

2021/2022



# focus

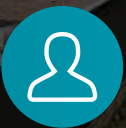
OUR CSR ACTIVITIES



CONSTRUCTION  
PROJECTS



ENVIRONMENTAL  
IMPACT



PEOPLE &  
VALUES

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

8

Staff achieved new professional qualifications

6

In Person Staff Socials

11

Staff Promotions



25

Talks & Presentations Provided by our staff to upskill others within the Industry

39

Homes to achieve the Passivhaus Standard

100%

Staff Hybrid Working

## 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.

Energie Sprong uk

We were really pleased to partner with Energiesprong UK, a revolutionary, whole house refurbishment and new build standard and funding approach.

# 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

We grew immensely over 2021/2022. Whilst many companies struggled through the lockdown, we found ourselves to be one of the lucky ones which flourished.

The COVID measures we implemented throughout the pandemic kept our staff safe yet enabled them to continue to work together and deliver our much-needed services to our clients; our sustainability expertise enabled us to achieve key new build and refurbishment contracts; and our upskilling of staff to achieve PAS 2035 certification meant, when the UK Government determined that all ECO funded refurbishment projects would require full compliance with PAS 2035:2019, we were able to step-up and support our clients achieve this requirement.

Growing so quickly, however, involved a quick learning curve to ensure staff new and old were happy and supported.

As such we reviewed, improved and standardised many of our quality and HR systems to make them more appropriate for us as a larger company, and we restructured and enlarged our management team to expand line management supervision and support, better share workloads, and ensured our clients continued to have the personal attention they expect from us.

Valuing People, a Commitment to the Environment and Investing in Communities continue to be at the heart of what we do. We did what we could throughout the pandemic, and with the lifting of restrictions, were pleased to be able to provide much missed staff socials and in-person community fundraising and support. We enjoy doing what we can for our local communities through volunteering initiatives and by supporting schools and colleges with lessons and events to inspire students to join our industry and support the environment.

- Colette McHugh, Director of N-Able Group

 N-Able Group





# Valuing our people

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



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

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

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

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





## 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 & wellbeing programme which was developed following questionnaires and input from all staff.

## 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. The Scheme is open to all employees who have been confirmed in post and have passed their probationary period. In-house we have a Vitality Champion to support and promote the benefits of the Vitality membership in the workplace.

## 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.



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

## 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.

## Hybrid working

With the easing of the COVID restrictions, and staff eager to return to the office, we introduced a hybrid working model.

Under this model, staff choose which days they are going to work from home and which days they will be in the office enabling us to take advantage of the best of both ways of working – group working, mentoring and learning together as well as focused individual lone working – whilst offering further flexibility for staff and the staff work life balance.

Teams conferencing facilities continue to be used for all staff to keep in touch with clients and each other. Site visits have returned to normal where clients are in agreement.



## A sunny weekend away!



Our study trip to Portsmouth brought together staff from both our offices was attended by 42 members of staff.

In recognition of the work and enthusiasm shown by staff over the past year, N-Able offered to fund an educational trip which would bring staff from our offices in London and Glasgow together. We were unable to travel internationally, however, due to COVID so staff voted to use this money for a long weekend away in Portsmouth and Sussex.

To reduce Carbon Emissions, the teams travelled by train. The schedule of activities included a visit to our award winning retrofit project Wilmcote House located in Portsmouth

city centre and a day trip to Shoreham-by-sea to visit our Sussex Yacht club project, which was shortlisted for the AJ Architectural Awards in 2021 and winner of the Sussex Heritage Awards public and community category in 2022.

At both sites staff were given a tour and a review of the project by the client enabling all staff to appreciate the project hear and learn from the successes of these projects first hand. A great way to bring the company together and celebrate success.

## 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

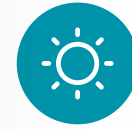
N-Able recognises the importance of a good work-life balance. We believe that individuals perform at their best when their work doesn't overwhelm the other aspects of their lives. On top of holiday allowance, staff are able to take additional leave to fulfil certain out of office commitments, whether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



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.

## Enjoying ourselves in and out of work



As we like being all together, each quarter all staff are invited to a cross company event. We have a social and charities committee which meets annually with representatives at all levels of the group from director to assistant.

