

2020/2021



# focus

## OUR CSR ACTIVITIES

A look at N-Able Groups responsible business activities over the past year.



COMMUNITY  
INVESTMENT



ENVIRONMENTAL  
IMPACT



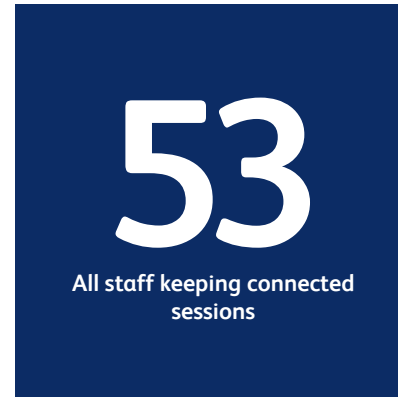
PEOPLE &  
VALUES

[n-ablegroup.co.uk](https://n-ablegroup.co.uk)



## 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 a responsible business:



## Celebrating the years milestones

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

We are proud that, despite the pandemic, over the past year we have been able to positively support our staff and clients guided by our core values which are: We achieve as a team, We Care, We improve, We deliver.



We are delighted that in 2020 members of our team were certified as PAS 2035 Retrofit Coordinators, and in 2021 the company was registered to provide these services with Trustmark.

Trustmark is a Government endorsed quality scheme for trades in and around the home. By being part of the Trustmark we are demonstrating to our clients that we have committed to working to the highest standards, delivering retrofit coordinator services and have been recognised for our quality trading practices.

# Welcome



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

## What we have been doing this year

2020/2021 completely changed the way in which businesses work.

The year began with the roll-out of our remote working facilities to enable all staff to work from home and to keep people safe whilst enabling us to appropriately support our clients and continue to provide an excellent level of service.

At the same time we implemented COVID safety measures in line with government guidelines within our offices to enable those who could not work from home to have a space where they could work safely.

To support staff mental well-being through the crises, we implemented measures such as virtual group and individual 'get togethers'

to keep conversations going about work and home. These were recognised as a great success and have continued even as we move toward a more hybrid ways of working.

We continued to do what we could for our local communities through volunteering initiatives and by supporting schools and colleges with lessons and events to inspire students via Teams and, where safely able to do so, in person.

Valuing People, a Commitment to the Environment and Investing in Communities continue to be at the heart of what we do and despite the pandemic we continue with our efforts as a responsible business.

- Colette McHugh, Director of N-Able Group







## Valuing our people

Throughout these unprecedented times, our focus has been to ensure our staff have the ability to achieve their personal and company goals whilst maintaining their health and wellbeing.



Remote working across the entire business



Virtual communications for connecting



Offices made COVID safe for staff unable to work at home



Site visits maintained where social distancing observed



Weekly COVID-19 Impact Board Meeting



We are committed to creating a work environment where our staff can flourish. 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 wellbeing 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 are a source of new ideas and creativity. Teamwork, collaboration and the sharing the of experience is very important to us and our approach to doing business.





## Enjoying ourselves in and out of work

We all like to socialise as a team and every quarter, all employees are invited to a fun social event organised by the N-Able Group.

We have a social and charities committee who meet quarterly. It is made up of representatives from each team. They are our champions and bring ideas from their teams to ensure our socials are inclusive for all. We survey our staff to find out what socials they want to see.

Despite the pandemic we held company socials and 'get-togethers online with a virtual Easter and Halloween, and Christmas parties with quizzes and competitions to involve all attendees. In addition to this we also held a number of company charity events.



*"We found creative ways for us all to come together remotely during COVID working from home."*

*Anna Dewey, Associate Director, Keegans*



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.



With staff sent home due to COVID-19, we instigated a weekly Friday catch-up for all staff to touch-base with regard to both work and home.

## Balancing the things that matter

### Rewards and benefits

At N-Able, we believe in delivering a rewards package which offers competitive pay and benefits. The range of benefits on offer is designed to help our employees balance their work and home lives. This in turn helps them stay committed to a long term career with us.

We work to make sure our salaries are benchmarked within our industry so that all employees across the business are paid fairly. Employee pay is reviewed annually in line with each individual's performance, and we have a bonus scheme linked to company-wide performance and profitability from which all staff (technical and administrative) benefit.

### Balancing home & work life

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 staff with children, we offer attractive maternity and paternity leave, as well as 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.



