

focus

RESPONSIBLE BUSINESS REPORT
2017/2018



VALUING
OUR PEOPLE



COMMITMENT TO
THE ENVIRONMENT



INVESTING IN THE
COMMUNITY

The numbers game

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

67%

of staff have taken a days volunteering in 2017

4

secondary school pupil work-experience placements

92%

of staff donated to fundraising events



40

hours of staff CPD training per employee per annum



332

kilograms of paper recycled

73%

of staff attended one or more company social events

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.

In 2017 we developed a CSR strategy that reflected our commitment to working together with our staff, our clients, and the community around us to ensure that any impact we make on the world is for the better.



We are proud to have secured a place in Building Magazine's 2017 Good Employers Guide.

Welcome



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

What we have been doing this year

In early 2017, the N-Able Group set about involving all staff in refreshing the Group's core values. The Group was originally formed some 10 years ago and we wanted to review our founding values to make sure they were reflective of where the Group is today. The result of this collaborative process was a simplified set of core values that resonated with people throughout the Group at all levels, which is so important because the values drive how we treat each other at work, how we serve clients and how we work together every day. Our core values are: • We achieve as a team • We Care • We improve • We deliver.

At the same time as refreshing our values, we also developed our Responsible Business Strategy which was aligned to our values. The three strands of our responsible business strategy are: • Valuing People • Improving the Environment • Investing in Communities.

This report focuses on bringing together our achievements in implementing our Responsible Business Strategy over the past year and sets out our goals for achieving more next year.

"The need for us to be a responsible business has never been greater. Society places immense trust in businesses to 'do the right thing', and we must contribute to this. Increasingly our clients have similar expectations of their business partners and for many it is becoming a significant factor when deciding whether to work with us. And as a Company we have an obligation to our people to manage the business in a responsible and sustainable way.

This first-year report is full of ambition and success with many great stories, demonstrating N-Able is an organisation that can be proud of the value we deliver to society, both in the way we manage our own business and by the lasting positive contribution we make to our communities."



- Colette McHugh, Group Director

STAFF VALUES

Loreana Padron

Loreana was promoted to Associate Director in January 2018. As a valued member of the ECD team, she has worked hard to improve our skills, raise our profile and develop the business for the future.

"We have promoted Loreana in recognition of her continued hard work and commitment to the business. My congratulations go to her on this well-deserved promotion."

- James Traynor, Managing Director, ECD



Valuing our people

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



4 internal staff promotions



Average 40 hours of training per employee



All staff gained their CSCS accreditation

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



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

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

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

competing for Great Britain at the Triathlon World Championships.

"I was delighted that Keegans were able to support me in my bid to compete at the World Championships and only too proud to have their logo on my kit for all to see when I compete."

- Anna Dewey, Associate Director, Keegans



Enjoying ourselves in and out of work



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

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

Our socials this year have included Go Karting, Table Tennis and Junkyard Golf and not forgetting our Christmas party. We always get an enthusiastic turnout.

Rewards and benefits



We celebrated Ashok Parmar's 21 years at Keegans with cake to mark the occasion.

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

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

Keeping staff informed

Keeping everybody informed and up-to-date is very important to the N-Able Group. Every quarter we produce an e-newsletter bringing together news from across the business – from project awards and industry hot-topics, to social and charitable activities. We also hold Knowledge Cafés three times a year, which all staff attend for an afternoon at a venue away from the office. The agenda focuses on key business matters and hot topics to develop staff knowledge and share expertise. Focus areas in 2017 have included topics such as *Living Our Values, Innovation (MMC and BIM)* and *Legislation Changes Post Grenfell*.



Policies and procedures



Quality Standards

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

Learning and Development

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

Equality and Diversity

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

Health and Safety

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

Environment and Sustainability

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

Developing our employees to achieve success



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

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



Jennifer's Story:

"My career with N-Able began in 2011 when I was employed for three months as a summer intern by ECD Architects as a second-year architecture student. ECD gave me an opportunity to prove myself; a chance which essentially set in motion what has become an immensely enjoyable occupation.

In 2012, ECD gave me a year-out placement, a full-time Post-Part 1 position, an incredibly valuable experience which would support the completion of my Part-2 qualifications when I returned to University in 2013. My relationship with ECD continued throughout this period, as I came into the office one day per week when my university timetable permitted and returned each summer to work full-time. Finally, upon graduation in 2015 with my Masters' degree, I became a permanent full-time member of staff.

At this point, I began working towards my Part-3 professional qualification. Encouraged by my Director, Alistair Cameron, I enrolled myself in various focussed study days at Strathclyde and Dundee Universities and the Glasgow School of Art. ECD funded my professional and course fees, and allowed me time off to attend study days as well as exam leave. Regular one-to-one sessions with Alistair as my mentor ensured that I stayed focussed and motivated, as well as helped to identify practical learning opportunities to assist my development. Alistair was fully committed to these regular meetings and set aside time from his busy schedule to read and sign off my quarterly Record Sheets.

