jack Sharp, Ebbsfleet Academy

Following one student’s work placement with us in 2018, the student showed so much interest we offered him a summer placement for 2019 as he prepared for A-Levels, one of them which was in Design. For the rest of the year, he joined us each school holiday for 2 days a week; we assigned him a mentor to encourage him and provide exposure to real projects to learn from and support his studies.

We also invited 20 students from St Thomas the Apostle College for an interactive careers workshop to learn about the construction and design industry.



Sandwich year placement



We provide 2 sandwich placements within Keegans for University students each year.



Bradley Greenfield joined the London team as an Assistant Surveyor who first came to us two years ago on work experience before starting at University. He has now returned to complete his year out placement with us. Bradley will be finishing his final year at University of Reading.

Returning graduates

Mitchell Turner returned to the London team as a full-time surveyor having spent his sandwich placement with us before completing his final year at Nottingham Trent University. Mitchell received a second-class honours degree in Building Surveying. He is now working towards his RICS APC.



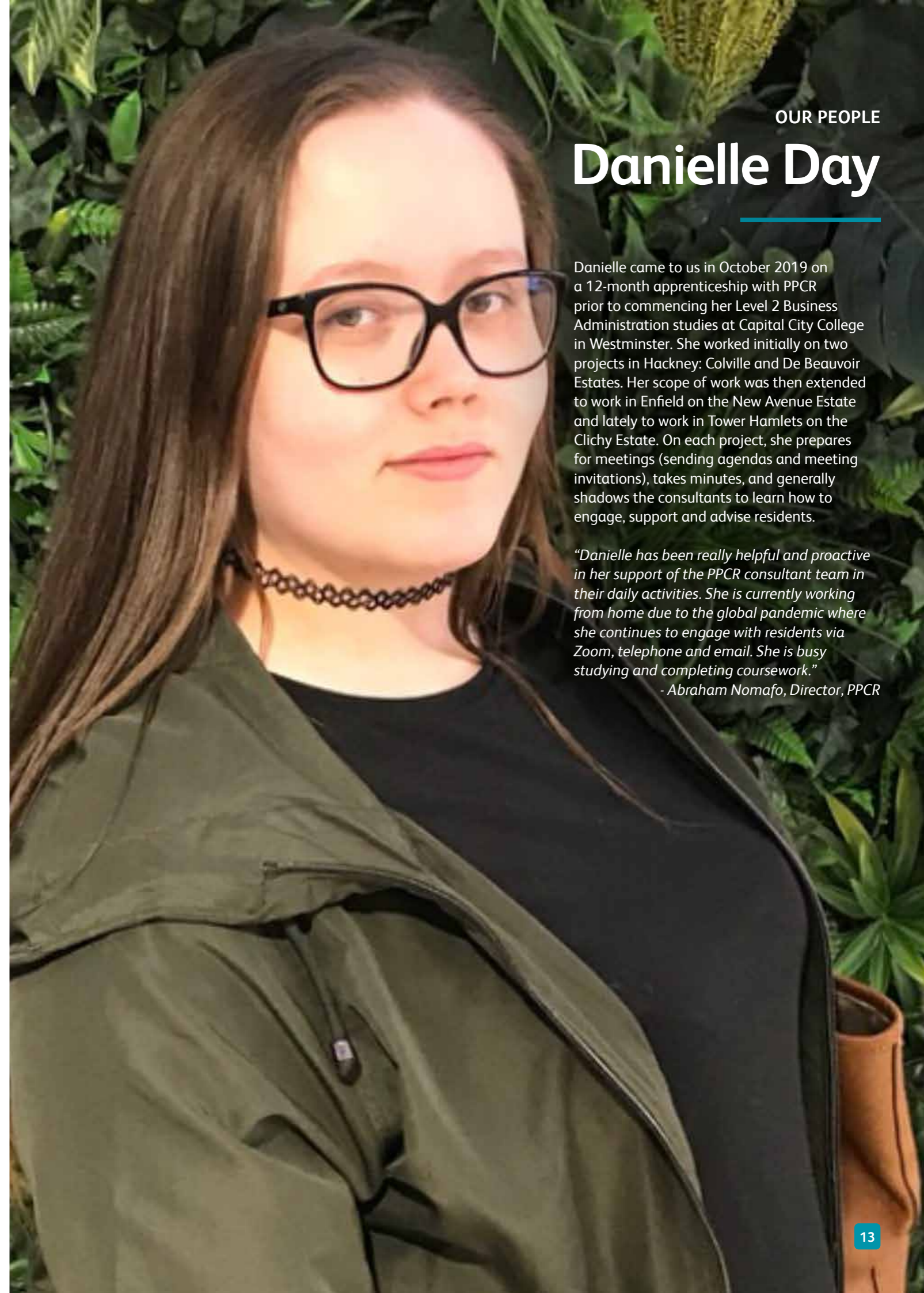
OUR PEOPLE

Danielle Day

Danielle came to us in October 2019 on a 12-month apprenticeship with PPCR prior to commencing her Level 2 Business Administration studies at Capital City College in Westminster. She worked initially on two projects in Hackney: Colville and De Beauvoir Estates. Her scope of work was then extended to work in Enfield on the New Avenue Estate and lately to work in Tower Hamlets on the Clichy Estate. On each project, she prepares for meetings (sending agendas and meeting invitations), takes minutes, and generally shadows the consultants to learn how to engage, support and advise residents.

“Danielle has been really helpful and proactive in her support of the PPCR consultant team in their daily activities. She is currently working from home due to the global pandemic where she continues to engage with residents via Zoom, telephone and email. She is busy studying and completing coursework.”

- Abraham Nomafo, Director, PPCR



THE ENVIRONMENT

Dilveer Kaur Hoonjan

Dilveer is an Architect working within our team on large and small projects which are improving working and living environments across the sectors.