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## Keeping staff informed

Keeping everybody informed and up-to-date is very important to the N-Able Group. Three times a year we produce our e-newsletter, **The Bridge**, which brings together news from across the business - from our project awards and progress to our social and charitable activities.

As we were unable to hold our **Knowledge Cafés** during the pandemic, we moved our working group meetings, management meetings, weekly teams meetings and bi-weekly Friday catch-ups online.

These meetings enabled staff to keep involved in the review, development and maintenance of the company strategies and practices as well as ensure the dissemination and implementation of these practices. They allowed for staff recommendations and concerns to be captured with regard to IT, business continuity, sustainability and quality management to be

addressed - on topics such as - whilst ensuring everyone was safe, connected and felt comfortable in their new work life.



## 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.

### Training and Development

We are proud to have achieved IIP status. Who we are as a company is a reflection of the quality of our people. We continue to invest in our people and are proud of our growing reputation as providers of quality professional services. At N-Able training and investment in our people is a well-established business objective.

### Equal Opportunities

N-Able is an equal opportunities employer that seeks to create equal opportunities for all our staff at all levels. We create the environment in which talent is nurtured and ability is encouraged.

### Health and Safety

With health and safety being ever more at the forefront of what we do, our Health and Safety Policy dictates 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, Constructionline and EXOR.

### Environment and Sustainability

The environmental impact of what we do and the work we are involved with is a fundamental consideration in all that we, as a company, do and create. In addition to this commitment, our expertise enables us to provide guidance and direction in all aspects of environmental and sustainability policy and practice. We are registered with BS EN ISO 14001:2015.



## 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 recognise that good health habits and behaviours 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 last year we introduced our Health and wellbeing programme which was developed following questionnaires and input from all staff.

### Employee assistance programme

As part of our efforts to promote a culture of health and wellbeing for all staff, N-Able has introduced our new Employee Assistance Programme (EAP). An EAP is a confidential employee benefit designed to help staff deal with personal and professional problems that could be affecting their home life, work life, health and general wellbeing. Our EAP service provider is Health Assured. Services available include: Life support Legal information; Bereavement support; Medical information; and CBT online.

We also have access to the My Healthy Advantage app which has a range of features aimed at improving health and wellbeing such as a weekly mood tracker, mini health checks and four-week plans.



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

## Vitality – health insurance scheme

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.*

### Vitality at home

To help and make it more rewarding to stay active at home during the pandemic, N-Able staff were access to home workouts through Dame Jessica Ennis-Hill's app 'Jennis' and access to a Peloton Digital Membership via the company healthcare Vitality.

These activities would earn staff 'vitality points' with which they could enjoy up to two movies a week on Vitality or purchase healthy food from Waitrose & Partners.



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.

## Working from home



Ensuring staff health & safety Remote Working was rolled out across the entire business enabling us to continue to provide services to our clients.

Zoom and Teams conferencing facilities were provided to all staff to keep in touch with clients and each other. The London office, however, has remained open, maintained by 3 to 4 staff who keep to social distancing whilst enabling support which could not be undertaken remotely.

Site visits continued with client agreement where members of staff can travel to site without using public transport and can observe social distancing.

The N-Able board set up a COVID-19 Impact Board Meetings. Over the last year, these have met each Monday to review latest government guidance, and assess company, project and staff risks.

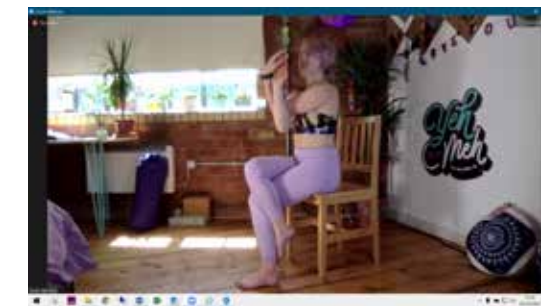


## Being together - wherever we are



### Virtual 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.



### Christmas Well Box

As we were unable to come together for Christmas, the company sent a Christmas hamper to each staff member via the WellBox campaign which provided a hot meal to someone in need for each Christmas hamper sent.

Opening the hampers together on Zoom, the company Christmas celebration was a nice way to end the year giving everybody the opportunity to connect with colleagues and share in some much needed light relief. The Company Christmas themed quiz provided a fun focus, with the winner being Steve Dean. The Christmas Hampers of sweets, snacks and hats were much appreciated, alongside the recognition that with each hamper we were also supporting our local communities.