As testament to ECD's commitment to developing and retaining its staff, both Alistair and my team colleague David Gallacher began their careers with ECD as Part-2 Architectural Assistants. Now, some 15 years later, they are Director and Associate Director respectively. I could not wish for more inspiring and supportive mentors/role models."

- Jennifer Rooney, Architect, ECD



With ECD's support I passed my Part-3 qualification in February 2018 and am proud to now be listed on the Architects Registration Board (ARB). My career began at the age of 19 with a summer internship, and now, seven years later, I am looking forward to continuing my journey with ECD.

- Jennifer Rooney, Architect, ECD

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.

Sean's Story:

"I joined Keegans in mid-2016 after leaving the housing sector in order to specifically focus myself on gaining my RICS APC Chartership. I expected a chartered practice to promote their support of candidates but had my reservations as to whether this really translated into tangible support around a normal, busy, day-to-day work schedule.

Thankfully, Keegans genuinely met all of their promises of support and guidance throughout my training period and I appreciate promises like this being made and kept. This is what enables me to believe in the company I work for and trust them at their word.

At the start, Keegans expected me to keep to my side of the training plan by enrolling myself onto the course and setting up all of the counsellor and supervisor meetings. In return, my counsellor and supervisor, both of whom were Associate Directors with busy schedules and ample commitments, committed to and gave me the time set aside at monthly and quarterly meetings booked up to one-year in advance.

Keegans also covered all of my professional fees, CPD foundation subscriptions, time off to attend CPD courses and a full weeks' study leave leading up to my APC interview. Keegans hold Continuing Professional Development (CPD) talks for all staff and ensure that these are both informative and appropriate to all those taking their APC. This benefits the staff as a whole and promotes collective competence and informs us of industry news and updates as the market moves forward. I set myself the target of achieving Chartership status within one year and Keegans empowered me to hit my target with the right support and within the right environment.

- Sean Conrad, Senior Building Surveyor, Keegans



With Keegans' support I passed my APC in the Autumn of 2017 and am looking forward to using this to progress and shape my career with Keegans in future years.

- Sean Conrad, Senior Building Surveyor, Keegans



Work experience



'My time here has made me consider new career paths that previously hadn't even crossed my mind'

- Sky Miah Gabriel-Johnson

We believe that it's important for teenagers to have an understanding of the workplace as they are making critical decisions about their futures. It gives them an opportunity to be part of a different environment and to learn about what is expected of staff in the workplace from superiors and managers. It also gives them the opportunity to work alongside peers. We work with a number of local schools to offer work experience programmes to pupils and school leavers in Year 10. In 2017, we were delighted to welcome 4 young people to our offices.

"My work experience here has been amazing and made me consider career paths that previously hadn't even crossed my mind. I was challenged and encouraged to try new things. I was taught new skills every day."

No two days were the same. Commuting to work showed me the world of 9-5 workers and gave me first-hand experience of what my future could be like. I've appreciated this opportunity and I'm proud to say that I'll miss being here."

- Sky Miah Gabriel-Johnson
Norbury Manor College for Girls

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

Tom Horrocks – sandwich year university student



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

'I joined Keegans on Monday 4th July 2016, having just finished my second year at Nottingham Trent University, studying Building Surveying. One of the great things about working at Keegans is that I am given a huge variety of different tasks to undertake, many of which are closely linked with the work that I have completed in my last two years at university or with the work that I will be undertaking in final year. This means that the work I carry out is both a valuable learning experience for me and is actually contributing to the projects I work on rather than just spending my days making drinks and photocopying.'

Some of the core areas of Building Surveying that I have gained a much stronger understanding of since starting my sandwich placement at Keegans are the party wall

process, producing and submitting planning applications, CAD drawings and Right to Buy surveys and reports. However, on top of that I have improved my people skills and my confidence in handling clients, contractors, planners, other consultants and many other people has massively increased simply by stepping out of my comfort zone and dealing with them myself.

I have thoroughly enjoyed my year at Keegans and would highly recommend it to any second year Building Surveying students who are looking for a placement in a London based surveying firm. Keegans will teach core skills required by building surveyors, give you flexibility, support you on your way to Chartership and allow you to enjoy your time both in the office and outside of work.