"I am really excited to have been working on Muir Road - a new build housing development consisting of 66 homes, of which there is a mix of houses, cottage flats and apartments, as well as external communal areas for congregation and play. The next phase of the project involves the design development of its new build passivhaus homes."

"To date my role as Project Architect has been to develop the design through planning and building warrant to obtain approvals from the local council. Following approvals and the tender process, I will be progressing the project through construction stage."
- Dilveer Kaur Hoonjan, Architect, ECD Architects



Our commitment to the environment

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



Muir Road, Renton provides of 66 new build semi-detached and flatted homes Designed to achieve Scottish Government Silver Standard, incorporates solar PV, air-source heat pumps, triple glazing and enhanced insulation.

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.



ISO 14001
Certificate No. EM2000964

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.

Responding to the climate emergency

What we have been doing this year



23% reduction in A4 paper usage



84% take public transport



14% staff cycle in to work



We recycled 332kg of paper + 41kg plastic

Paper use: We've achieved a reduction of 23% in use of A4 paper, surpassing our goal of a 5% reduction per person. Increased use of electronic filing and document sharing have made a huge difference here as has having the printers set to print double sided as default. We are increasingly marking up drawings electronically as well, and this saves a lot of printing.

Recycling: With the refurbishment of the upstairs kitchen in our London office we've added clearer instructions on what can go in the recycling bin to avoid polluting it with the wrong waste streams. Compost bins have also been added in each kitchen, reducing the amount of waste going to landfill.

Staff training: It's been a great year for industry enthusiasm around sustainability and this has been reflected in N-Able's internal training. Our July Knowledge Café featured talks on Energispring and on Circular Economy, and a

number of internal CPDs have been given on Passivhaus, SAP and Circular Economy. We also held it's inaugural **sustainability awards**, with prizes for the lowest predicted operational energy and the most sustainable feature. We hope to expand this in 2020/21.