## 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.

Whichever institution staff are aiming for, they are provided the support they need to develop towards accreditation.

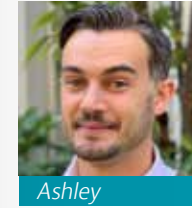
We have a successful surveying APC Chartership programme where every staff member on the programme is allocated a councillor and mentor for the duration of their studies to ensure they are kept on track and have all the support and help they need to pass the exam.

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.

N-Able also works closely with our Part I and Part 2 Architectural staff to ensure that they receive an exceptional learning experience. For example, during 2020/2021 Alice Hiley and Suman Gurung achieved passed their Part 3 exams and became registered Architects with the ARB. To this effect the Company contributes up to £2,500 towards course/exam fees for Part III qualification, provides a mentoring programme to guide students through their studies and PEDR completion and provides study leave for Part III training.



## Retrofit Coordination



Planning for the future, N-Able enrolled a number of staff to achieve the Retrofit Coordinator and the Retrofit Assessor qualification with the Retrofit Academy: Level 5 Diploma in Retrofit Coordination and Risk Management.

Our 3 original members, James Traynor, Dan Jenkins and Jon Abbot, have been joined by Ashley Simms, Claire Raftery, Steven Hillis and Justyn Tiptaft thanks to funding from UK Government (BEIS).

Due to the pandemic, the course moved to be fully online with module assignments covering topics such as building physics, managing moisture risks, improving building fabric, improving building services, renewable energy systems and Post-retrofit monitoring.

From July 2021 all publicly funded retrofit projects in the UK will need to employ a Retrofit Coordinator in line with PAS 2035 recommendations.

By developing our team with this qualification, we are ensuring that we have the right skills and qualifications to match.



## Building Safety and Cladding Remediation

Following the Grenfell tragedy, we found ourselves being asked to support many of our clients in understanding the risks associated with different cladding and insulation materials and guiding them through the process of careful selection of non-combustible replacement systems that ensure building safety for residents and other occupiers.

Improving building safety and achieving Net Zero Carbon are key UK Government priorities requiring major overhaul and investment in existing building stock.

Working together, ECD and Keegans have all the skills necessary to align these two requirements, thereby reducing life-cycle costs and ensuring buildings are both fire-safe and climate ready.





## Apprenticeship Programme

For the school year of 2020 /2021 we were joined by Jessica Scott as an Architectural Apprentice. Jess is studying for her Part 1 qualifications at London Southbank University, where she will study one day a week alongside her work in our London office.

The LSBU undergraduate and postgraduate apprenticeship programme is intended to provide the three stages of education and training, which when successfully completed, will satisfy the Architects Registration Board requirements for registration as an architect in the UK. The course is 4 years part-time.

Apprentices attend university one day per week for the 15-week first semester, and one day per week for the 15-week second semester.



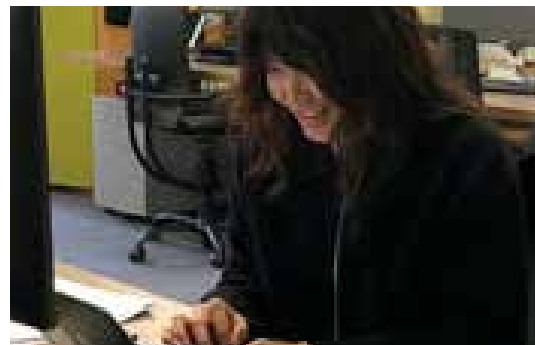
## Work Experience

In January, we provided a two-week work placement to Naran Oyuntseteg, an Architectural student currently in her the last year of her Part 1 of BA(Hons) Architecture degree at the University of Westminster.

This was a great way to support our CSR commitment to educating and supporting young people within the communities we are working.

Emailing those she worked with on her last day, Naran concluded:

“Thank you very much for making my work experience week great!”.



## Sandwich year placement

Federica Ranalli joined our Architectural teams as a placement student for a year between her completion of her Part 1 and the start of her Part 2.

Placements are year-long programmes in which a student takes a year out of their degree to work in industry. They work on a full-time basis and get paid like any other regular employee.