These committee members are our champions and bring ideas from their colleagues to ensure our socials are varied and support the

interests of all staff. The committee then sends these recommended activities to all staff that they can confirm what they are interested in attending.

Our socials this year have included Table football, both summer and Christmas Parties, curry night and... a trip to Portsmouth! We always get an enthusiastic turnout.



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

## 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, weekly and bi-weekly meetings 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 - 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.





# 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 2021/2022 Karolina Petruskeviciute passed her 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.



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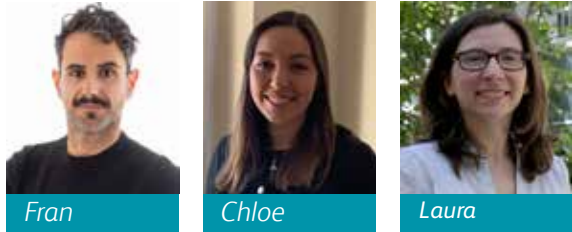
# Passivhaus Expert Certification

Strengthening our Passivhaus expertise, our staff including Francisco Cerezuela, Chloe Yuill and Laura Boffardi have been trained and past the exams to become PHPP Experts. The PHPP Expert certification confirms the experts additional knowledge with regard to PHPP advanced features (the Passive House Planning

Package which is used for designing a properly functioning Passive House), designPH, bim2PH and thermal bridges. Thus the PHPP expert exam covers tasks regarding deeper PHPP knowledge and questions about the entry of complex buildings both residential and non-residential, new buildings and refurbishments.



Certified PHPP Experts have a proven knowledge with regard to PHPP advanced features, designPH, bim2PH and thermal bridges.



Fran, Chloe, Laura

# Retrofit Coordination Certification



During 2021-2022 N-Able enrolled a number of staff to achieve Retrofit Coordination qualification with the Retrofit Academy: Level 5 Diploma in Retrofit Coordination and Risk Management with the result that 9 of our staff are now PAS 2035 certified as Retrofit Coordinators and Retrofit Assessors via Elmhurst energy and registered on Trustmark.

With all publicly funded retrofit projects in the UK now required 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.



James, Dan, Jon, Ashley, Claire, Bryan, Steven, Justyn, Brian

# Investment in BIM

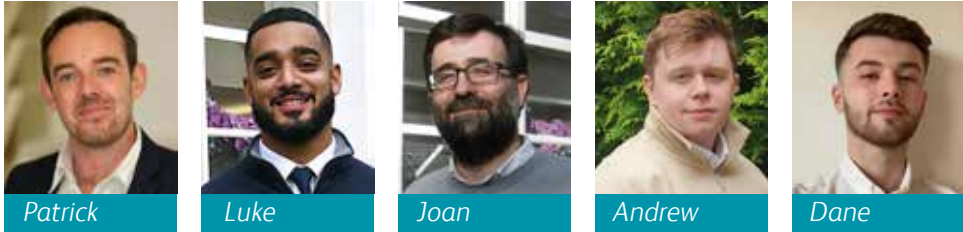


With experienced BIM professionals in-house we offer our clients:

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

2021/2022 saw further expansion of our BIM team to support the growth of our BIM services, and the capacity within the BIM team to train our project teams. We offer a broad range of BIM services to our clients to improve their internal productivity from concept development, through construction, to facilities and building lifecycle management.

BIM gets the right information to the right people at the right time, and helps our clients innovate and compete. Successful implementation of BIM requires a planned coordination of people, processes and technology to deliver specific outcomes, time and cost savings.



Patrick, Luke, Joan, Andrew, Dane



## Work experience

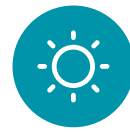
An important part of our responsible business programme has been adding back to the community within which we work, Southwark Borough. We have linked up with Southwark Education Business Alliance for the past 2 years and supported them providing work experience placements for local schools with 4 pupils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

*“My Work Experience week has given me a chance to see and to know how it feels to be in a work environment like in the office. I now know what Architects do and the different department within an Architecture Practice.*

*I'd like to thank Viv for giving me this opportunity that will help me for my future. I would also like to thank Lucy for showing me how to use the website canva. Thank you to Maria and Phoebe for helping with the interior designing and using SketchUp and to Alice for helping me with designing a pavilion.*



*I would also like to thank Mitchell for showing me what surveyor's do and I would like to thank Mia speaking to me about Marketing and helping me write this summary.*  
*- Work Placement Student from St Matthews Academy*



## Graduate Work Experience

Phoebe Pinks participated in a 3 week work placement with us in July 2021 following her completion of her BA(Hons) in Architecture at the University of Nottingham.