- Tom Horrocks – Building Surveying Student.
Nottingham Trent University, 2017

Graduate work placements



We are always on the look-out for ambitious professionals who can strengthen our teams. Graduate surveyors play a key role in our future success. We offer paid summer and sandwich year placements allowing graduates to gain valuable 'on the job' experience in the workplace, whilst also undertaking significant training and having the opportunity to join our APC programme early. We have a programme of career fairs that we attend and we accept 2 graduate surveyors a year onto our year out placements. This year we were only too pleased to welcome back our Graduate from 2016, Josh Stevens

'Spending my placement year with Keegans has been an invaluable experience. Throughout the year I have been able to expand and develop my knowledge of Building Pathology, Construction Technology and Project

Management. My placement with Keegans enabled me to gain firsthand experience of the industry and client exposure, all of which will help me hugely while completing my final year of a Building Surveying Undergraduate degree.

The team supported and encouraging me to continue my professional development throughout the year welcoming any questions or queries that I had. I am confident the skills I have learnt will be applied to various aspects of my working career in the future. I am proud to have worked with Keegans, albeit for a relatively short period and hope to join the team again in the future.'

- Josh Stevens
Year out Placement Surveyor 2015 – 2016

Achievements



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



2 employees passed their APS exams and became qualified Principal Designers



2 employees passed their Part-3 qualifications and became qualified Architects



1 employee passed his APC exam and became a chartered surveyor



Ways in which we help our environment in-house



14% staff cycle in to work



84% take public transport



We recycled 332kg of paper + 41kg plastic

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

Waste and recycling: To help reduce the impact of waste going to landfill we actively support waste reduction and recycling within our business. Within our office environment we have recycling bins all around the office and in the kitchens to recycle paper, plastics, bottles, printer cartridges and batteries. Employees are encouraged to recycle as much as possible. In 2017 we recycled 332kg paper and 41kg of plastic. We are looking at ways in which we can

further increase this volume. We do not use disposable cups or cutlery.

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

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

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

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.



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.

Knowledge Transfer: GreenSky Thinking

We hosted a seminar last year during Green Sky Thinking week event. Green Sky Thinking provides a collaborative platform to showcase lessons learned and highlights holistic approaches in sustainability. It brings together individuals across the construction industry and academia to help bridge the persistent information gap between academic research and industry practice. Our event reflected upon data from our Solomon's Passage project for Wandle Housing Association and examined the arguments for and against building demolition and rebuilding, vs. retrofit.



London Build: the benefits of EnerPHit



In October we participated in London Build, a two day event bringing together experts from the built environment to share and learn information about their industry.

In this session, Loreana Padron reviewed the differences between a Part L compliant and an EnerPHit/Passivhaus refurbishment. Using data from Wilmcote House, she identified the opportunities deep refurbishments can provide, as well as, the additional value to be achieved in terms of social, economic and health benefits.

Award winning sustainable projects

Wilmcote House

The regeneration of Wilmcote House addressed resident issues of fuel poverty by reducing home heating demand and consumption by 90 %.

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

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



Awards:

Finalist: Constructing Excellence Awards – Sustainability Category 2018

Finalist: Constructing Excellence Awards – Value Category 2018

Winner: RICS SE Awards – Design Through Innovation category 2018

Winner: RICS SE Awards – Regeneration category 2018

Winner: SHIFT Awards – Best Retrofit Project 2017

Shortlisted: SHIFT Awards – Best Retrofit Project 2016

Finalist: Constructing Excellence Awards – Sustainability Category 2015

Our environmental projects

Wilmcote House Wins Prestigious Sustainable Housing Awards

In December our Wilmcote House retrofit project for Portsmouth City Council won the SHIFT Awards 'Best Large Scale Retrofit Project' category. The SHIFT Awards recognise outstanding sustainability projects and achievements that have made an impact in the housing sector.