A Student Placement is a ‘real’ work experience gained within a ‘real’ working environment that will complement and support the student’s degree qualification and provide mutual benefit to both the employer and the student.







## Our commitment to the environment

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



We were 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 and cooling.

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.





## Responding to the climate emergency

As part of our response to the Climate Emergency we have signed up to Architect's Declare, the AJ RetroFirst Campaign and the RIBA 2030 Challenge. We have created a 5 year plan setting out how we will change the way we work to meet these commitments.

Our team of qualified Passivhaus designers in London and Glasgow have experience designing low energy retrofits and new buildings. Our fabric first approach allows such a reduction in heat demand that it is possible to achieve net zero carbon buildings, while also improving indoor health for occupants.

For all of our clients, we provide an initial, free-of-charge, Passivhaus analysis at feasibility stage to enable them to make an informed choice.

Within our teams we are able to offer our clients:

- Integrated Passivhaus / EnerPHit Design (with or without certification)
- Retrofit Coordinators & Designers
- Passivhaus Consultancy
- Environmental Consultancy and Sustainability Statements
- Embodied Carbon / Lifecycle Assessments
- Post Occupancy Evaluations and Building Performance Monitoring
- Soft Landings services

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



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.

## 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.

Retrofitting, renovating, and refurbishing an existing building, is one of the most environmentally friendly, sustainable, and efficient solutions to reduce green energy consumption and greenhouse gas emissions.

## Architects Declare

Architects Declare is an open letter which calls for the construction industry to commit to positive action 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 CO<sub>2</sub> 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.



## Our Five Year Sustainability Plan



We have developed a 5-Year Sustainability Plan which we track and continually update.

As signatories of both the RIBA 2030 Challenge and Architects Declare, we are committed to changing the way we work in order to meet these targets. As such, over the last 12 months, we have carried out a detailed review of our current knowledge, practices and tools, and assessed how these need to develop over the coming 5 years.

We have then broken these items down into smaller, achievable steps, allowing us to invest in the right training and software and harness knowledge from within the practice, so that all staff members are part of this change.

This process has helped us to identify business opportunities from the skills we already have and are developing, as well as find opportunities for younger members of staff to develop.

A template of our 5 year plan and an example extract forms an appendix within the Architects Declare's Practice Guide and was presented at the launch event in November 2021.

## London Energy Transformation Initiative

We are proud supporters of LETI – the London Energy Transformation Initiative. Over the last couple of years we have donated to support the dissemination of their Publications and members of our team have supported with the writing and production of their documentation. For example, Architects Louise Claeys and Gabriella Seminara were involved in the production of the LETI Climate Emergency Design Guide – 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, this document sets out a pathway to get there, down to practical details, such as suggested U-values and what energy-use data should be reported.



## 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.



## Passivhaus Designers

2020/2021 saw the expansion of our Passivhaus team to support the growth of our Passivhaus services, the training and development of our staff and enhance their ability to deliver.

We were a founding member of Passivhaus UK. The Passivhaus Trust is an independent, non-profit organisation. Passivhaus buildings provide a high level of occupant comfort while using very little energy and cooling. They are built with meticulous attention to detail, and rigorous design and construction.

Passivhaus buildings have a 75% reduction in space heating requirements, compared to standard practice for UK new build.

The Passivhaus standard therefore provides the construction and development industry a robust methodology for achieving the carbon reductions targets set by the UK Government.

Passivhaus also applies to retrofit projects, realising similar savings in space heating requirements through the application of its EnerPHit Standard.

*For all of our clients, we provide an initial, free-of-charge, Passivhaus Analysis at feasibility stage to enable them to make an informed choice.*



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



James



Loreana



Lizzy



Belen



Jennifer



Dilveer



## Passivhaus homes at Conic Way and Montrose Way, Drymen

We were originally approached by Hanover (Scotland) HA due to our experience in retrofitting of existing properties.

The dwellings at Conic Way and Montrose Way in Drymen fail the upcoming EESSH standards significantly and we were commissioned to carry out a feasibility study to ascertain whether refurbishment was a viable option.

The homes have been arranged on the site to step in-and-out from the street line, which is in keeping with the uneven building line which continues down the street. The form of the terrace reflects the plan form of the former properties on the site, which is both in keeping with the character of the street but will also offer a sense of familiarity to returning amenity housing tenants.