*“I am very grateful that I've had the opportunity to work with such a wonderful team over the last three weeks. Everyone is always willing to help, including Jamie Ho who answered all of my Revit questions and Gabriella Seminara who made time to give me sketching tutorials.*

*Throughout my time I have felt that my work is valued, receiving positive feedback from across the company. It has been an extremely educational and insightful experience.”*

Phoebe was later hired to join our Architectural teams as a Part 1 Assistant.



Working directly within our architectural teams, she has been assigned a mentor to ensure her work with us provides her the skills and experience to further her studies and achieve her professional qualifications.



We provide 2 sandwich placements for University students each year as well as summer placements.



## Our commitment to the environment

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



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

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

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

As designers of buildings and the built environment we believe that we have a special responsibility to help create buildings and environments that are sensitive to the environment and sustainable in the long term.

To this end we set and follow best practice in our work. We incorporate technical developments, costs and client concerns and expectations in the design and construction of all of our projects.

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

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



# Responding to the climate emergency

Members from our London office and Glasgow office participated in the Action against Climate Change marches that took place in both the cities during COP26 in November. Around 20,000 people took part in the London March and around 100,000 people marched in Glasgow, where COP26 was being held.

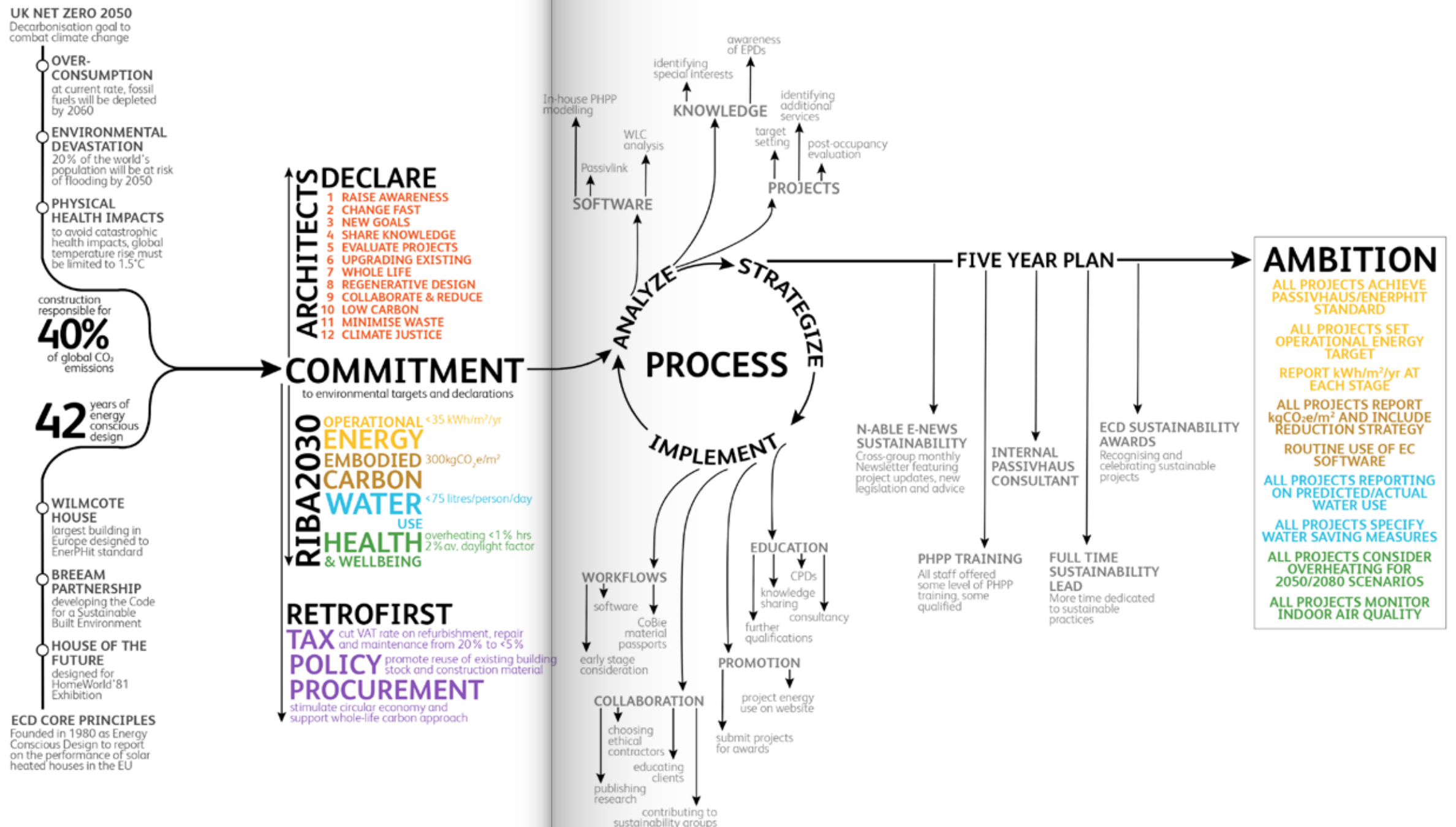
The 26th UN Climate Change Conference of the Parties (COP26) summit brought parties together to accelerate action towards the goals of the Paris Agreement and the UN Framework Convention on Climate Change.



