



Impact Report

2024

n.
family
club



I'm delighted to share our latest Impact Report, which offers a snapshot into the progress we have been making towards our long-term commitments.

2024 was another remarkable year for N Family Club. We earned recognition as a Great Place to Work, welcomed 8 new nurseries and 875 team members, and celebrated over 150 promotions across the company.

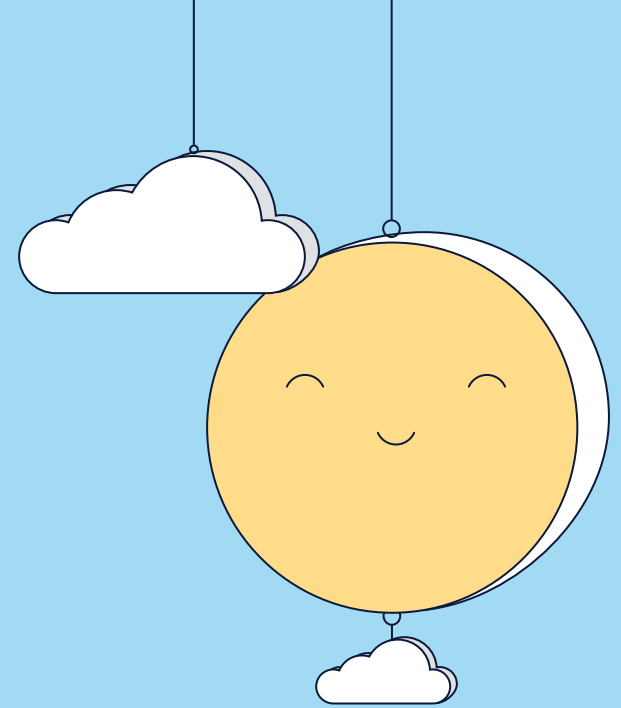
We also saw 26 of our nurseries awarded an Eco-Schools Green Flag and 18 children benefited from our fully-funded bursary places.

We are proud to be sector-leading in our sustainability pledge for our nursery portfolio. Our highly advanced air filtration systems protect our families and team from poor air quality and we are almost exclusively powered by renewable electricity, while being zero waste to landfill.

I believe companies like ours have an important role to play in shaping the future. Through our commitment to people, planet and positive futures, we'll continue to inspire and develop the next generation to reach their full potential in an ever-changing world.

Phil Sunderland
Group CEO

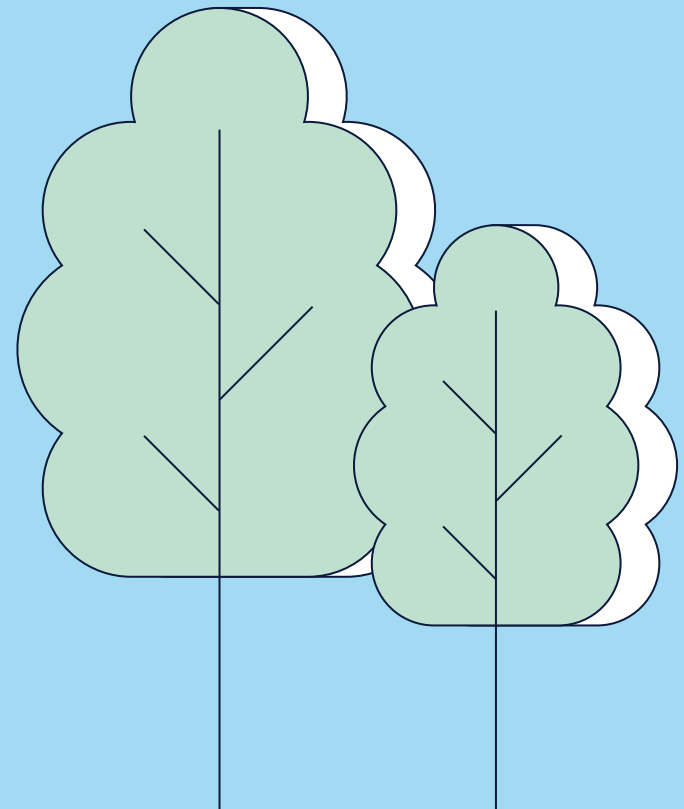
B Corp



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You must be the change you wish to see in the world.