## Ladyfields, Loughton

Ladyfields is a new build development providing 16 passivhaus homes on a tight urban site.

Originally appointed by the Epping Forest District Council to take the project forward from planning, we were re-appointed by the Council to re-design the development when the proposed scheme was found to not be suitable.

To better reflect local needs, the Council asked that, in redesigning the scheme, we review the existing scheme's housing provision which provided six 2-bedroom semi-detached houses and increase this to provide 16 homes within a mix of flats and terraced housing.



## 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.



## Thornhill Primary School, Bedfordshire

The principles of circular economy were followed within the design, with materials selected for their low embodied carbon, and both materials and buildings considered for their possible future uses and recyclability.

For this reason, CLT (Cross-Laminated Timber) was selected as the primary structural material for the building.





## Importance of Retrofit / LWE

50 Verity Close, the pilot project for the refurbishment of the Lancaster West Estate, is now complete and about to become home to a family which previously lived in the Grenfell Tower. This property was chosen as a pilot project to help residents and the Lancaster West Neighbourhood Team (LWNT) understand methods to reduce energy use, and demonstrate the gains in comfort and lower energy bills to be achieved through retrofit. The retrofit measures included the addition of PV panels, triple-glazed windows, insulation, MVHR, and an air source heat pump.

## Support of Energy Plus

We are very pleased to have become a sponsor of the Energy Plus Academy. Energy Plus is an exciting new initiative by the London School of Economics (LSE) and the National Communities Resource Centre, supported by the Joseph Rowntree Charitable Trust.

Through the Energy Plus Academy they will organise a series of 24-hour Think Tanks around key themes, highlighting both how we are contributing to climate change and the ways we can combat climate change and reduce its impacts.

ECD's Managing Directors, James Traynor has published a book entitled EnerPHit: a step by step guide to low energy retrofit.

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.