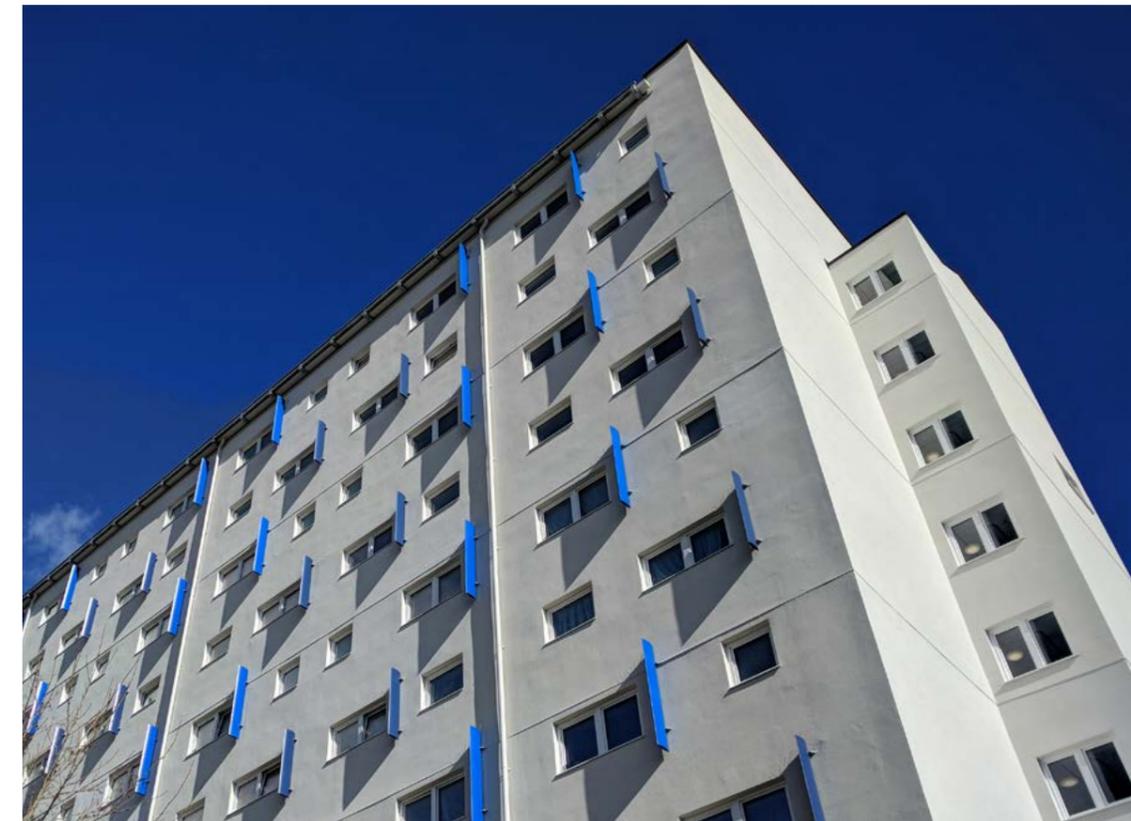
SHIFT is the sustainability standard for the housing sector. Provided by Sustainable Homes, recognised by the HCA and backed by Government, it is an independent assessment and accreditation scheme that demonstrates organisations are delivering against challenging environmental targets.

Bevan Jones, Sustainable Homes' Managing Director said of the Awards: "I am thrilled to see such a diverse group of organisations coming together to celebrate sustainability in housing. These organisations represent the best of housing and demonstrate that sustainability

plays a major role in enhancing people's lives. Sustainability is the way forward and we must continue to share and replicate best practice and support collaboration and integration across the sector."

Loreana Padron, ECD Head of Sustainability commented on the Sustainable achievement of the project: "This has been a challenging yet incredibly rewarding project for all involved. This transformation has been achieved through the hard work and determination of all involved but especially Portsmouth City Council. Regeneration with residents insitu can be complicated but the results at Wilmcote House demonstrate the outstanding benefits that can be achieved through a truly collaborative project."

Wilmcote House continues to be recognised by awards and published in trade and industry press as an exemplar for housing regeneration.





Cooking at the Crossway Christian Centre



The Castle Canteen is the fourth *Be Enriched* community food project which opened in October 2016. In Partnership with The Crossways Church Christian Centre, they deliver a hot lunch to local people between 12:30 and 2:30pm.

"I spent the day in the kitchen at Crossway Church cooking for people who have fallen on very hard times. I was surprised by their openness and how friendly they were. Talking to people who have gone through the vicissitudes of life was a very humbling experience. It had an impact on me. I am grateful for the experience and looking forward to doing it again."

- Loy Gusthoff, Associate Director, Keegans

Talking to people who have gone through the vicissitudes of life was a very humbling experience providing them with a meal and a simple chat. I am grateful for the experience and looking forward to doing it again.
- Loy Gusthoff, Associate Director, Keegans

Gardening with residents at Christ Church Garden



Bankside Open Spaces Trust was set up in 2000 to design, maintain and protect 12 public parks, gardens and open spaces in London SE1 making the area a better place to live and work.

"When we arrived the team leader welcomed us and introduced us to the rest of the team. We decided to volunteer for the Bankside Open Spaces Trust because we enjoy working outside. Gardening is good for the mind and soul. It's good to leave technology behind and get in touch with nature, and it's a nice change from sitting at a desk all day."

- Noel Espeut, Building Surveyor, Keegans

Investing in the community

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. We are proud of the fact that 67% of staff took advantage of the volunteering day and got involved in the following activities.