Mahatma Gandhi





B Corp

We became a certified B Corporation in 2022, and we're proud to be part of a movement that believes business can be a powerful force for good. Today, more than 8,000 businesses around the world have earned this certification, with over 2,000 of them based in the UK.

Simply put, certified B Corps are companies who are committed to prioritising the environment and society in the way they do business. To become a certified B Corp, you need to pass a rigorous test every three years to prove you meet tough standards of social and environmental performance, accountability and transparency. We are due to recertify in 2025.

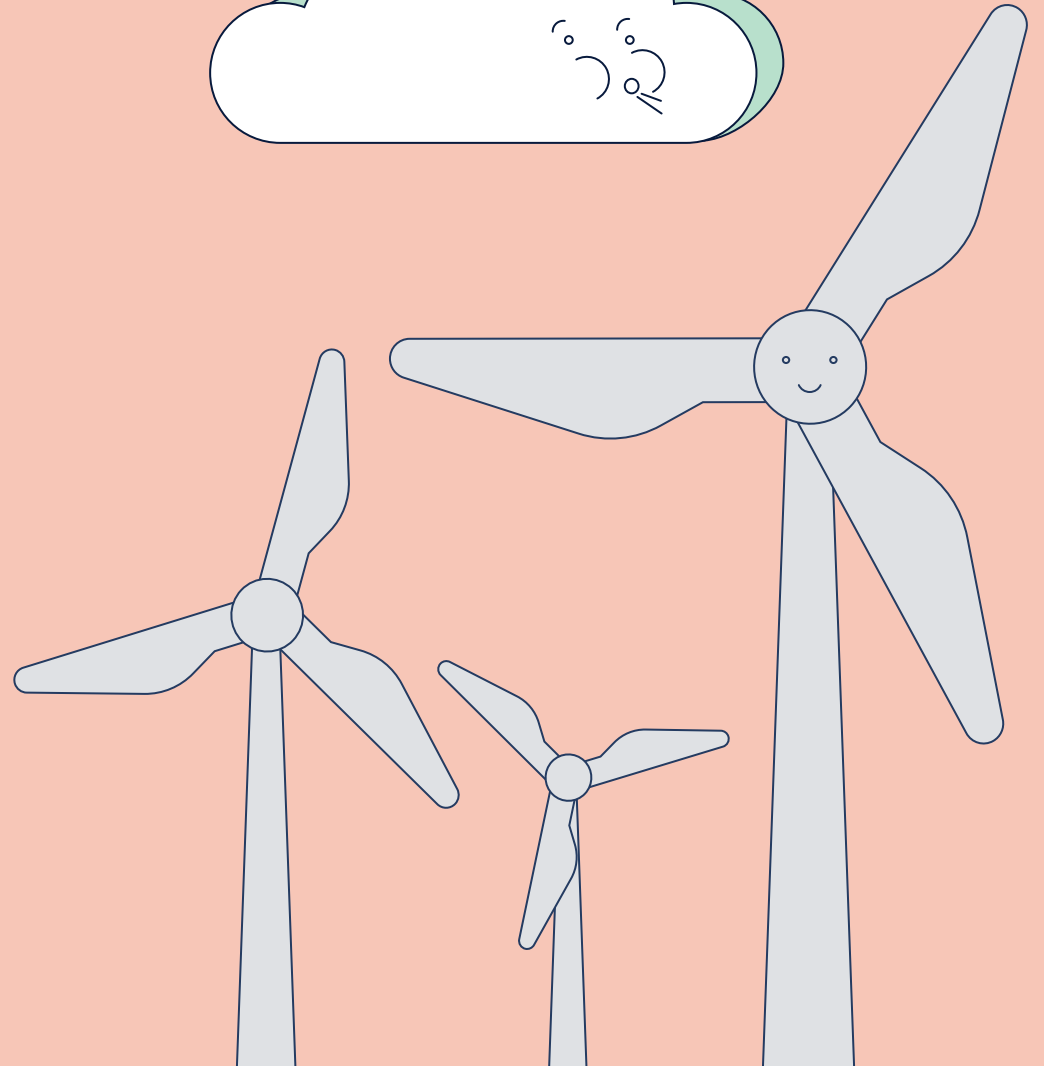
Our B Corp certification helps us understand what we are good at, but more importantly, helps us identify how we can improve our impact. Amidst all the challenges of our time – the climate crisis, racial inequity, challenges to democracy, the cost of living crisis – prioritising B Corp helps us ensure that we're constantly building a better, fairer world for future generations.

