



Impact Report

2024

n.
family
club



N Family Club has an important role to play in shaping the future. Not only are we preparing children for life in an ever-changing world but we're showing that it's possible to deliver high quality education and care while also making the world a better place. We've shown that it is possible to balance profit with people and the planet. In such volatile and uncertain times this isn't always the easy thing to do, but it is the right thing to do.

As we reflect on the last twelve months, we take pride in the progress we have made: We now have 12 fully funded bursary places and 19 Green Flag awards. We've significantly moved the dial on our environmental impact by becoming a zero waste to landfill business and increased our use of renewable energy. We retained the top

spot in the nursery chains quality table and made the Government's Top 100 Apprenticeship Employers Rankings for 2023. We've also opened 8 new nurseries and celebrated 127 team members being promoted.

I'm thrilled to share all this and more with you in our latest impact report. There's lots to celebrate. But this report is more than that. It's also a roadmap, setting our course for even more significant impact in the years ahead.

As ever, a huge thank you goes to everyone who makes N Family Club what it is. The talent and dedication of our team is inspiring. I'm excited to see what the next 12 months will bring.

Phil Sunderland
Founder and CEO

B Corp



The B Corp symbol embodies trust - it shows that a company is doing the good things they say they are doing and have the scorecard to prove it.

Jon Temple
Chief Financial Officer

B Corp

As the climate crisis intensifies and societal inequality grows, the need to bring about systemic change is clear. We must transform the way we do business to meet the magnitude of the challenge ahead, and B Corp certification shines a light on those leading the way.

We became a B Corp in 2022, joining a growing number of companies committed to doing business responsibly.

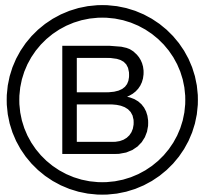
We have demonstrated that a business can scale while doing good in the world. We are proud to have built one of the fastest-growing early years groups in England. We provide outstanding education, deliver amazing customer experiences and have a high-performing

team culture, underpinned by kindness, warmth and belonging.

We're equally proud of the impact we've achieved to date, made possible by our passionate team, dedicated partners and hundreds of happy customers. As our business scales, our impact does along with it. We hope to continue to serve as an example to other businesses that you can do well while doing good.

It's important that our impact goals are relevant for the challenges of today and tomorrow, meaningfully demonstrating the leadership role that B Corps play. That's why each year we share this report, identifying areas where we can improve, and what we will be focussing on in the years ahead.

Certified



Corporation

As part of our pledge to put people and the planet above profit, we are committed to being:

Better as an employer ✓

Better at putting customers first ✓

Better for the planet ✓

Better for local communities ✓

Better in business ✓

People



We believe that everyone, regardless of their background, deserves to be themselves and feel safe. Inclusivity is not just a word, but a commitment we must uphold every day.

Mark Hassan-Ali
Chief People Officer

At N, we play as a team. We are global citizens, inspiring and developing the next generation and we encourage our people to bring their whole selves to work, every day of the week. Our diversity creates an environment to support the best in us. Everyone is welcome, respected, and accepted. You don't have to 'fit in', we will take you as you are.

Be you. We are N Family.

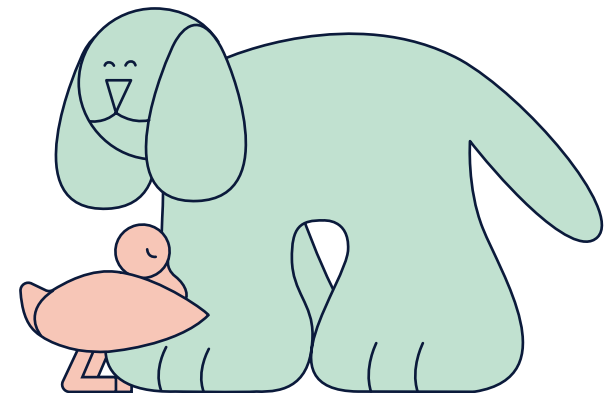




People - Wellbeing and Belonging

There are very few jobs as rewarding as working in a nursery. We have the opportunity to make a life-changing impact on every child that we look after. It's an incredibly fulfilling career to build.

Being an educator is fast-paced, physical, emotional and carries a lot of responsibility, so it's important that we make sure N Family Club is a fair, inclusive, safe, diverse and flexible place to work.



How we look after our team



We pride ourselves on our market-leading salary, holiday and benefits package.



We offer in-house training opportunities through our N Academy.