- Arts club for disadvantaged young people to develop and express themselves through art
- Bankside Open Space Trust – environmental and volunteering charity working with people to maintain public parks and gardens in SE1.
- Glengall Wharf Garden – helping maintain a local community garden
- Helping prepare, cook and serve food at local canteens for homeless in London Boroughs
- Distributing food that would have been supermarket waste with FareShare to local community charities and groups within London Boroughs
- Repairing second hand bikes to donate them to asylum seekers for their own use.
- Training 16-26 year old young care leavers to give them the skills and confidence to find employment with Drive Foundation



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



67% of N-Able staff took up volunteering



91% of volunteers using Benefacto in 2017 felt they had made a difference



Glengall Wharf Garden, Peckham



Sarah Keetch and Anna Butler chose to volunteer at Glengall Wharf Garden in Peckham.

Sarah Keetch and Anna Butler chose to volunteer at Glengall Wharf Garden in Peckham. Every week Glengall Wharf Garden organises Herb Tuesday to bring vulnerable people from the local community together. The therapeutic power of working in these wonderful gardens helps people with long term health problems improve their physical and mental well being, through activities including developing Glengall Wharf Garden, growing food and herbs from seed, and maintaining the permaculture garden including the forest garden and hugel mounds.

"I like gardening and this seemed like a good idea considering it's a summer day and there is always plenty to do in the garden during this time. I think the most valuable experience was meeting other people that come to the garden as a therapy."

- Anna Butler, ECD Architects

Volunteering at the Castle Canteen

"On arrival I was greeted by the organiser who brought several bags of vegetables and fruits from Borough Market. Basically, the grocers gave her anything they thought did not look pretty enough to be sold, so we received some blemished but overall excellent, fresh produce."

"We only had 2 hours to devise and cook a three-course menu: green salad with baby sweetcorn and peppers, an awesome hearty vegetable stew with potato mash (with a side of crunchy baked kale chips); and for dessert, a fruit salad with banana cake! We served everyone and sat down to eat with them. I ate with a very funny and kind homeless man; he was so grateful for the meal and especially the chat. The atmosphere was very cheerful and we all ate lots! Big smiles everywhere."

- Loreana Padron, Associate Director, ECD Architects

Raising funds assisting in charity shop



The customers/donators/volunteers were compelling, engaging and intriguing. We made a great team and I'll be back.
- Alisha Harper Nicholas, Keegans

Volunteering at charity shops was selected by a number of staff. These included Barnados, which provides a variety of services to improve the lives of disadvantaged children, & Age Concern which provides a variety of services for older people.

"Age UK have assisted, provided support and guidance to my family in arranging care for my Grandma so I wanted to give something back."

- Louisa Reynolds, Surveyor, Keegans

"Cynthia & I chose to volunteer for Barnardos as we are both parents of young boys and feel strongly about helping other children. An extremely wet day made us appreciate choosing an indoor venture. Eduardo, the manager keeps the shop in the chic Marylebone Village to boutique standards. Eduardo and Jacqui are wonderful people and I really enjoyed the atmosphere."

We were joined by a neighbour who volunteers every Wednesday afternoon, she added to the pleasant atmosphere with her chirpy disposition. The customers/donators/volunteers were compelling, engaging and intriguing. We made a great team and I'll be back."

- Alisha Harper Nicholas, Administrator, Keegans



Deptford Reach: helping people rebuild their lives



It was great helping to serve hot food to people who otherwise might not have had any on such a cold, sleety day
- Lizzy Westmacott, ECD

Deptford Reach helps adults on the margins of society. By offering services such as hot meals, alcohol and drug support and employment and benefits advice, the drop-in centre offers meaningful support to people in times of need. The intention is to help build people's confidence and self-belief, so they can start to rebuild their lives.

"I was given a tour of the centre on arrival, and then introduced to Naomi who runs the kitchen, where I would be working. I'd arrived at 8.30 and breakfast is served from 9, so there wasn't much time to get to know how it all worked, but in spite of the hideous weather it was apparently quite a quiet morning, with only a few clients in for breakfast."

Lunch was much busier, with probably about 60 meals being served, after which I got to sit down and enjoy the food too. As soon as lunch was finished we cleared up the serving

area and set out sandwiches donated by Pret a Manger, which were then handed out to a very enthusiastic queue.

It was surprisingly tiring, but lovely working with Naomi and Han, and I was really impressed by Naomi's relaxed attitude to turning out food for an unknown number of people from whatever happens to be delivered. And it was great helping to serve hot food to people who otherwise might not have had any on such a cold, sleety day."

- Lizzy Westmacott, Associate, ECD Architects



Delivering food with Fareshare, Deptford



It was our first delivery, but already we could see the impact such a simple gesture was having on the lives of strangers who now felt familiar.
- Simon Bailey, Keegans

Seamus and Simon volunteered at Fareshare in Deptford. Fareshare distributes quality surplus food to charities and community groups across London, who turn it into meals for Londoners in need of support.