Travel to work: Staff have continued to take up the cycle to work scheme and the addition of a new bicycle rack at the rear of the London office has made cycle storage more secure. There was really enthusiastic (and competitive!) participation in the **Love to Ride** competition in September, with several members of the office receiving prizes.

The Future: During the COVID-19 pandemic the office is doubtless using less energy, but we also hope that the positive outputs from working from home during this period has led us to improve good habits around paper and energy use.



London Energy Transformation Initiative

We are proud to have made a donation to the London Energy Transformation Initiative (LETI), to support the dissemination of their new Climate Emergency Design Guide. Architects Louise Claeys and Gabriella Seminara were involved in the production of this document which is a really useful resource for all building designers, clients, contractors and policy-makers. As well as explaining the goals we need to meet to achieve zero carbon buildings, it sets out a pathway to get there, down to practical details, such as suggested U-values and what energy-use data should be reported.

We attended the guide launch event and held a lunchtime session to encourage staff to participate in the Part L consultation and support their completion of the consultation response survey which was issued to ensure that the proposed Future Homes Standard leads to buildings that are fit for the future.

2030 Climate Change Challenge

We have signed up to the 2030 Climate Change Challenge which was developed by the RIBA to help architects meet net zero whole life carbon for new and retrofitted buildings by 2030.

The 2030 Climate Change Challenge sets a series of targets for practices to adopt to reduce operational energy, embodied carbon and potable water. If all RIBA Chartered Practices meet the RIBA 2030 Climate Challenge targets, they will play their part in addressing this global crisis.

Retrofit Campaign

RetroFirst, launched at the AJ's Retrofit Awards, is a campaign calling for the government to promote and incentivise the reuse of existing buildings as a key means of tackling the climate emergency. The campaign highlights that construction is responsible for up to 40 per cent of the UK's carbon emissions.

Signing up to the Campaign, ECD Managing Director James Traynor, noted: *'I could not agree more with this campaign. This focus on our existing stock (85% of which will still be here in 2050) is long overdue. We can achieve zero carbon in our existing stock but it will take a concerted effort by all underpinned by active Government support. In doing so we need to align planned maintenance with step-by-step thermal improvement as part of a retrofit strategy for all buildings which will the deliver reduction in energy consumption and carbon emissions that we desperately need.'*

Architects Declare

In January we signed the UK Architects Declare Climate and Biodiversity Emergency open letter which called for the construction industry to commit to positive action. This call to action invites all UK architectural practices to join the 17 founding signatories in demanding a shift in the industry's philosophy to meet the needs of our society without breaching the earth's ecological boundaries.

The declaration highlights the fact that buildings and construction account for almost 40% of energy-related CO₂ emissions, and impact significantly on natural habitats, and calls for those within construction and development to *"commission and design buildings, cities, and infrastructures as indivisible components of a larger, constantly regenerating and self-sustaining system."*

EnerPHit book launch



December commenced with our book launch event or ECD's Managing Directors, James Traynor's book entitled *EnerPHit: a step by step guide to low energy retrofit*. We had a great turnout with 77 guests including clients, ex ECD, family and friends, 8 panellists and staff from across the group.

EnerPHit was pioneered by the Passivhaus Institute and is the gold standard of performance for existing buildings. James' book provides its reader with the tools to retrofit existing buildings, and provides examples of what is possible to help the UK meet its crucial carbon reduction commitments.

IPF briefing: targeting net zero carbon

In February we presented to the Investment Property Forum (IPF). This briefing, titled "Targeting net zero carbon: what this requires of the retrofit of existing buildings and new build design," used international commercial property case studies to underline the importance of 'deep' building refurbishment, and in particular the Passivhaus EnerPHit standard, in meeting the international targets set out in the UN Framework Convention on Climate Change (UNFCCC) and the Paris Climate Change Agreement in 2015, as well as considered new build design against the backdrop of reduced energy consumption and climate change.