B Corps are redefining what success in business looks like and we're thrilled to be a part of it.

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

Planet



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No one is too small to
make a difference.

Greta Thunberg

Decarbonisation

The climate crisis is one of the biggest challenges we face, and we are acutely aware of our responsibility to preserve and protect our planet.

Over the past few years, we've focused on lowering emissions through utilising renewable energy, becoming a zero-waste-to-landfill business and reviewing our water usage. Each of these projects have made meaningful steps to lowering our emissions.

Looking to 2025, we will be reviewing our business travel, rates of recycling, and continuing to evaluate our supply chain.

We also recognise that small, sustainable choices can impact the planet. The feedback we get from our N Reps, who champion sustainability in each nursery, is invaluable to help us weave environmental responsibility throughout the entire organisation.

We know it is possible to live well and tread lightly on the planet. The challenge is huge, but so are the opportunities.

Environmental Impact Metrics*

This table shows the GHG emissions for N Family Club from 1st January 2024, to 31st December 2024, which matches the company's financial year.

Total Gross Scope 1 and 2	127,544.91 kgCO ₂ e
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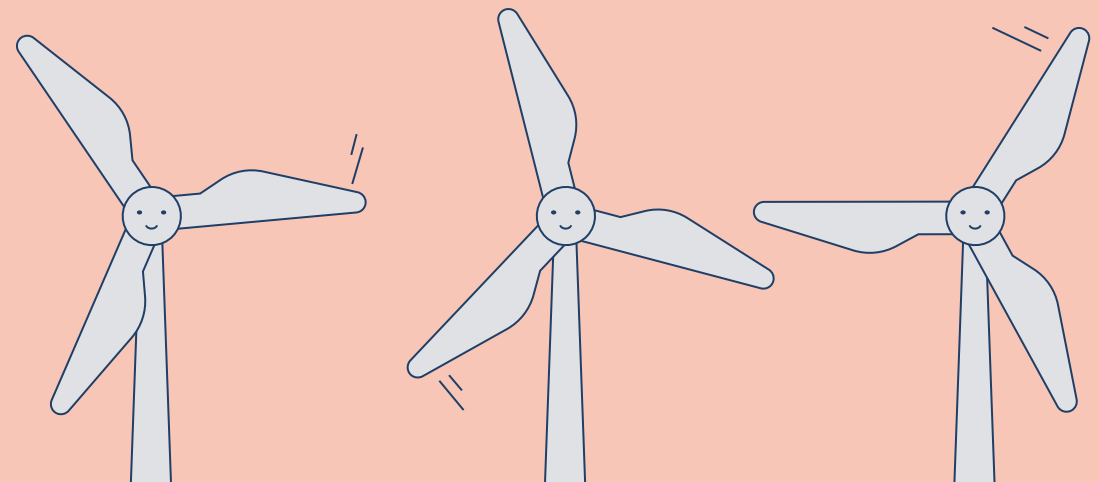
Scope 3 Greyfleet and Vans	32410.11 kgCO ₂ e
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Scope 3 - Waste	5480 kgCO ₂ e
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Total	165,435.02 kgCO₂e
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Intensity Metric	4.94 tCO₂e/m²
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*Provisional results for 2024 based on GHG Reporting Protocol





Environmental education

The natural world is a core part of our learning. Through our bespoke N Curriculum, children are encouraged to build a deep connection to the surrounding world and an appreciation for culture, community, diversity and sustainability.