"We started the day bright and early at the warehouse in Deptford, where we were given a tour of the facility and introduced to some of the permanent staff, and Derek, one of the regular volunteer drivers, as our first task was to start loading the van in preparation for the days deliveries. Seamus demonstrated his limited height advantage, by lifting three trays at a time, while I struggled on with my "two at time" system, but we were getting it done!"

Our first delivery was to a day nursery. This was a weekly delivery and it was soon apparent it brought pure joy to the hearts of these kids. Each kid immediately sat up, raising out there hands

for a high five as we delivered food to the kitchen, and the teachers and assistants were just as welcoming. It was our first delivery, but already we could see the impact such a simple gesture was having on the lives of strangers who now felt familiar. Then we were back in the van for the next delivery and so it went on for the remainder of the morning, visiting Churches, rehabilitation clinics and food banks. It was a humbling experience meeting grateful strangers who saw us, as deliverers of the human spirit.

Our final assignment was to pick up an order of surplus food from Sainsbury's headquarters. This involved manoeuvring trolleys of food through the cobbled streets of Central London and then packing them into trays straight onto the van ready to be sorted the next day."

- Simon Bailey, Associate Director, Keegans

Loughborough Community Centre, Loughborough



Coming closer with the community at that level is always beneficial for us as architects to understand how people are using buildings. It is important for us to see this first hand and not only as designers.
- Anthi Valavani, Architect

Loughborough Community Centre is an early years community hub with an in-house preschool and a wonderful interactive garden complete with mud kitchen, sandpit and vegetable garden. We supported the centre with their pre-school's Christmas event.

"We started off by peeling, preparing & cooking potatoes, carrots and brussels sprouts. Candice who was the main point of contact is a very lovely, positive and smiley lady who gave us a time schedule so we can keep track with the cooking."

Dan took over the kitchen and cooked and baked the veggies along with some chicken that was already roasting in the oven. Meanwhile, Elliott and myself took over the wrapping of gifts for the little ones, which included some toys, books and chocolates.

It was great being out of the office for a day and taking the opportunity to do something relaxing while helping other people, meeting new faces and remembering how it feels like to be a kid – perhaps something that we should be doing more often."

- Anthi Valavani, Architect, ECD Architects



A fun day out at Copley Close, Ealing

In August last year, PPCR supported the Copley Estate Resident Steering Group with the facilitation of a fun day event which included henna and face painting, a bouncy castle, raffle, bingo, a local historian and much, much more. The event had a great turn-out and enabled Helen and Pamela to ask residents their likes and dislikes about living on Copley Close, and to find out the level of support to set-up a tenants and residents association.



Making balconies and windows bloom in Hackney

Over the Easter break, PPCR was involved in an event to brighten resident balconies and windows. This event on the Colville Estate in Hackney was provided to celebrate spring whilst enabling residents to meet the Council, contractors and PPCR (the Resident Independent Advisor) who were all on hand to answer questions about the regeneration of their estate.

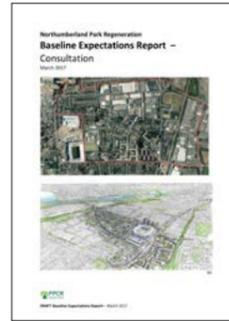
Residents were given a choice of seeds to grow cooking herbs, vegetables and flowers for free and asked if they would be interested in having an allotment in the Community garden on the estate. There are 10 plots so far and more could be provided once the regeneration is over depending on the level of interest. At the community centre, a children's corner was set-up where they could colour in books and draw. During these activities, the children were consulted as to which type of playground equipment they would like to play with once the regeneration is over. Large photos of children's

Northumberland Park Independent Advisors

PPCR is supporting the new Tenants and Residents Association (TRA) at Northumberland Park through their estate regeneration process.

The estates have in the region of 1400 homes and one of our team's first activities was to carry out a doorstep survey to understand the community, their views on the estate, their understanding of the regeneration process and how they would like to be involved.

The team then worked with the TRA to capture these aspirations within a Baseline Expectations Report and a Residents' Charter to set the scene for the regeneration going forward.



PPCR have been Independent Advisers to the residents of the Northumberland Park in Tottenham since January 2016.

playground equipment were displayed on a wall and the children were asked to stick coloured dots on the ones they preferred.