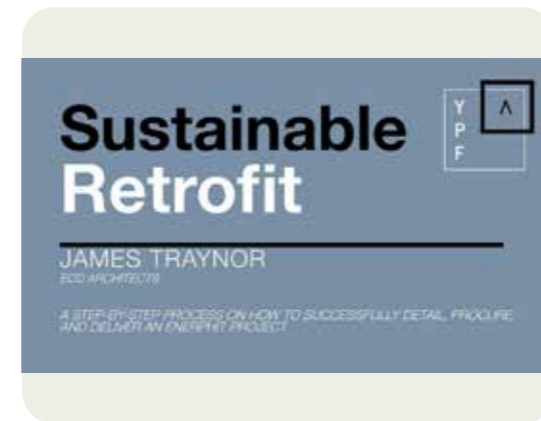
Knowledge transfer: workshops and presentations



2019-2020 saw us provide a number of workshops and presentations promoting sustainability within construction and design, including the practicalities of achieving Passivhaus and EnerPHit as well as the monetary, environmental and social benefits these can provide.

For example, James Traynor, Managing Director of ECD Architects, presented an introduction to EnerPHit at the YAPF Sustainable Retrofit lecture on 6 February. His lecture covered topics such as Heritage Buildings, the economics of retrofit, and the integration of BIM technology. Through the lens of a variety of residential and commercial projects, James provided a step-by-step process on how to successfully detail, procure and deliver an EnerPHit project.

With new buildings accounting for 1 % of the total annual UK building stock, the retrofitting of existing buildings is one of the biggest challenges the industry faces if it is to achieve net zero operational carbon by 2050.



The importance of retrofit: Highbury College, Portsmouth

Highbury College involves the removal of ACM cladding from a 10 storey residential/education block and replacing the entire envelope of the building, cladding, windows & doors.



“Pre-construction the Quantity Surveying team delivered the Employer’s Agent & Cost Consultant role. We provided cost planning, procurement advice & guidance. We liaised with the funder (Dept for Education) and assisted in developing their business case. We tendered the project and secured a contract sum below the agreed budget. Post contract we will deliver the Employer’s Agent role. This is a BIM Level 2 project.

Complete, the project will return the building to statutory compliance, making it insurable and fit for purpose for the next 30 years. The recladding reduces the College’s risk profile and turns a liability back into an asset.”

*- Seamus Carroll
Associate Director, Quantity Surveyor*

Conic Way & Montrose Way, Drymen



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. Currently out for tender, 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.

Denning Point, Tower Hamlets

We continue to address the Hackitt report requirements on our tower refurbishment projects like Denning Point where we are creating the tower a ‘digital twin’ – a BIM model with the building’s construction information embedded within it. Denning Point is a declad/reclad project. Following Grenfell, we were appointed to provide multi-disciplinary professional services in respect of the external de-cladding works (with immediate removal of the Waking Watch) and recladding proposals.



Springwell Brae, Broughton



At Springwell Brae in Broughton we have designed 14 semi-detached Energiesprong homes for Eildon Housing Association. This project is the first new build Energiesprong project in the UK. The Energiesprong methodology as it is similar in principle to the Passivhaus standard, however is designed around off-site construction to reduce construction times, along with significantly reduced construction waste and increased quality control.

Passivhaus still at forefront of sustainability



ECD Architects was a founding member of the Passivhaus Trust. The Passivhaus Trust is an independent, non-profit organisation. Passivhaus buildings provide a high level of occupant comfort while using very little energy for heating and cooling.

We continue to grow our team of Passive House Designers (sic) and the capabilities of our teams to use PHPP on both our new build and retrofit projects. We have a number of new build Passivhaus projects currently underway in both our offices for which we are providing multi-disciplinary teams including Architects, Principal Designers and Quantity Surveyors.