We put wellbeing front and centre and support everyone's financial, physical and mental wellbeing.



Our bonus plans recognise and reward every team members' performance and contributions.



We offer flexible roles and shift patterns to support our team's work-life balance.



We provide access to a range of apprenticeship schemes that enable our team members to continue learning whilst working.

2024 | AGE DIVERSE EMPLOYER

rest less

We're partners with Restless, a digital community for the over 50s in the UK. This age group is an extremely valued part of our team and we appreciate the skills, experience and perspective they bring to early years education.

club talks

We host Club Talks, connecting the community by sharing knowledge, experiences, and ideas that inspire positive change.

Stonewall DIVERSITY CHAMPION

Our participation in the Stonewall Diversity Champions programme is just one way we hold ourselves accountable to ensuring greater inclusion for all team members.



We're Level 1, Disability Confident: Committed, and have been formally recognised as wanting all of our team members to utilise their talents to the fullest, and prove our commitment to an inclusive and accessible recruitment process.

People - Professional Development

We've set our sights on becoming the highest quality and most loved, early years education group in the UK. To do that, we've developed an approach to training and development that leaves no stone unturned in our pursuit of building the best team.

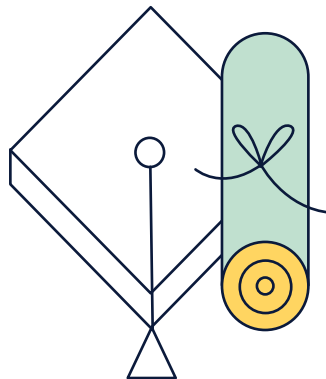
From Apprenticeships to Management and Leadership programmes, we look after, and care for, the futures of everyone who works here.

We are delighted that N Family Club made the Government's Top 100 Apprenticeship Employers Rankings for 2023.

At N, we understand the profound impact Educators have on our society, and we take pride in being part of a community that values the power of knowledge and learning.

The rankings recognise outstanding apprenticeship employers, their commitment to creating new apprenticeships, the diversity of their apprentices and the number of apprentices who successfully achieve the qualification.

We are proud advocates of Apprenticeships, offering a range of opportunities through our accredited Early Years Academy and Chef Academy, along with other specific business related apprenticeships. Our apprentices are a vital part of our nurseries.



People - Equal Worth, Equal Opportunities

A company's gender pay gap report is an important tool for keeping accountable for parity and fairness in our pay and recruitment process, but it does not currently represent the spectrum of gender identities and expressions that we recognise at N.

At N, we are creating a culture of belonging, connection and community. We know that being part of a diverse, equitable and inclusive environment is integral to people being their best, so we're striving to be a workplace where people can be themselves and reach their potential, irrespective of their gender, socio-economic levels, race, religion and sexual orientation.

Fair treatment, pay and opportunities are integral parts of who we are and our B Corp values. We pay equally, provide flexible working options for all and offer enhanced maternity, paternity, adoption and share parental leave.



Gender Pay Gap

Median: When everyone's wages are lined up from lowest to highest, the woman in the middle was paid 7.1% more per hour than the middle man.

Mean: The mean gender pay gap is the difference between the average hourly earnings of men and women.