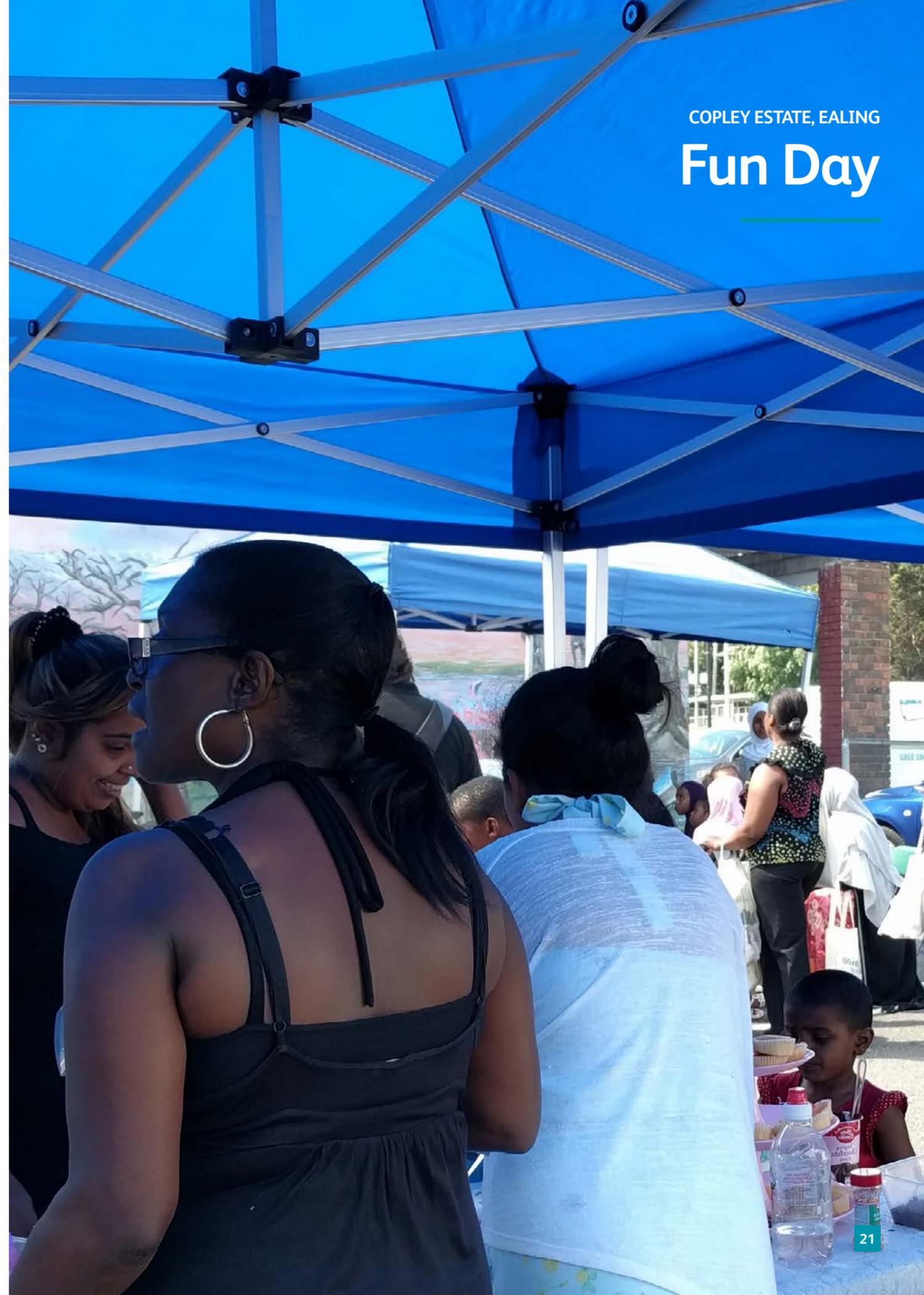
The Council was pleased as this was the first time members of the Turkish community living on the estate participated in one of their events. In attending the event, Loraine and Catherine (of PPCR) helped with the planting as well as answering any queries about the regeneration or the garden project.



PPCR participate in events on the Colville Estate on the second Thursday of every month from 3:30pm to 7:30pm.

Contact Catherine if you want to get involved:
CMichelet@ppcr.org.uk

COPLEY ESTATE, EALING Fun Day





Charity pub quiz



Pub Quiz raises £160



Bear Grylls Challenge raises £579

The N-Able Pub Quiz was a fun evening filled with a lot of competitive spirit held at the Gladstone Arms. At half time, it was hard to tell who would win and a few suspects of unfair play were penalised for looking up information on their phones. By the end of the night, however, we did have a clear winning team with an impressive score of 40 marks. Congratulations to Team 4: Quizzee Rascals – Simon Chadwick, Sarah Keetch, Loreana Padron, Dan Jenkins and Georgie Smith. We raised £160 for CRASH



Bear grylls survival race



Thanks to surveyors Mitchell, Ony, Rohan, James and Josh for successfully completing the 10k Bear Grylls Survival Race in Cockfosters. A big well done for embarking on the gruelling multi-distance series of obstacle races combined with survival challenges. They raised £579.