Passivhaus is the leading international low energy, design standard. Over 65,000 buildings have been designed, built and tested to this standard worldwide. Our recently completed **Wilmcote House** project – *designed and delivered with a multi-disciplinary team including both ECD and Keegans* – is 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

Thornhill Primary School, Houghton Regis, Central Bedfordshire



We currently have four Passivhaus Designers in-house. This certification is an internationally recognised certification was developed by the Passivhaus Trust to ensure the correct implementation of the Passivhaus standard.



Our multi-disciplinary Thornhill Primary School project is being achieved using our cross company approach involving our Architects, Quantity Surveyors and Principal Designers. The project is expanding the existing 1-form entry school into a 3-form entry school through

the provision of a new Passivhaus facility using Cross-Laminated Timber (CLT) as a Modern Method of construction to achieve the objectives of a Circular Economy - an event which will place the school at the forefront of low carbon educational facilities.

Simon Bailey

Simon joined us in 2015 as a Senior Quantity Surveyor and quickly moved up the ranks to Associate Director. Working within our Cost Consultancy team he continuously delivers on quantity surveying specific commissions as well as cross company multi-disciplinary projects such as Thornhill - our new build Passivhaus school facility designed for Central Bedfordshire Council.

"Simon's a great team player. Working with both the QS and Architectural team, he provided an analysis of costs for achieving a Passivhaus school and costing options as to how this could be achieved - including engaging with the specialist supply chains for budgetary costs and advice - with the result our team proposals achieved the Passivhaus target of 15kWh/M2/a within the projects budgetary constraints."

- Gary Alston, Associate Director, ECD Architects

COMMUNITY SUPPORT

Anna Dewey

“Organising the Workshop for St Thomas the Apostle College in Southwark was a highlight this year. We’d done a real push to connect with the local schools to provide pupil work placements.

The workshop, though, was something new and special we could off. It was fantastic to see a real engagement between our architects leading the workshop and the students as they discovered more about a career in construction and the possibilities open to them.

We continue to work closely with Southwark Education Business Alliance and local schools in Southwark.”

- Anna Dewey, Associate Director, Keegans



Investing in the community



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



92% of staff were involved in fundraising



N-Able staff provided 144 hours of volunteering

What we have been doing this year

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. 50% of staff took advantage of the volunteering day and got involved in the following activities.

- 15billionebp: Building Futures Workshop
- Myatt’s Fields Park Gardening
- The Dig Garden
- Drive Forward Foundation
- Dress for Success
- The Felix Project: Enfield
- Cardinal Hume Centre Homework Club
- New Cross Learning: CV & IT Drop-in
- Repairing second hand bikes to donate them to asylum seekers for their own use.

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 in June 2019.

“The Dragon Awards provided a great opportunity to celebrate how far we have come in our responsible business initiatives. 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



Building links with local schools



In July we hosted a Careers workshop for 30 pupils from St Thomas the Apostle College in Southwark.

A key Responsible Business goal this year has been to build relations with local schools so that we can look to educate young people about careers in the construction industry. We have linked up with Southwark Education Business Alliance (<https://www.southwarkeba.org.uk/>) who bring business and schools together in the Boroughs of Southwark and Lambeth.

In addition to work experience placements, in July we hosted our first **Careers workshop** for 30 pupils from St Thomas the Apostle College in Southwark.

The aim of this workshop was to enlighten students to think about building a career in either Architecture or Construction. We put together a presentation hosted by Architects,

Kathryn and Linda, talking about the processes of building different projects and how different stakeholders are involved in the journey as well as an interactive task with the spaghetti and marshmallow towers. This was a success as the students really enjoyed the workshop and left with valuable information on how they can kick start their careers.



Student design workshop and factory visit



Park East involves the design development of a £96.4m new build housing development at Arthur Street for Orbit South Housing Association and Wates Residential.

In Jan/Feb this year Niall and Lizzy ran a workshop for Construction and Built Environment students at London South East Colleges - Bexley Campus at which the students developed designs for a series of balconies on our Park East project and got to see one of their designs actualised at the Sapphire balcony factory in Thetford, a town just outside Cambridge.