As children grow in their understanding of the natural world, it gives them the opportunity to explore the ways that we can protect and preserve our environment.

Through our curriculum and participation in the Eco-Schools programme, children are introduced to the impact of climate change and encouraged to feel passionately about their global responsibility and the positive actions they can take to reduce their carbon footprint.

In 2024, 26 N nurseries were awarded an Eco-Schools Green Flag - an international benchmark that demonstrates a commitment to fighting climate change and a high standard of sustainable practice.



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N Family Club is one of the nation's leading nursery chains when it comes to sustainability and environmental education. In three years, they have progressed from achieving two Eco-Schools Green Flags a year to 26 – a stunning development. As we review the thousands of applications that we receive each summer, it's always a highlight when we come to one of the N Family Club submissions. The content of the application is always inspiring, fun, impactful and warm. It's clear to see that N Family Club children are being primed to become the climate leaders of tomorrow.

Adam Flint

Education Manager, Eco-Schools



Safe and Responsible Business

N Family Club has grown rapidly. Founding our first nursery in 2017, we now have 42 nurseries across London, the Home Counties, Sussex and West Midlands.

As a rapidly growing business, it is important that we maintain our commitment to sustainability and navigate the challenges that come along.

We know that rapid growth can lead to increases in resource consumption, energy usage and waste generation, which puts a strain on environmental resources.

Investing in sustainable practices is essential to reconcile growth with environmental responsibility. For N, this means:



Efficiently managing resources

Reducing energy and water use and minimising waste.



Renewable energy adoption

A transition to 100% renewable electricity across all locations.



Sustainable sourcing and procurement

Partnering with suppliers who prioritise sustainability and ethical practices.



Building design and renovation

Incorporating natural light, prioritising operational sustainability and implementing considerate construction.



Engagement

Engaging our team in sustainability initiatives and fostering a culture of environmental responsibility at every level of the business.



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At Green Bottoms, we are proud to partner with such a farsighted group of nurseries as N Family Club. We are delighted that N Family Club shares our vision for environmental responsibility.

Green Bottoms

2024 highlights

We were delighted to be shortlisted for the Architect's Journal 2024 Retrofit & Reuse Awards. These awards recognise creativity and skill in updating and improving buildings, as well as reusing materials and structures, to help address the climate crisis and meet changing needs.