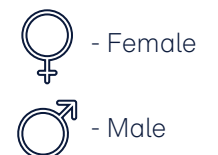
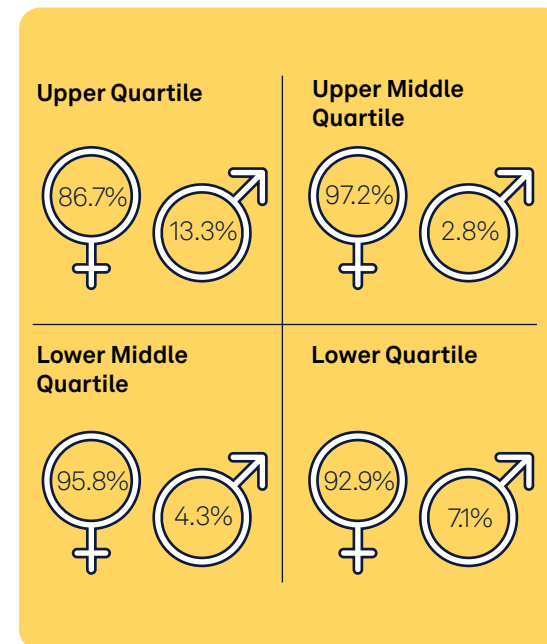
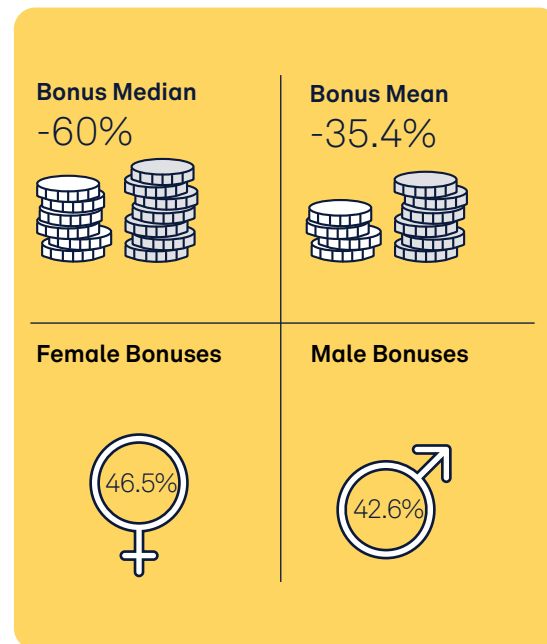
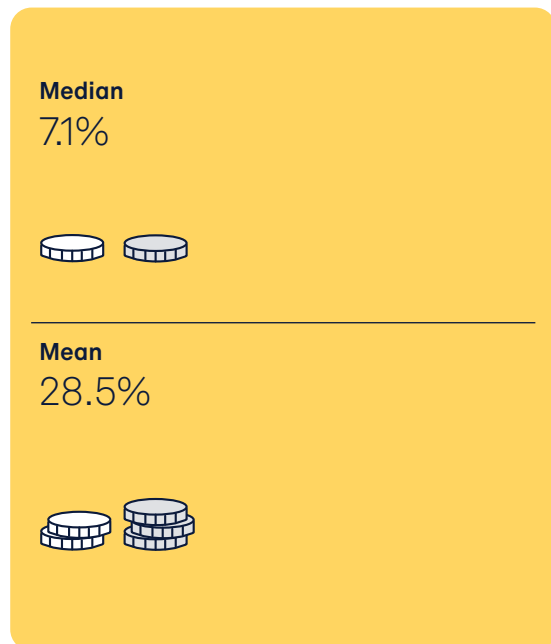
Bonus pay gap: Every team member plays an integral part in N's success, so

we have a bonus plan that recognises and rewards every team member's performance and contribution.

Pay Quartiles: We have lined up everyone's wages from lowest to highest, and divided them into four groups. This shows you how many men and women are in each group, starting with the highest (UQ) and going down to the lowest (LQ).

As is common in our sector, our Educators are predominantly female.

To help us bring the pay gap down, we'll continue to focus on creating progression and development plans for everyone. We've worked to tackle unconscious bias and be conscious in our inclusions, to help managers bring out the best from the diversity in their team.



Planet



Education is the most powerful weapon which you can use to change the world.

Nelson Mandela



Planet - Decarbonisation

We want to tread as lightly as possible on our planet and we are committed to becoming more sustainable every day. We aim to be responsible stewards of the environment, so we have been working hard to measure and reduce our footprint. This is a key part of our sustainability journey.

Almost all our nurseries are powered using solar, wind, hydroelectricity and bioenergy from the renewable energy grid. We are a zero-waste-to-landfill business. We're investing in naturally derived, ethically sourced products and resources and eating seasonally to reduce negative environmental impacts in the food chain.

Sustainability is a continuous improvement journey for us, and we are regularly evaluating what we are doing and looking at ways to improve practices and products. We are encouraged by the changes we've made and will ensure sustainability continues to redefine business strategy.

Planet - Decarbonisation

Energy



Renewable electricity and heating, electrifying where we can to reduce fossil fuel use. Where this is not possible, we will look to offset emissions.

Waste



We are a zero-waste-to-landfill business.

Environmental Management System



Develop targets for energy, waste and water usage and reduction.

Responsible Nutrition



Seasonal menus with meat-free days.

Construction and Building Design



Minimising energy consumption and waste, implementing considerate construction techniques, and prioritising operational sustainability.

Transport



Tracking and reducing overall travel.

Carbon Removal



Verified carbon offsetting options for the emissions we can't yet reduce.

Biodiversity



Outdoor spaces are designed to retain as much of the existing trees and established landscape features as possible.

Emissions



Be carbon neutral in scope 1 and 2 emissions.