# ENERPHIT

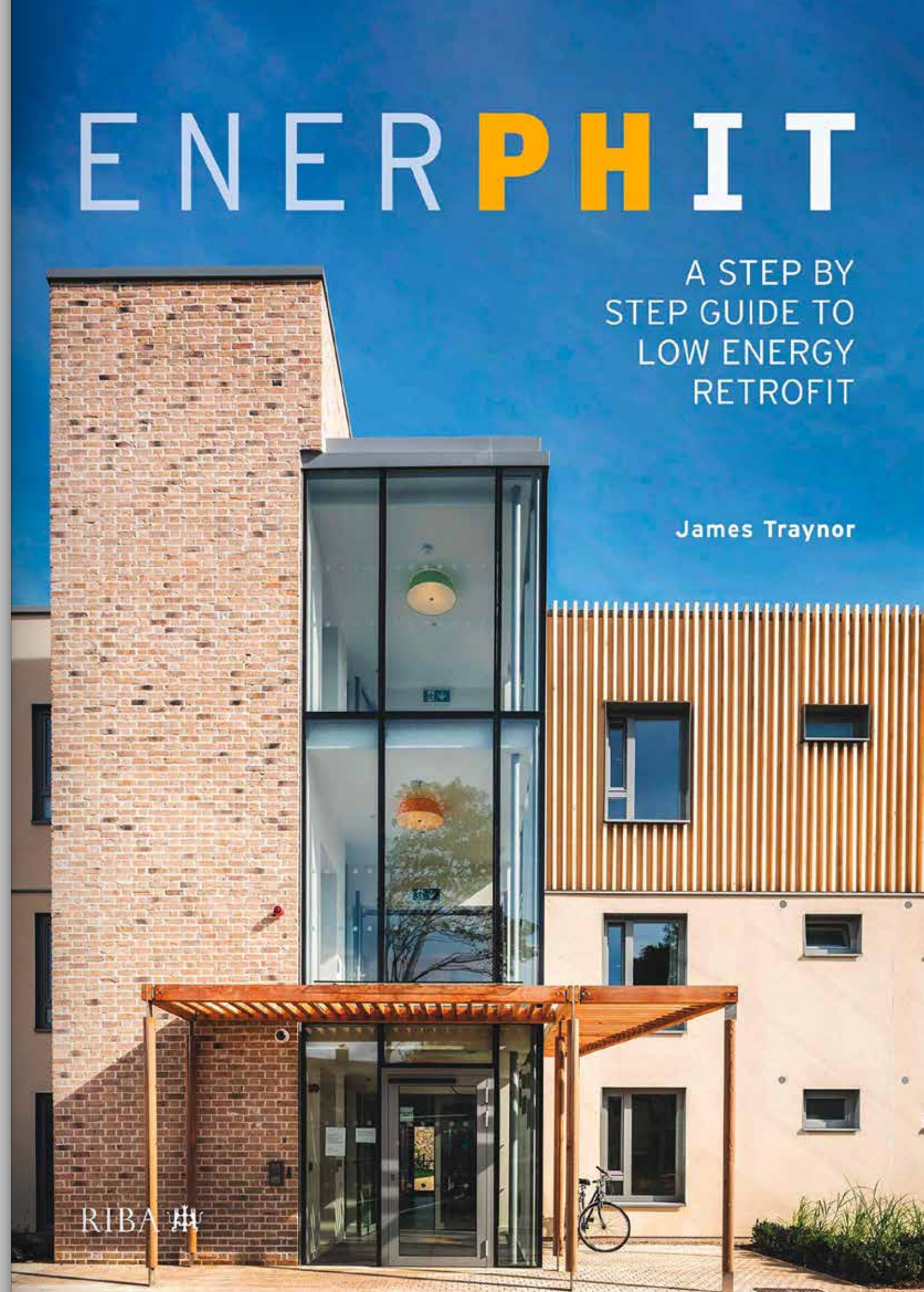
A STEP BY STEP GUIDE TO LOW ENERGY RETROFIT

James Traynor

## Carpenters Estate & James Riley Point

We led a multidisciplinary team to consider options for the refurbishment or redevelopment of the three high-rise towers on the Carpenters Estate, Stratford. The study included structural investigations, services upgrade, an embodied carbon assessment, valuation and viability studies and a cost estimate of the works.

Based on the results provided the client intends to refurbish one of the three towers immediately to enable decanting of the first phase. The refurbishment or redevelopment of the remaining two towers may or may not progress and will be considered as part of a wider Masterplan study which is currently ongoing.





## Investing in the community

N-Able are committed to supporting and giving back to the local community



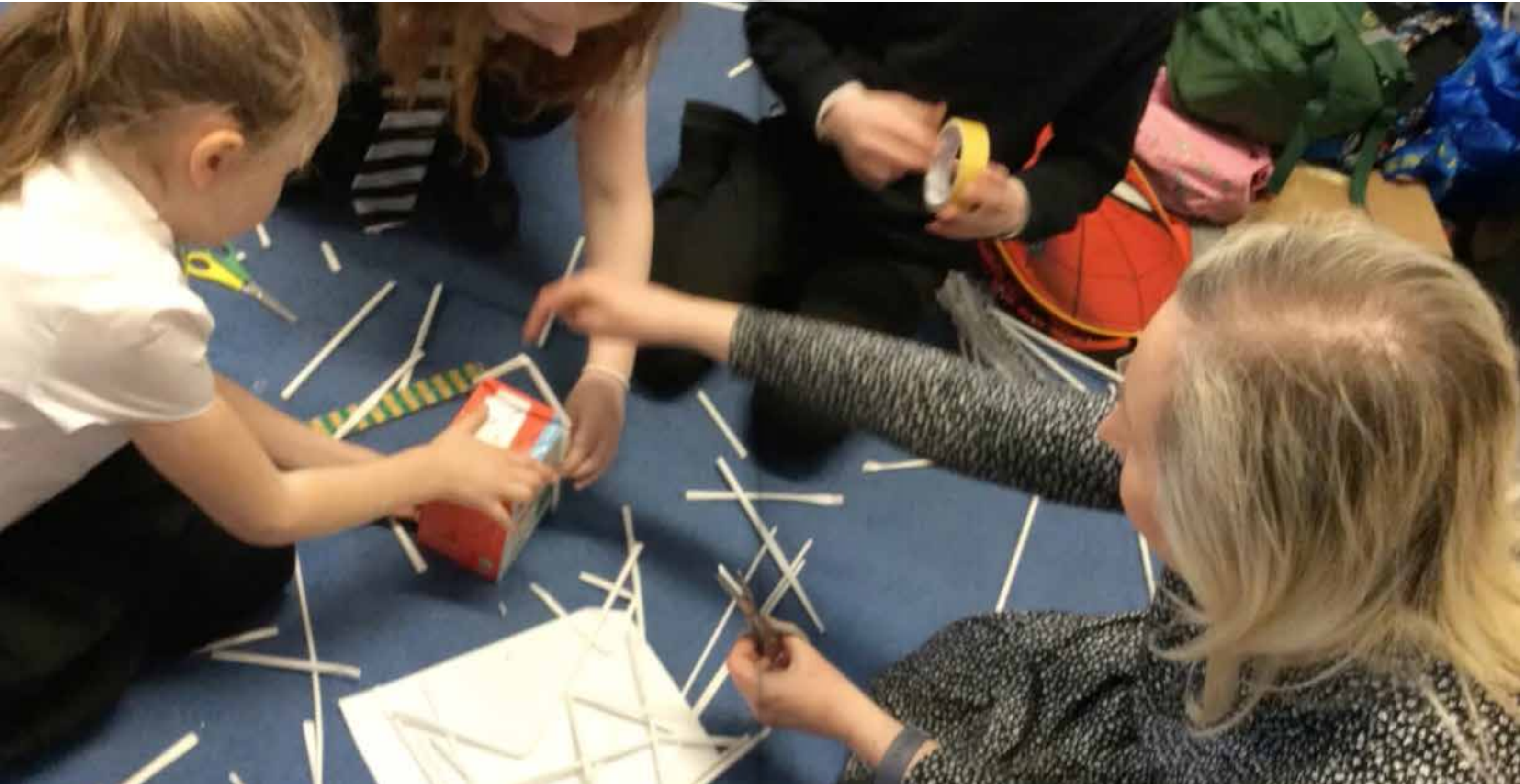
We actively participate in activities aimed at supporting local charities and community groups, from sponsoring individuals and events to volunteering time and skills.