The workshop was split over three sessions held in collaboration with Wates Construction and Orbit Housing Association – our client and ultimate client for Park East, a new development of 320 homes at Arthur Street in Erith. It was a great event in which to be involved; the students were incredibly enthusiastic and excited to be working on a real project. Many of the students were from Erith and the surrounding areas, and knew and/or had friends who lived on the Arthur Street estate.

The workshops commenced with an introduction to Park East, and a discussion of methods for developing patterns in design. The students then broke into groups to explore narratives and the social and cultural context of the local area. Each group prepared a three slide PowerPoint illustrating their design premise, inspiration images and sketch outcomes for further development.

These sketches were then developed in a collaborative process to create patterns for the building balconies. The students were taken on a tour of the balcony factory so they could get an understanding of the manufacturing process. And, whilst they were there, a prototype of the panel design was cut out which was subsequently painted and sent to college!

College lectures & mock job interviews



In January Alistair provided a lecture to the HNC and HND pupils on sustainability at New College Lanarkshire (NCL). The lecture focused in particular on the Passivhaus and EnerPHit standards, using our three current Passivhaus projects (Drymen Housing, Thornhill Primary and Wilmcote House) as examples.

The Glasgow team have been developing close ties with local college New College Lanarkshire

over the past couple of years thanks to an introduction from Gary Alston - an NCL alumnus! NCL offers HNC and HND courses in Computer Aided Architectural Design and Technology, and we have been assisting by carrying out mock interviews for students as well as offering work placements - indeed Jonathon Offord who works part-time in Glasgow whilst completing his degree was first introduced to us through this scheme.

Workshops upskilling our clients and supply chain



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 – Portsmouth City Council, Westminster City Council and BeFirst



Cross company fundraising activities



Fundraising for CRASH and other good causes 2019/2020

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.

In 2017 our staff chose CRASH as our charity of choice to support for 2 years – 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 CRASH by raising money through a number of company charity initiatives. We are proud to have raised **£6,248.00** in 2019/20

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!

In addition to this, in 2019 we introduced a match funding scheme which enabled staff to fundraise for their own chosen good cause/charity and N-Able match funded the amount raised up to **£200**.

Through this scheme, we are proud to have raised a further **£1,444.00** for two further charities, Loaves and Fishes in Glasgow and the Grange at Bookham. Combining this total, N-Able staff have enabled us to raise a grand total of **£7,298.00** in 2019/20.



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

Charity celebrations and competitions



Over the year we held a number of competitions to raise money for our charity of choice CRASH. Example in-house fundraising events included:

- **Summer Bake Off** - 2 July - A competition for baking the best cakes with all staff as judges - raising **£217.30** for CRASH
- **CRASH Christmas Card Appeal donation** - 1 November - **£600** donation for CRASH
- **Glasgow Bake Off** - 12 December - A competition for baking the best cakes with all staff as judges - raising **£41** for CRASH

- **Christmas Jumper and Bake Sale day** - 16 December - A competition for baking the best cakes with all staff as judges - raising **£118** for CRASH

Whilst just a bit of fun to liven up the year, these little endeavours were able to raise a total of **£976** for CRASH.



Summer Bake off 2019 raised **£216**



CRASH Christmas Card Donation Appeal **£600**



Rough Runner 2019 raised **£2,103**

The Big Half

In March Elliott and Simon participated in the Big Half marathon and raised a total of **£1,116** money for CRASH.

The Vitality Big Half is a running festival celebrating London's diverse communities. It starts by Tower Bridge and finishes at the iconic Cutty Sark and goes through the four London boroughs of Tower Hamlets, Southwark, Lewisham and Greenwich.



The Big Half 2019 raised **£1,306**



Santa Run 2019 raised **£1,702**



Christmas Jumper & Bake-off 2019 raised **£319**

Santa run achieves again!