*"To avoid catastrophic climate change, we urgently need to stop burning fossil fuels. This means we need to reduce how much energy we use, and get the energy still required from other sources. ... [As a Company] we're carrying out retrofit work to homes and other buildings across the country – it's not always the most glamorous, but it slashes energy use! Where new buildings are needed, we seek to design them to use as little energy as possible and to contribute positively to sustainable, happy communities"*

- Lizzy Westmacott, Associate Director

## Our Five Year Sustainability Plan Ways in which we help the environment in-house





## 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, 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 deliver reduction in energy consumption and carbon emissions that we desperately need.'*

## Building a Safer Future Charter

In November 2021 we became a Registered Signatory of the Building a Safer Future Charter. By doing so, we are making a commitment to putting people's safety first in every project we take part in. The Building a Safer Future Charter consists of five commitments that show a dedication to protecting life by putting safety first, in front of other building priorities.

- Spearheading culture change.
- Transparency in the sharing of information.
- Tendering decisions
- Listening and involving time provided for stakeholders
- Clarity of role and responsibilities



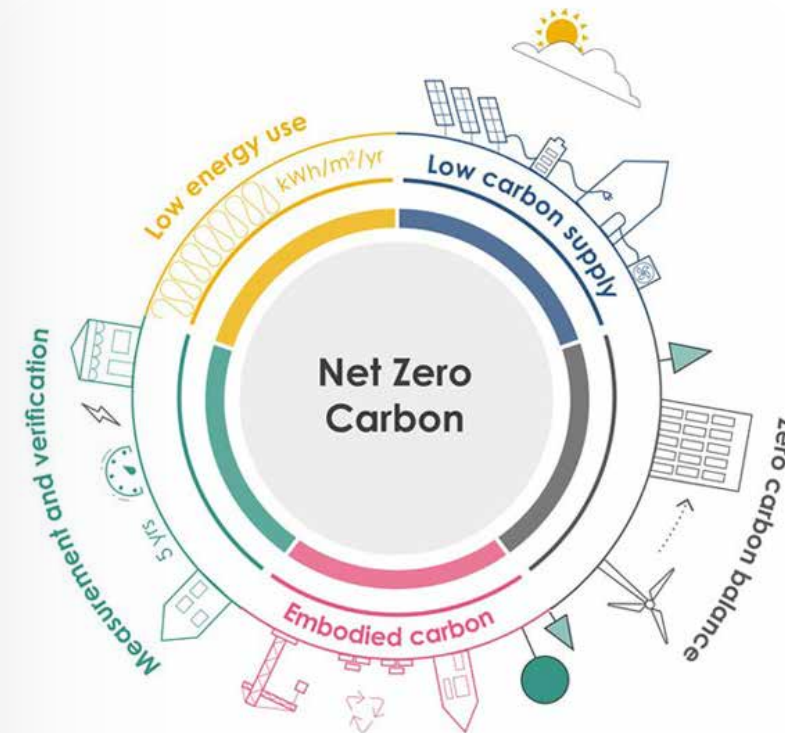
## Retrofit & Fabric First

We have also been working together as Retrofit Assessors and Coordinators for the retrofit of 842 dwellings on behalf of Hull City Council. This project, a commission from Fortem, is one of the first large scale PAS2035 projects we have taken on, which looks at a fabric first approach coupled with ventilation and renewable energy improvements.

The project is being funded through the Local Authority delivery scheme which requires compliance against PAS2035:2019. The main scope of works identified by the client are external wall insulation and ventilation upgrades.



## 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 the LETI document and our Head of Sustainability Loreana Padron presented at the guide launch event.

The LETI guild provides a useful resource for 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 also 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

## Architects Declare

Our architectural teams collaborated on the 'UK Architects Declare Climate and Biodiversity Emergency Practice Guide' to help signatories convert their declaration into meaningful action and build momentum within their practice.

As part of our response to the **Climate Emergency**, and our ongoing **commitment to sustainability**, we have signed up to Architect's Declare, the AJ RetroFirst Campaign and the RIBA 2030 Challenge, as well as supported the London Energy Transformation Initiative (LETI).