Digital Footprint



Paperless administration and being aware of the impact digital footprints have on the environment.



Planet - Safe and Responsible Business

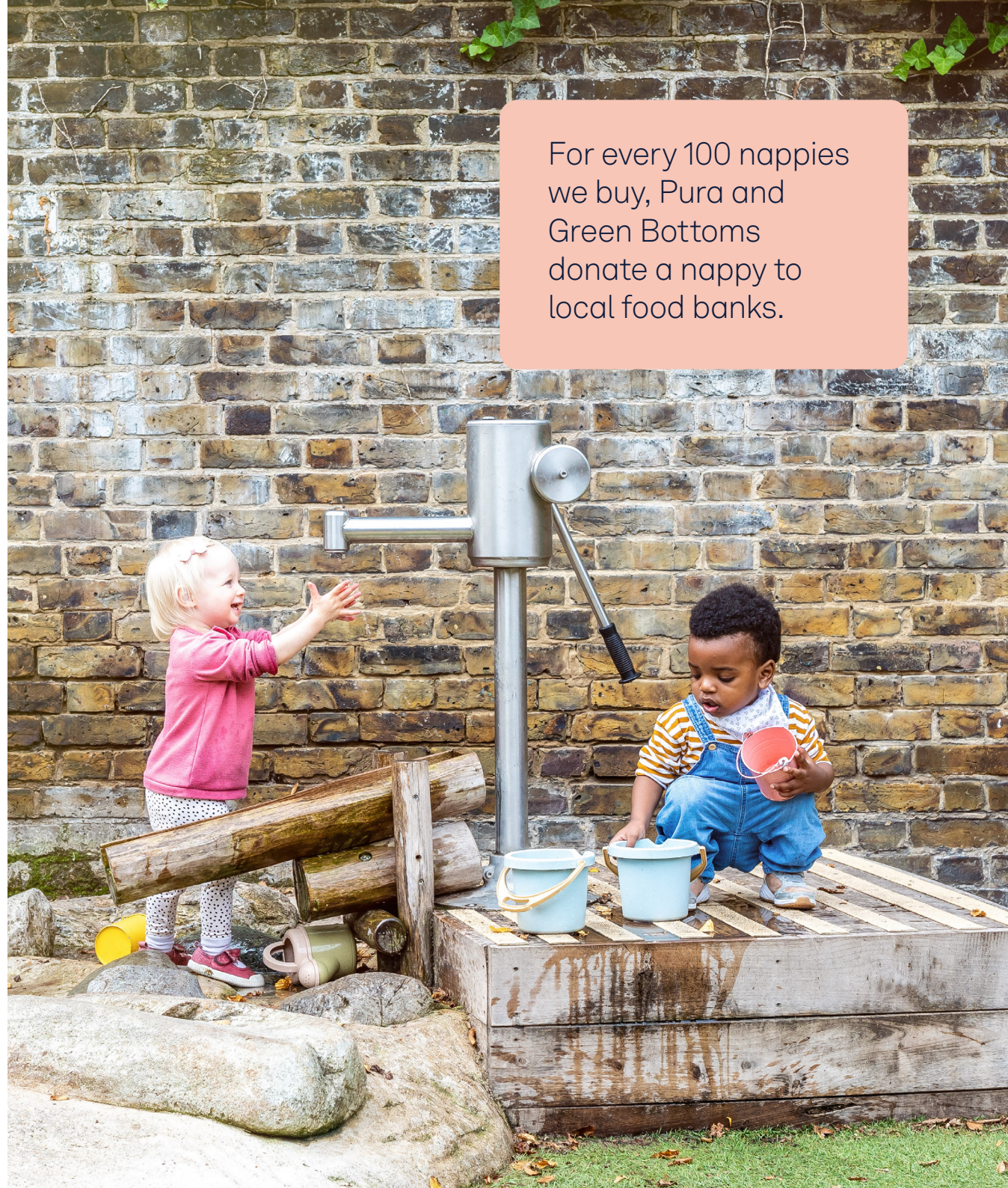
As a responsible business and B Corp, we aim to have an ethical, sustainable and socially conscious supply chain.

As part of our work in this area, last year we made the switch to Pura nappies, nappy pants and plastic-free wipes.

Pura is a British brand who are putting babies and the planet first. They have created a range of skin and eco-friendly baby care products that are award-winning, highly accredited and made with 100% green energy and no production waste.