Staff from Keegans and ECD Architects took part in the Santa Run this year to raise money for our Charity of choice, CRASH. 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 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 **£778**. A Great team effort!



Dragon Awards



The Lord Mayor's Dragon Awards celebrates excellence in social impact both within Greater London and nationally, for the Regional Impact Award category.

We were delighted to be shortlisted as a finalist for the Prestigious Lord Mayor's Dragon Award. The Dragon Awards recognises businesses that go above and beyond their core work to significantly impact the regeneration of their local communities. We are one of twenty finalists with the likes of BT, Barclays and KPMG.

We have been shortlisted as one of two finalists for the 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. It is great to be recognised for our responsible business initiatives a continued effort to impact the local communities which we serve. This gives the motivation to making a continual impact in the future.

Rough runner obstacle course

On the 6th October N-Able put forth a cross company team for the Rough Runner obstacle race to raise money for CRASH. This team consisted of Kathryn, Alisha, Claire, Bradley, Ciaran, Alice, James, Suman and Tom. Together they raised £993.00 providing £1,986 with match funding from the N-Able Group.



Helping people in need



Loaves and Fishes is a Glasgow based charity depends upon the donations of individuals, organisations and companies to help people in need by providing a sit down meal, food parcels, clothes and toiletries.



In June, David Gallacher completed the Liverpool marathon in a fantastic time of 4hours 19 minutes. He was running it also in the aid of Loaves and Fishes charity, a Glasgow based charity that supports people in need. David raised £646 including £200 from N-Able through the matchfunding scheme.

'I'm pretty pleased with that for a first attempt. Thinking of trying another next year. Last few miles were a struggle running against a strong wind along the side of the Mersey but on the whole it was enjoyable. And we celebrated with a few beers at The Cavern afterwards!'

Independent and fulfilling lives

In August, Matthew O'Sullivan undertook the Prudential 100 cycle raising £780 including £200 from the N-Able Match Funding Scheme for the Grange Centre, a Charity where his nephew, William Cottrell lives and works.

The Grange Centre is an organisation for people with Disabilities. It provides vital services supporting people with learning disabilities to lead independent and fulfilling lives.



Volunteering to improve the confidence of others



Daniella and I were pleased to spend our Benefacto volunteering day with Dress For Success.

Dress For Success is an initiative that empowers women into the workplace from positions of disadvantage by providing professional clothing and styling, interview coaching and ongoing support once they re-join the workplace.

The charity delivers a one-to-one styling session and provides clothing to help women feel confident and boost self-esteem. Clients are then given an interview preparation session with one of our volunteer interview coaches who will enable them to perfect their interview techniques and be ready for the real thing.

- During the day we were involved with:*
- sorting and steam cleaning donated clothing*
 - preparing the boutique for service and helping with admin*
 - styling clients with a selection of clothing options*
 - providing clients with interview practise and advice*

- Elsa Macharia, Marketing Coordinator



Measure our performance

Values



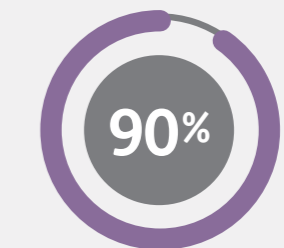
93% of people feel behaviours reflects the organisation's values

Work Environment



88% of people feel your organisation is a great place to work

Staff Support



90% feel encouraged to use their initiative in their role

Future Planning



88% of people feel your organisation has a plan for the future



Supporting residents working towards estate regeneration



Since the lockdown in mid-March, PPCR continues to engage with Fuller Slade residents and the RSG via Zoom, email and telephone to keep the momentum.

PPCR have been working as independent resident advisor for Fuller Slade residents for past 3 years. Our brief was to engage with residents and the community as a whole and support them through the development of regeneration options which achieved best outcomes for the community and stakeholders at Fullers Slade.