## 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.



## Knowledge transfer: workshops and presentations

2021-2022 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, Loreana Padron, Associate Director/ Joint Head of Sustainability presented at Homes UK. She spoke about how Passivhaus Retrofit standard Enerphit can help on the route to net zero, both as a one-step deep retrofit approach, and as a step-by-step mechanism for delivering change over time.

Furthermore, James Traynor, Managing Director has spoken in multiple events over the last year, including Social Housing Retrofit Accelerator's 'Fabric First and No Regrets' webinar and

Zero Ambitions Podcast talking about retrofit, EnerPHit, our Wilmcote House project with Portsmouth City Council and James's book EnerPHIT: A Step by Step Guide to Low Energy Retrofit.



### Sustainability Presentations provided 2021/2022

CIBSE Scotland  
1 April 2021

Energy Plus Academy  
1 July 2021

Trident Building  
Consultancy  
23 June 2021

Basildon Borough  
Council  
12 July 2021

Social Housing Retrofit  
Accelerator  
8 September 2021

Kent County Council  
20 September 2021

G15 with United Living  
28 September 2021

Building Magazine  
7 October 2021

London & Scottish  
Property  
17 January 2022

Shettleston Housing  
Association  
21 January 2022

Aberdeenshire Council  
10 February 2022

Inside Housing  
24 February 2022

Energy Plus Academy  
1 March 2022

## Carpenters Estate, Stratford

We led a multidisciplinary team to consider options for the refurbishment or redevelopment of the 3 existing high-rise towers at Carpenters Estate, Stratford.



*“We are delighted that James Riley Point has been granted planning permission that will see the retention of the existing structure providing significant savings in embodied carbon. The proposed scheme is designed to achieve the Passivhaus EnerPHit Standard offering further carbon savings throughout its operation, whilst providing high quality homes that are affordable to run. The reconfigured design provides homes that achieve modern space standards, improved accessibility throughout and external communal and private amenity spaces. This exciting low energy development provides James Riley Point with a new identity that is inspired by its modernist roots.”*

*- Gary Alston  
Design & Technical Director*

## Afflets Court, Basildon



This new build development consists of 7 new homes, including wheelchair accessible standard. The homes will be designed to Passivhaus standard with low embodied carbon initiatives including cross laminated timber frame, renewable energy sources and Exhaust Air Heat Pumps. The brief for Afflets Court was led by

the client's need to densify Sheltered Housing schemes across the Borough and provide much needed homes for new residents. The site was identified due to differing storey heights across the scheme, presenting good precedent for infill development to match taller portions of the existing building.