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.

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.



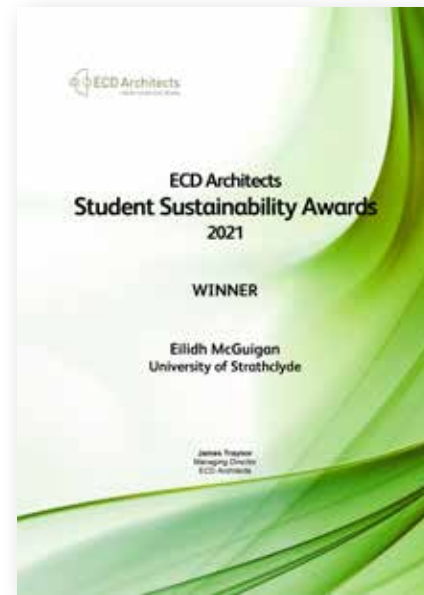


## Student Sustainability Awards

As part of our commitment to support young architects in education, we invited second year students from the University of Strathclyde and London South Bank University to compete in a sustainability competition.

Niall and Alistair presented to the Universities, and students were invited to respond to one or more of the RIBA sustainable outcomes through their design work as well as provide a short statement explaining the concept behind their response.

The quality of response was extremely high with the successful student received a prize of £150.



## Building links with local schools #Online

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 who bring business and schools together in the Boroughs of Southwark and Lambeth.

In addition to work experience placements, in 2020 we provided our first **Careers workshop** for via Teams for Harris Academy Peckham. On Tuesday 8 July our Associate Director Lizzy Westmacott and Architectural Assistant Alice Hiley took time out of their busy project work to engage with our Southwark local schools to speak via Microsoft Teams to year 9 and 10 pupils.

They talked about what architects do, our work days, the progress of a design from initial design to occupation, what other roles there are in

construction, and how they got to where they are. They also ran a quiz about materials. Lizzy and Alice reported back that:

*'It took a bit of eeking out to get them to participate in the quiz and in the bit about other roles in construction, but they got into it more as we went along, mostly using the chat function to answer and ask questions.'*



## STEAM Workshop for Busby Primary school



Just before lockdown, Yvonne was invited to a local primary school as part of their STEAM week events (Science, Technology, Engineering, Art and Maths) to hold an architectural workshop with 25 children. The aim of the workshop was to introduce primary aged children to architecture, the built environment and the role of an architect.

The workshop commenced with a short presentation which looked at various buildings from past to present followed by lots of hands on fun exploring the different characteristics and textures of building material samples. The children were then split into groups and challenged to build towers out of straws and clay. The day finished with the class designing and creating their own individual house from recycled junk materials.