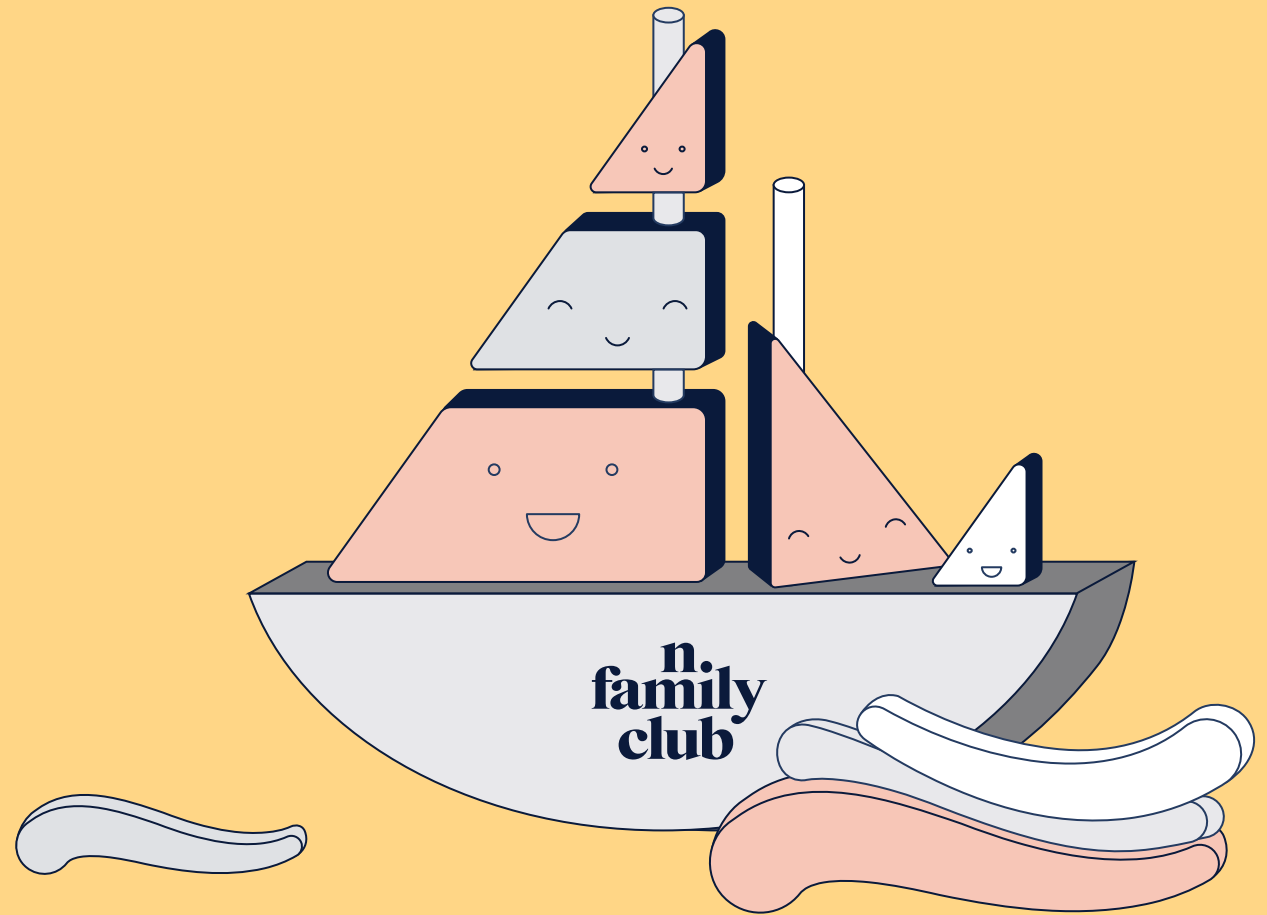
In July, we teamed up with Green Bottoms and Pura on an innovative trial that's aiming to recycle one million nappies in 12 months. The recycled material is repurposed for uses like acoustic boarding, shelf signage, and road additives. Nappy waste from our West Midlands nurseries are part of the scheme which is currently recycling about 10,000 nappies per week.

pura.

 **green**bottoms

People

Delivering meaningful impact for our families and communities begins with our team reaching their full potential.



Great Place To Work®

We're thrilled to announce that N Family Club has been officially certified as a Great Place To Work®!

We also ranked 30th on the UK Best Workplaces List in the Super Large category.

Great Place To Work® Certification™ is the global gold standard for defining excellent workplaces. Recognised worldwide, it sets the bar for workplace excellence. Annually, over 10,000 companies across 60 countries vie for this prestigious recognition, which highlights the best in employee experience based on direct feedback.

N has always been committed to creating environments that are safe, supportive, inclusive, and fun for our teams. We were thrilled to see that the majority of our team feels celebrated and respected for who they are.

87% of our team participated in the survey, giving us valuable feedback on their experiences at N.



Being named a Great Place to Work is a testament to our incredible team members. Their passion and dedication make N the inspiring workplace it is today. This recognition celebrates them and motivates us to keep building an environment where everyone thrives.