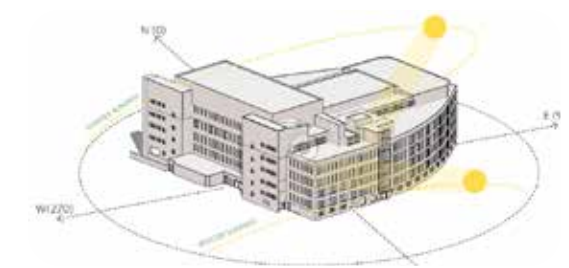


## Kings Buildings, University of Edinburgh

We were commissioned by the University of Edinburgh to undertake a study of their Kings Campus to investigate options for the decarbonisation of the existing estate and establish sustainability strategies for any new buildings to be commissioned in the future. The aim of the project was to progress the client's understanding of the costs, benefits, construction risks and delivery implications of Passive and EnerPHit certified construction and refurbishment specifications.



## University of Strathclyde CNE



We were procured through open competition by the University of Strathclyde to undertake a feasibility study on their John Anderson campus in the centre of Glasgow with a view to developing a carbon neutral, climate ready estate by 2040. In addition to the main campus, we were also commissioned to carry out similar studies at the Universities remote campuses at the Advanced Forming Research Centre (AFRC), Power Networks Demonstration Centre (PNDC), Ross Priory and the Stepps Sports Facility.



## Passivhaus Designers

ECD Architects was 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.*



James



Loreana



Lizzy



Belen



Jennifer



Dilveer



Fran



Marion



Maria



We currently have 9 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.

## Passivhaus still at forefront of sustainability

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



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## Investing in the community

### What we have been doing this year

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.



## Building links with local schools

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 Construction Youth Trust (<https://www.constructionyouth.org.uk/>) who bring business and schools together in the Boroughs across London.

For example, Cara and Anna volunteered at Notre Dame girls school in Southwark where they participated in a double maths lesson all about becoming a quantity surveyor!

The lesson began with a talk about Built Environment and all the different careers available in the sector and in particular the role of the Quantity Surveyor.

Cara and Anna then got to present to them about how they got into our careers in the construction industry and what we enjoyed.

They set the girls a task where they had to take on the role of a quantity surveyor and work out the best quantity and price for paint to refurbish their classroom.



## Southbank College Presentation

Supporting the next generation, Yehey Tesfaye and Brian Smith paid a visit to South Bank University Technical College to speak with the year 10s about a career in Building Surveying.

In a class of 10 students, Yehey and Brian spoke about their school and career paths that

led to them becoming Building Surveyors, what the job role involves and how broad the job description can be. Following this, they spoke about some of the projects they are currently working on peaking the students interest with some asking to complete their work experience placement at Keegans!



## Brent Schools Workshop



Throughout March and April our London architectural team ran hands a series of sustainability workshops Primary Schools in Brent which discussed climate change and what we can do to address it. The multi class workshops involved insulated glass jars to keep ice cubes in tact, water experiments aimed at learning about airtightness and jumping around to see our impact on air quality. The children engaged really well and had some brilliant questions.

## Dragons Den

In February, Lucy took part in Dragon's Den for low-income Y10 across the country. The Students were on a two week work experience/ shadow placement with EY foundation.

They each had to pitch a new app/website to help eradicate food poverty and present their marketing, business revenue and target market options to a group of 'dragons' including Keegans Lucy Filamba. The students all got really involved and it gave them the opportunity to practice public speaking, presenting and entrepreneurial skills.



Our Architecture, Surveying and Cost Consultancy are currently providing comparable feasibility studies for the sustainable retrofit of five schools in Brent.

## 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.
- **A mentor/counsellor/supervisor** for candidates taking APC eg Braintree client
- **Training on BIM** – COBie Training with RBKC & LWNC. They have also been trialling a new information dashboard for Islington Council, Be First Regeneration Limited Royal Borough of Kensington and Chelsea.
- **Publications** - for example in the May 2021 edition of News on the Block, the trade press for private sector residential managing agents and flat owners, Managing Director Andrew Morrison contributed an article on 'How to access government's £1bn Building Safety Fund'.





## Fundraising for CRASH and other good causes 2021/2022

The N-Able Marketing departments play 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. We encourage 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 – a charity that assists homeless and hospice charities with construction related projects. Well designed and expertly built environments have a positive effect on how we all feel and behave. This is especially true for homeless, vulnerable or sick people and those who care for them.