The children were all super enthusiastic, bursting with creativity and lots of questions. They really enjoyed the workshop and it has apparently inspired a few of them to become architects! *Yvonne noted, she is looking forward to the end of the Pandemic when she can return and do another STEAM event and once again assist in raising awareness of architecture in the younger generation in person.*



## College lectures & mock job interviews



Normally presented in person, this year we provided a lecture to the HNC and HND pupils on sustainability at New College Lanarkshire (NCL) via Zoom. 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 some of our staff were first introduced to us through this scheme.

## Upskilling our clients and supply chain

May's edition of News on the Block, the trade press for private sector residential managing agents and flat owners saw a special feature on fire safety and Andrew Morrison contributed an article on 'How to access government's £1bn Building Safety Fund'.

From Keegans recent experience working with the likes of Abri and Encore Estate Management he explains the process and different stages of the project along with key pitfalls to look out for when securing BSF funding.



## Cross company fundraising

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.

## Christmas Card Appeal

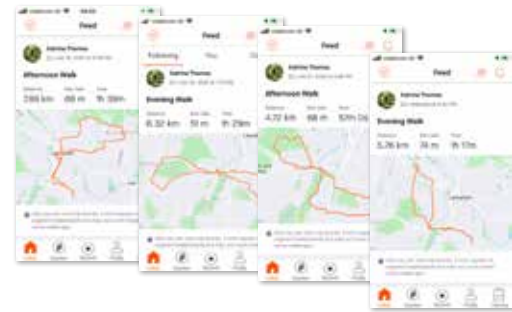
In the run-up to Christmas we donated £600 towards the CRASH Christmas Card appeal – an event which raised an incredible total of £96,306 – the most this appeal has raised to date. The CRASH Christmas Card Appeal supports vulnerable people when they need it most and was especially important this year as most of the CRASH Charity fundraising events were cancelled.



## Walk Run Cycle for CRASH

In July we held a campaign to encourage staff to be active as well as raise money for CRASH. The restrictions were lifting to allow people out of doors. The challenge was to see how far we could travel as a Group. Every time staff walked or ran 1K (or cycles 4K), N-Able donated 10p to CRASH.

This was a great event for bringing staff (virtually) together whilst raising money for CRASH. 25 staff took part; 'together' they travelled 4891.07kms with the result that we raised £318.46 for CRASH.



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

## Christmas Box

Despite being on Zoom, the company Christmas celebration was a nice way to end the year giving everybody the opportunity to connect with colleagues and share in some much needed light relief.

The Company Christmas - themed quiz provided a fun focus, with the winner being Steve Dean. The Christmas Hampers of sweets, snacks and hats were much appreciated, alongside the recognition that with each hamper we were also supporting the homeless with a much needed hot meal.



## Supporting Resident Communities

Throughout the pandemic we worked with the Lancaster West Estate Team (LWE) for the development of communications material to enable resident decisions with regard to the future of their estate. Lancaster West is the Estate surrounding the Grenfell tower and the Council had committed to work "sensitively and collaboratively" with residents whilst also committed for the estate to be net zero-carbon by 2030.

As such, throughout the pandemic, members of our team have worked with the LWE team for the production of leaflets and filmed videos which explain key building elements. We have run online webinars with discussion of initial design ideas. We have organised pop-up events, with boards and samples on site which residents can experiment with to try out different aesthetics.



We have adapted our usual output of reports so that they are accessible to residents. Indeed, in the coming weeks we have further events and surveys planned which will significantly dictate the direction of refurbishment over the coming years. Through these efforts, we can be confident that the refurbishment which ensues will have lasting social good not only in its final result but through the very process of its being realised.



## Helping people in need

In December, Jack O'Brien used his volunteering day to support Age UK Westminster with its delivery of Christmas food hampers. The hampers were collected, organised and supplied by Age UK, and distributed to residents across Westminster.

*"Although there was torrential rain all day, it was very nice cycling around Westminster seeing all of the other volunteers with their Age UK hampers battling against the rain."*

*"There would be a moment when you both recognised that you are out doing the same task and smiled at one another."*

*"In a Christmas that seems to have been robbed of us, this was the most festive feeling I have had so far."*

*- Jack O'Brien, Building Survey*







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