Simone Carter
UK CEO



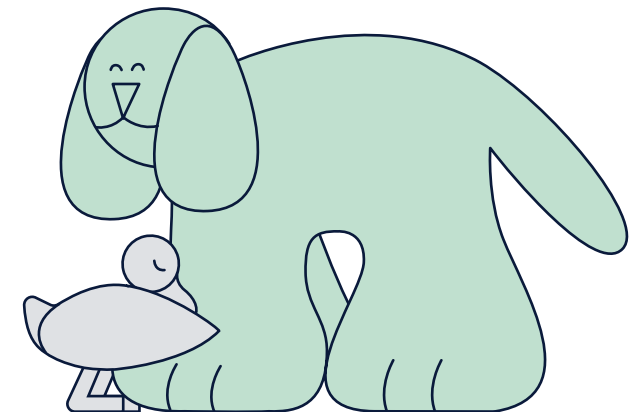
In 2024, 83% of our team members received a bonus in recognition of their hard work and achievements. While bonuses are just one way we recognise our teams, it's their dedication and expertise that truly make the difference every day.

Mark Hassan-Ali
COO

Wellbeing and Belonging

We've set our sights on becoming the highest quality and most loved early years education group in the UK. We know we need an outstanding team to deliver an outstanding education.

Our team has the opportunity to impact the lives of thousands of children and families, so we want to help them to fulfil their potential and be the best version of themselves.



How we look after our team



Sector leading salaries, holiday and benefits

We want to attract and keep the best team in the sector and give them what they deserve.



Apprenticeships

We are proud advocates of apprenticeships and offer a range of opportunities through our accredited Early Years Academy and Chef Academy, along with other specific business related apprenticeships.



Work-life balance

We know full time hours don't work for everyone, so we have a range of options to suit everyone from part time hours to job shares, flexi bank roles and lunch cover.



Mental Health First Aiders

We have fully-trained mental health first aiders across the team so there's always help on hand when it's needed.



N Academy

From induction to leadership programs, we invest in our team providing learning opportunities for everyone, at every stage.



Disability Confident, Committed

We are formally recognised as wanting all of our team to utilise their talents to the fullest.



Bonuses

We believe everyone should be part of where we're going and be rewarded for helping us get there.

Equal Worth, Equal Opportunities

Gender Pay Gap

A company's gender pay gap is the difference between pay for men and women - it doesn't directly compare the salaries of men and women doing the same job. Instead, it measures the average salary across different roles and levels in the company.

It's important to note that fair treatment, pay and opportunities are integral parts of who we are and our B Corp values. We pay equally and provide progression and development plans for everyone.

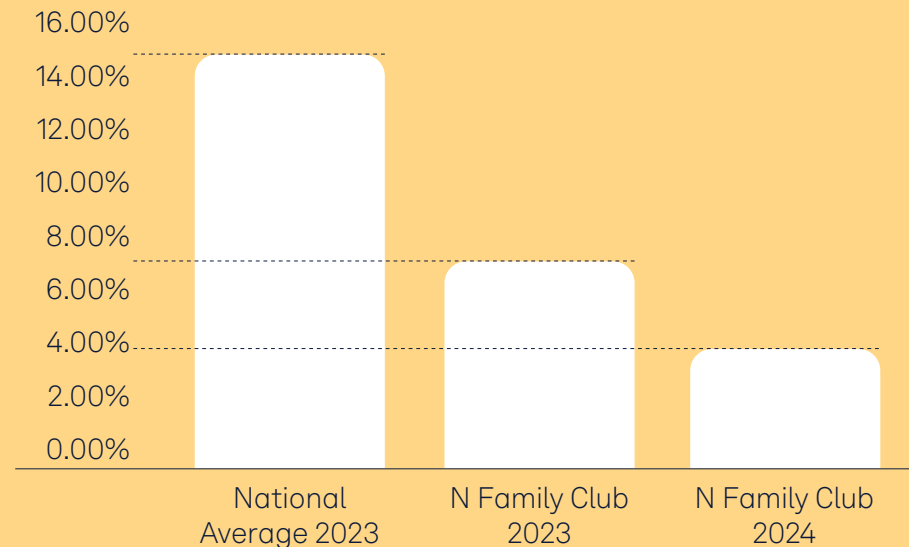
How we did

The combined median gender pay gap for everyone who works at N Family Club in the UK is 3.97% in favour of males. This is based on a snapshot date of 5th April 2024.