We support them in raising money through a number of company charity initiatives. We are proud to have raised **£1,402** in 2021/22 through

our staff efforts organising and contributing to bake offs, christmas jumper day, guess the sweets and general donations!

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.

Due to the crisis in the Ukraine, this year we also organised a donation for people in the Ukraine. Staff donated food, toiletries and other goods. N-Able kindly donated £100 for us to buy additional essentials. We had three large boxes full of essentials which were greatly appreciated at the donation centre.



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

## The Big March

In March Simon, Lucy and Mia participated in the Big March and raised a total of £390 for CRASH.

The Big March challenges people to walk 10,000 steps each day of March. This can be done by any means - running, skipping, dancing - just as long as you reach the 10k every day. Our N-Able staff did this through long walks at home, walks by the river at lunch and running.



## 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:

- **Autumn Bake Off** - 18 October - A competition for baking the best cakes with all staff as judges - raising £232
- **Glasgow Ocean Bake Off** - Baking competition for baking the best cakes with all staff as judges - raising £60
- **CRASH Christmas Jumper Day & Christmas Card Appeal** - Raising awareness and donating £600

- **Valentines Day Guess the sweets** - 14 February - Guess the number of sweets in the jar competition- raising £120

- **The Big March** - 1st - 31st March - 10,000 steps a day for the month of March for CRASH, three staff members completed it and raising £390

Whilst just a bit of fun to liven up the year, undertaking these little endeavours we were able to raise a total of **£1,402** for CRASH throughout the year.





## Southwark Schools Careers Day Presentation

In March, John Heaney, Laura Boffardi, Bijal Patel, Lucy Filamba, Eoin Doyle and Katrina Thomas helped with the EBA Virtual Careers Fair 2022!

It was a brilliant opportunity to talk about what an Architectural Technologist, a Surveyor, an Architect and a Quantity Surveyor actually do and the education and qualifications to achieve these roles to spark the interest of the next generation.

We now have a great careers presentation which we can use for future events. Please speak to the Marketing team if you have need of it.

## Southwark Careers Event

Federica Ranalli and Kenneth Cruz attended the One Southwark networking lunch at Norton Rose Fulbright. It was a brilliant event which gave them the opportunity to talk to local students about the career pathways and opportunities within our sector.



## Silchester Estate Residents' Event

Supporting residents on the Silchester Estate, Andrew Crombie, Marta Borgo, Manuel Filippi Farmar, Phoebe Pinks, Katrina Thomas and Mia Faircloth participated in an event hosted by the Royal Borough of Kensington and Chelsea to generate ideas for the use of a vacant space in one of their tower blocks. Although a chilly day, many people dropped by and provided their views. The Council will now communicate these ideas back to the estate so residents can determine what the space should become!



## Carpenters Estate Fun Day

In November, a number of our staff supported the Carpenters Estate with a Fun Day. The key driver for the event was discussing the future masterplan of the area, estate improvements and resident engagement.

The engagement was through face-to-face conversation, but also celebrated technology through the provision of VR headsets, and video loops. Great to work with Populo Living on this important scheme.



## Supporting residents working towards estate regeneration

Over the past year, our team has supported the Lancaster West Neighbourhood team with a number of consultation and community events including a in-person events, door-to-door surveys, interview presentations provided over social media, a movie tour and a 360 degree animation.

For example, upon completion of 50 Verity Close, our pilot project refurbishment on the Lancaster West Estate, the Lancaster West Neighbourhood team made a number of videos to celebrate and explain the works with help from James Traynor, Lizzy Westmacott, Jess and the rest of our Architectural team.



Loreana Padrón, Lizzy Westmacott, Laura Teixeira and Linda Odiase supported the Royal Borough of Kensington & Chelsea with their 'Your Refurb, Your Neighbourhood Community Day' to receive feedback from the residents of Lancaster West Estate.

These engagements were developed 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.





**N-Able Group**  
Unit C  
65 Hopton Street  
London  
SE1 9LR

**T: 020 7199 0900**

F: 020 7199 0901

E: [info@n-ablegroup.co.uk](mailto:info@n-ablegroup.co.uk)

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