Moreover, by purchasing and disposing of Pura nappies through our longstanding partner, Green Bottoms, we can rest assured that all nappy and sanitary waste is being diverted from landfill.

pura.



For every 100 nappies we buy, Pura and Green Bottoms donate a nappy to local food banks.

Planet - Environmental Education

Climate change affects us all, and we can all play a part in combating it. We want to embed good environmental practice into daily nursery life, so we can model this for children. Direct, consistent exposure to sustainable concepts will help to build environmental understanding from an early age.

The N Curriculum is a progressive curriculum for today's children. We've worked with leading experts and identified four key areas that we believe give children the best tools to flourish in the modern world. Global Responsibility is one of the key four pillars. With a heavy environmental focus, it intends to teach children how to care for, preserve and protect the environment and explores some of the impacts of climate change.

This area of provision includes our forest school-inspired learning and feeds into

the Eco-Schools programme. The Eco-Schools' early years framework consists of a seven-step programme that tracks and assesses environmental projects. The programme is led by an eco-committee of children and Educators. Upon completion, the projects are vetted by an independent inspector from Eco-Schools.

We're delighted that in 2023, 19 N Family Club nurseries were awarded the Eco-Schools Green Flag accreditation for their commitment to exceptional environmental learning and climate action. Of these, 3 nurseries were awarded a Green Flag with Distinctions - the highest level of accreditation.

Thanks to their partnership with Just One Tree, Eco-Schools planted a tree for every Green Flag awarded - that's 19 trees on behalf of N Family Club!



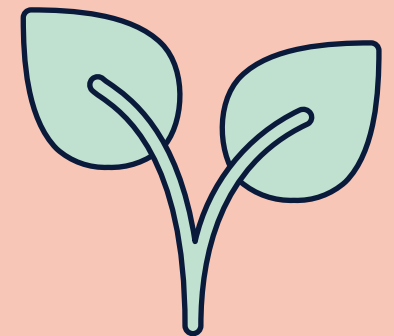


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Achieving the Eco-Schools Green Flag Award takes creativity, collaboration, commitment, passion and empathy for our planet and people. The 19 nurseries – across both children and staff – from N Family Club have shown this in spades! They’re an inspiration to everyone and they’ve made their sites greener and cleaner places for all who visit. It’s an incredible achievement.

Adam Flint

Eco-Schools National Manager



Positive Futures



One child, one
teacher, one pen
and one book can
change the world.

Malala

Positive Futures - War Child

N Family Club has partnered with War Child since 2017, working together to support the education of children living in war.

Around the world, children are facing unprecedented levels of conflict. In 2023 we all witnessed the unspeakable suffering of children in war zones living through terrifying violence.

War Child are dedicated to keeping children safe. Whether it's food, shelter, education or mental health first aid, War Child's teams on the ground continue

to create safe and comforting spaces amidst chaos and displacement, deliver vital trauma therapy, administer emergency supplies, and educate children who have been wrenched away from school.

In 2023 they reached and supported over 200,000 children. There are thousands more children who still need them. That's why we've pledged our ongoing financial support to War Child's vital work across Africa, Asia, Europe and the Middle East.



Official Charity Partner

Since 2017, N Family Club has donated over £200,000 to War Child.



Little Steps for Peace

October 2023 - our company-wide learning and awareness week raised over £3000.



Art Exhibitions

Our gifted mini-artists from N Stoke Newington, N Brixton and N Twickenham organised art exhibitions to raise funds for War Child. Their modern masterpieces made more than £3500!

These contributions will go a long way in helping children enduring the challenges of conflict.

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An education provides more than just the skills required to succeed in life, it also provides structure and a support system. For those children whose lives have been torn apart by war, access to an education makes all the difference. That's why we partner with War Child, to help every child have the chance to fulfil their potential.

Simone Carter
Managing Director





Positive Futures - Our Communities

Family is at the heart of our business and we are committed to giving back to our local and wider community.

In 2023 we donated over £3500 to fundraisers for charities and causes close to the hearts of team members. We also had many coffee mornings, pyjama days and charity weeks for local and national causes, including Macmillan Cancer Support, Children in Need and Breast Cancer Awareness.

The N Family Hub continues to be a treasure trove of expert advice, resources, and events that is freely accessible to all families, whether they are an N customer or not.

Thank all our families who generously supported our food and baby bank collections and Christmas toy appeals. As more and more families turn to these organisations for support, we know these much needed donations will have been greatly appreciated.