We're pleased it's reduced since 2023 and is significantly lower than the ONS reported 2023 national average.

GPG Progress

National Average (Median) 2023	14.8%
N Family Club 2023	7.1%
N Family Club 2024	3.97%





I dream of painting a brighter future

Early Years Educators
This is where dreams take shape

**n.
family
club**

Closing the gap

Our pay gap exists because the vast majority of our team are female (more than 90%). To close the gender pay gap, we need to attract more males into educator roles.

We want to hire the best and have built very robust recruitment procedures to make sure that our team lives by our core values and has the relevant qualifications and experiences.

We will continue our campaigns to attract men into educator roles, through our Club Talks and membership of the MITEY Charter, which actively encourages men into early years.

We have also developed an industry-leading salary and benefits package for our educators, and we remain fully committed to our flexible work offers and professional development opportunities for all our team.

Positive Futures

We want as many children as possible to be able to access the highest quality early years education and care, to set them up for the best start in life.



War Child

Doing good is much easier when you work together, so we are thankful for our longstanding partnership with War Child. War Child is a specialist global charity for children affected by conflict.

Over the last eight years, we have supported the work of War Child through company donations and team-led fundraising initiatives. We also marked International Day of the Girl 2024 by hosting an Early Childhood Development panel discussion, exploring how early years education can shape futures globally.

These last years have been tumultuous: from the global pandemic to many new and escalating conflicts, the world is a very different place to when we first began our partnership. Sadly, the need for War Child's work only increases. Over 468 million children and young people are growing up in areas affected by conflict. We are thankful for War Child's work to support and protect the world's most vulnerable children.



We are delighted that in N Family Club we have found a partner who is passionate about creating change and who champions equitable access to education globally with War Child.

Our partnership could not be more important at this moment in time and together we are creating impact to ensure that children living in conflict can continue to learn and develop, and begin to dream and find hope for the future again.

War Child

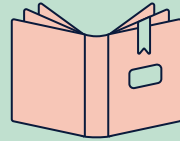
2024 highlights



Donating over £5000 to support a range of charities that are close to the hearts of our team members.



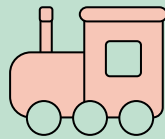
Just One Tree planted a tree for every nursery that achieved a Green Flag accreditation – that's 26 trees.



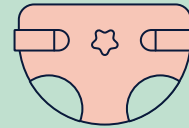
Donating copies of our favourite books to Little Village to mark World Book Day.



Fostering a love of reading through book swaps.



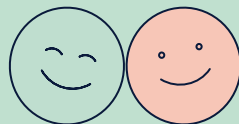
Collecting for Christmas toy appeals.



Donating almost 30,000 nappies to charity.



Making regular donations to local foodbanks.



Building relationships with the residents of local care homes.

Our Communities

We believe in the power of community and the importance of giving back. Through charity fundraisers, visits to local care homes, and meaningful community partnerships, we strive to make a positive impact on the lives of those around us.



The fortnightly visits to the care home as part of the N Passport have brought a sense of joy to the residents. We bring in activities, and we also help with some of their physiotherapy, by playing ball games and parachute games. We listen to what the carers say the residents enjoy and tailor our activities to best suit them.