Cross company charity endeavours achieve more than target

2017 saw us achieve £4,750 smashing our target of £3,000

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

Our charity of choice is selected every two years. The Social and Charities Committee puts together a short list of charities which was voted upon by all staff. For 2017 – 2019 our chosen charity is CRASH – a charity that assists homeless and hospice charities with construction related projects. Well designed and expertly built environments have a positive effect on how we all feel and behave. This is especially true for homeless, vulnerable or sick people and those who care for them.

We support them in raising money through a number of company charity initiatives. We are proud to have raised £4,750 in 2017 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!



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

Quantity surveying pool competition



Pool tournament raises £110



Santa run raises £1,155



The Quantity Surveying team set about reaching their team's charity target by organising a Pool Tournament on Tuesday the 12th of September. This resulted in a highly competitive yet enjoyable evening which led to victory for John Ogilvie. Congratulations John!

The team raised a total of £110 towards CRASH. Well done Quantity Surveying team.

Santa run hits more than its target!

In early December, eighteen of us joined the Santa in the City run to raise money for our chosen charity 'CRASH'. We successfully completed the Santa run and managed to raise an outstanding amount of £1,155.05 which surpassed the goal of £900! The Santa team included; Daniel Jenkins, Andrew Morrison, Derrick Hadeed, Loy Gusthoff, Ony Nwimo, Mitchell Turner, Patrick King, Daniella Udechukwu, James Hogben, Katrina Thomas, Noel Espeut, Cynthia Ndaru-Okocha, Alisha Harper Nicholas, Anthi Valvani, Nana Akua Boakye, James Traynor, Ibrahim Logun and Yeheytes Tesfaye.



Crawley Homes Charter Agreement

We have worked for Crawley Homes since 2007.



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

By signing up to the charter, we have pledged to source labour from within the local community, contribute to raising aspirations, educational attainment and skills levels, improve the competitiveness and sustainability of smaller and locally based firms and promote good and sustainable development and construction practices.

Ferneham Hall gang show, West Sussex County Council

We were proud sponsors of this annual event, the Gosport Gang Show, attended by over 300 people and held over a week. It included performances from local groups celebrating all good things about Scouting and Guiding. It included an array of activities which included dancing, acting and singing.



Mentoring the next generation of construction professionals



To support the next generation of construction professionals on their way, this year we participated in the 2017 RIBA Student Mentoring Program at London Southbank University. This involved James Traynor mentoring two students in their final year of Architecture.

The mentoring scheme is intended to give students an insight into practice and to enhance their learning experience. It's run by RIBA regional offices.

RIBA student members taking part in the scheme are matched with mentors; and meet at an informal event at their School during the autumn. During that meeting, mentors and their mentees arrange to hold at least two meetings of at least two hours, before the end of February the following year.

These meetings must cover:

- an introduction to working life at the practice
- a successful project
- follow-through of a current live project

The individual schools of architecture validate the mentees' participation in the scheme.

RIBA student mentors should, through the scheme:

- demonstrate design in practice
- offer an insight into the business of architecture and experience of practice
- provide support on professionally-related matters
- introduce the concept of professionalism; and the value of a professional institute



CHARITY FUNDRAISING

Testimonial Football Match



LOOKING AHEAD

Our Responsible Business Goals for 2018/19

Valuing Our People



Valuing our People

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

- Continue to support and invest in our staff to achieve professional qualifications
- Provide an average of 30 hours CPD/skills learning per employee
- Achieve awards that demonstrate our brand and attract talented people to join and stay
- Maintain an active Social and Charities Committee and continue to fund 4 x per annum Group wide social events
- Reduce staff turnover to 15 % or less
- Hold 3 x Knowledge Café's per annum to share information, knowledge and expertise across the group
- Provide 3 graduate, year - out placements



Commitment to the Environment

Commitment to the Environment

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

- Reduce our CO₂ emissions from gas and electric by 5 % in terms of total annual emissions
- Reduce the paper we order by 10 % and the amount of waste paper by 10 %
- Recycle 40 % of all other waste within the office
- Reduce our water consumption by 10 %
- Reduce car mileage and air travel by 10 %
- Complete a Sustainability Review of 50 % of design commissions before the completion of Stage 2
- Complete a review of all office consumables purchased and source eco-friendly products where practicable

Investing in the Community



Investing in the Community

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

- Achieve 80 % staff take - up of their paid volunteer day to support local communities and good causes
- Raise £3,000 for our nominated charity CRASH through staff fundraising efforts - which will be matched by the Group to achieve a total of £6,000 of charitable donation.
- Support 2 x Client community projects/events through donating our time/funds
- Provide 4 x work - experience placements for local school pupils
- Provide 4 CPD sessions to share our technical and professional knowledge with our clients



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