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The consistency of care our child has received at N has been transformative. This is down to the amazing people who look after, nurture and seem to genuinely care for them. The team always go above and beyond and they are thriving.

Parent



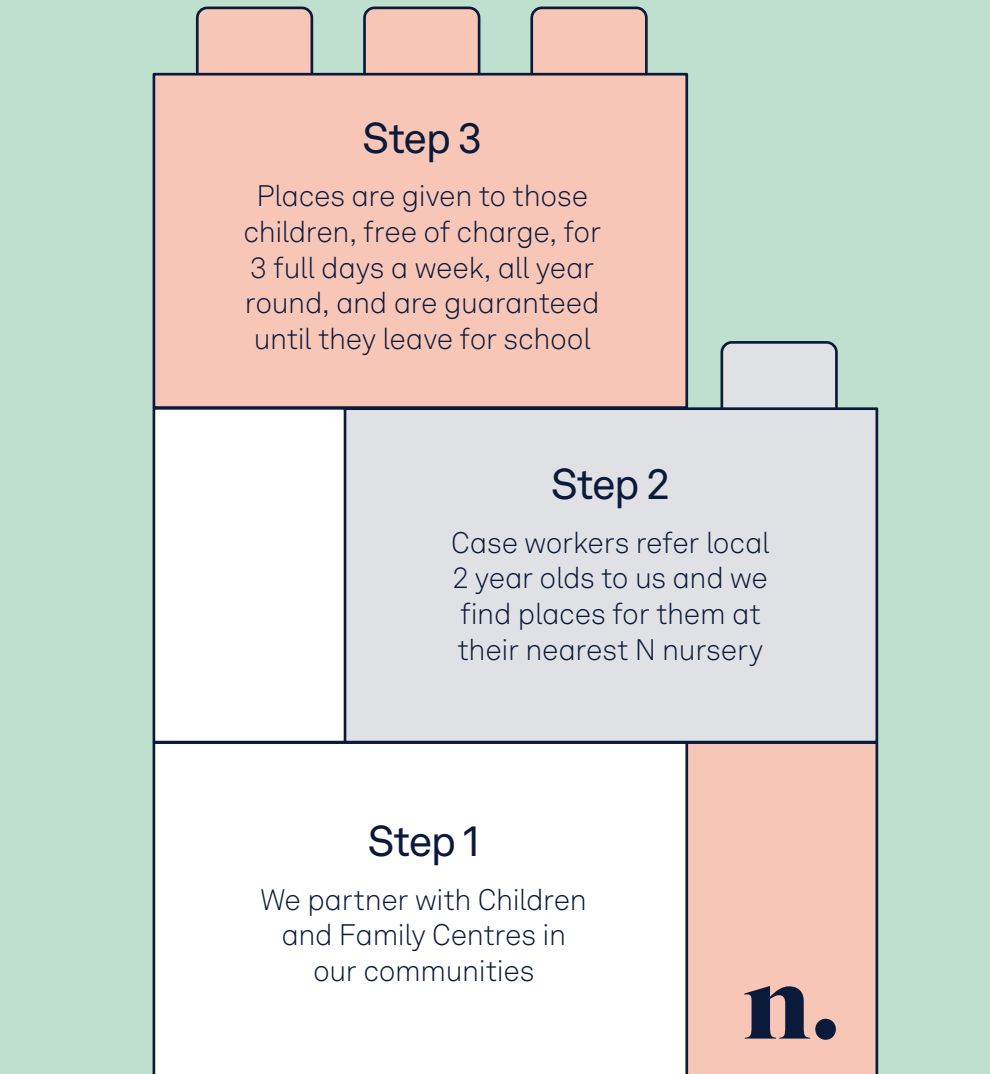
Positive Futures - Bursary

The circumstances of our childhood set us on a trajectory that affects the rest of our lives. The evidence is clear that high-quality education in the early years can make a real difference in a child's life. The reality is that for many families, access to early years education is either prohibitively expensive or unavailable at the times they need. This motivated us to set up our bursary scheme.

Over this last year, it has been a privilege to see our first cohort of Positive Futures bursary children access an outstanding early years education and the specialist support they need to reach their full potential.

We are so grateful to our Positive Futures partners, Gravis Capital Partners, Gresham House and Steyn Group, for their generous support towards funding the bursary places.

To learn more about our partnerships, please get in touch with our impact manager at impact@familyclub.com. N will match every place funded by a positive futures partner, doubling the impact of your donation.



n. family club

Get in touch:
impact@nfamilyclub.com