From the start we worked with local residents to develop a resident-led steering group (RSG), and develop and implement a RSG Engagement Strategy. In late 2019, at the end of this extensive consultation period, residents were asked to vote for preferred regeneration option.

Engaging with this process we reviewed the information packs for the ballot prepared by the council and encouraged residents to register to take part in the ballot. The ballot included three options for residents to choose from, which

ranged from no redevelopment, refurbishment and new homes only and new homes to refurbishment and estate-wide improvements.

A majority of residents voted for Option Three - which means 369 new homes will be build, 20% of which will be truly affordable council homes. Refurbishment of all council homes, with an option of improving private homes. A new community hub with shops, community facilities and an extended and enhanced Spider Park.

Going forward, PPCR is supporting residents living in the 92 homes earmarked for demolition throughout the CPO process. Concurrently, PPCR is working with the RSG to develop the Local Lettings Plan and detailed Resident Offers which ensure Private Tenants can remain on the estate.

COMMUNITY SUPPORT

Alisha Harper Nicholas

“Over the 3 years I have been working as an administrator for N-Able, I have taken advantage of the Company paid day to volunteer 3 times. Twice for the Barnados charity shop in Marylebone and once for Cardinal Hume Centre Homework Club.

“Barnados Marylebone was eye-opening, an average of £400 per day is necessary just to cover their rent of £6,500 per month! We took £400 (inclement therefore less footfall) and £864 respectively. The staff are dedicated and the community very generous, but the overheads are shocking.

“At Cardinal Hume Centre Homework Club, we joined other dedicated volunteers in helping local primary school children of refugees. The other volunteers who are regulars, ranged from retired teachers to PhD students. Having two extra volunteers allowed for almost one to one collaboration. The parents and children are learning English while coping with issues we can’t even comprehend, their enthusiasm and willingness to succeed poignant.”

- Alisha Harper Nicholas, Administrator, N-Able



LOOKING AHEAD

Our Responsible Business Goals for 2020/2021

Responsible business goals for 2020/21



Valuing our People



Commitment to the Environment



Investing in the Community

Valuing our People

We are committed to creating a working environment where people feel motivated, inspired, connected and supported to achieve their personal and professional goals. With this in mind, as well as COVID-19 and government guidance with regard to working from home, over the next year we will:

- Hold 4 cross company virtual socials
- Provide 2 virtual Knowledge Cafe CPDs
- Achieve an average of 30 hours training per employee
- Maintain employee retention below 15 %
- Achieve less than 3 leave of absence (sick) days per employee
- Engage each staff member in at least 2 health & wellbeing activities
- Increase awareness of Vitality membership benefits
- Achieve 75 % pass rate for employees taking their professional exams
- Provide 2 Graduate year out placements / Apprentices
- Recruit 1 graduate

Investing in the Community

We believe in supporting the 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. With this in mind, as well as COVID-19 and government guidance with regard to working from home, over the next year we will:

- 65 % employee take up of their volunteering day to achieve 150 hours of volunteering
- To raise £2000 for CRASH
- To raise £500 for other charities supported by staff
- Give 5 hrs of staff time to a client community event
- Through links with local Southwark schools, provide 4 career day insight sessions
- Through links with local Universities, provide 2 student lectures on sustainability
- Hold 2 CPD session for clients / their supply chain / their stakeholders

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. With this in mind, as well as COVID-19 and government guidance with regard to working from home, over the next year we will:

- Reduce electricity use by 30 %
- Reduce the amount of paper we order by 75 %
- Expand recycling streams within the London office to include cardboard & composting
- Undertake a survey on people's interest in office sustainability
- Complete 5 sustainability related CPDs (including a CPD on office sustainability) each with at least 50 % staff attendance
- Convert 50 % staff to change their commute to a more sustainable means of travel at least once week
- Develop a Student Sustainability Award to support and recognise sustainable awareness within the next generation



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