Rosie-Louise

Room Manager, N Weybridge

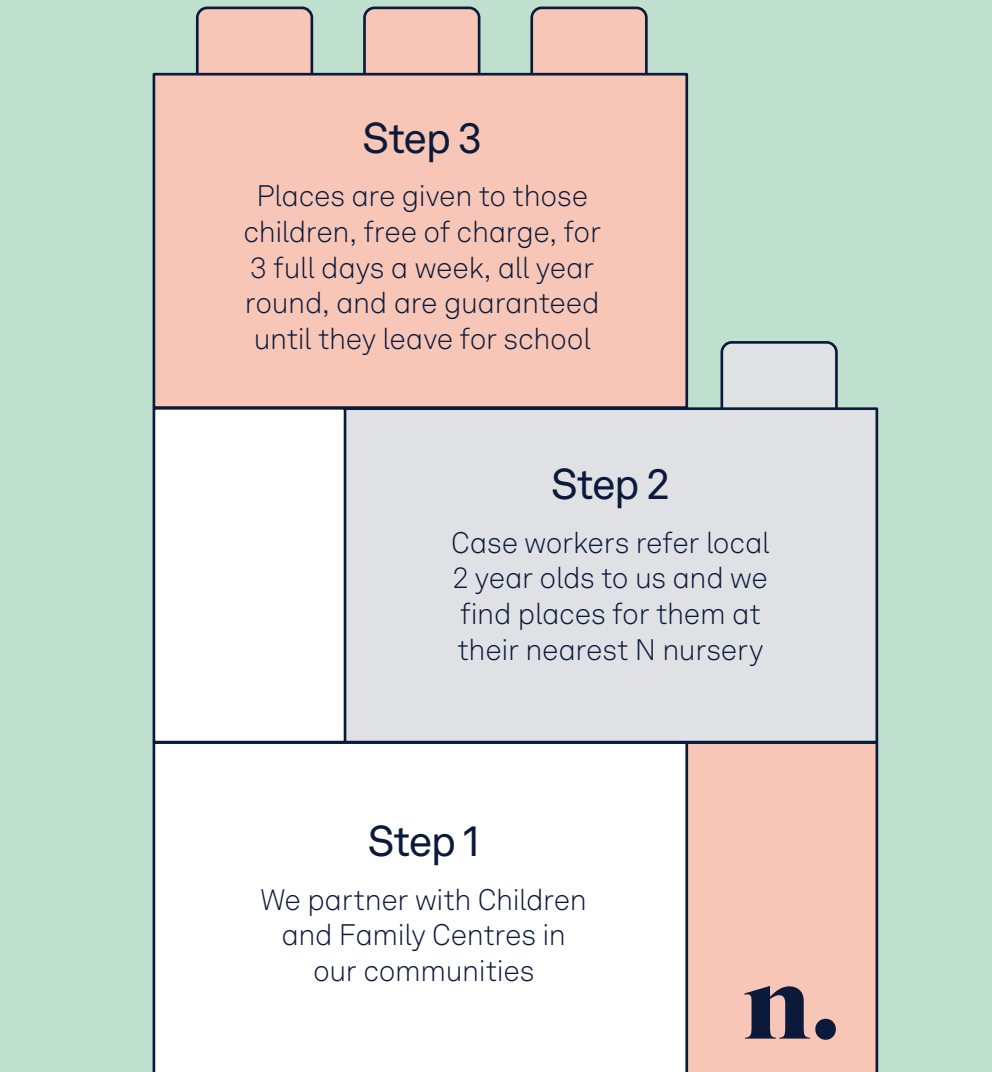
Bursary

Since N Family Club was founded, our vision has been clear – to be the highest quality, most loved early years education group in the UK. Every day, we offer a wide range of learning and development opportunities.

Children can explore our many resources, from ateliers and dressing up stations to the N library. Our gardens are the perfect setting for climbing, planting, water play, and Forest School-inspired learning. All of this is brought to life by our incredible team of educators, who inspire and support children as they grow and reach their full potential.

Every child, everywhere, should have access to an exceptional early years education. But we know that's not the reality for many.

We are delighted that over the course of 2024, 18 children were able to benefit from a fully funded place at one of our nurseries. This would not have been possible without the generous financial support of our Positive Futures partners, Steyn Group, Kartesia, and Gresham House.



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High quality early years education has the power to make a big difference – improving long-term outcomes for children, reducing inequalities, supporting parents in paid work, and helping close the attainment gap between disadvantaged children and their peers.

Claire Brown
Impact Manager



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Get in touch:
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