

February 2024
– January 2025

Impact Report



spacelab_







We are incredibly proud of what we've achieved this year and we are excited for the future we are building together at spacelab_.

The commercial interiors industry as a whole is in a deeply transformative moment, one of the most significant lessons in the last year is learning how to adapt to the changes in the market. The way in which projects are being procured and delivered has never been so diverse and as our industry shifts we have noticed the pitch process has become increasingly competitive. And, furthermore, planning permission for developments has become increasingly complex and slow.

More positively, there has been a noticeable shift toward sustainable design and employee well-being in commercial office design. Green design principles, the use of sustainable materials, and creating environments that promote mental and physical health have become more prominent. Thankfully, sustainability is no longer just a buzzword; for many projects it's a core part of what clients expect, especially for larger corporations or organisations that are focused on corporate social responsibility (CSR).

Last summer, an opportunity to vacate our offices of ten years came around quite unexpectedly. Moving offices is one of those tasks that can seem straightforward but ends up being surprisingly complex, especially when you are a group of designers and architects who work within the workplace industry. The challenge of relocating involves a mix of logistical hurdles, design considerations, and, of course, maintaining day-to-day operations during the process. As we have navigated how we keep our people happy during a six month temporary relocation, we have enjoyed the opportunity to reassess our B Corp requirements for our long term home. It hasn't been an easy undertaking, B Corp standards are especially demanding but when we received our first B impact score, we immediately could identify the areas for improvement.

As we look ahead and focus on our client relationships, our people's wellbeing and the potential of technology to further inspire creativity.

Sam Carter *R. U. - Landale*

Foreword

We are an exploratory
architectural design studio
based in East London. We
reimagine architecture by
looking sideways and making
unexpected connections to
deliver spaces with purpose.

Being a certified B Corporation means believing in a more progressive and alternative business model to the traditional one. And, let's face it—there's nothing traditional about us. Our studio is a constant work in progress, always striving to do better and be better. Our commitment to B Corp will guide us to keep pushing forward.

B Corp certification is about purpose—about balancing the positive impact a company can make with the realities of running a business. It's a rigorous process that assesses governance, workers, community, environment and customers, holding us to the highest standards. This balance—between doing business and doing good— is at the core of what we stand for.

We've always tried to do the decent thing. Whether it's sustainable specifications, innovative reuse, carbon monitoring, supporting local charities, or creating a workplace we're proud of—joining the B Corp community felt like the natural next step. Now, every decision we make is rooted in its impact on people and the planet. This certification is a milestone that gives us the framework to aim higher, set ambitious goals, and hold ourselves accountable. We're thrilled to join over 9,000 brands globally who share this vision, and we're certain this is just the beginning of something BIG.

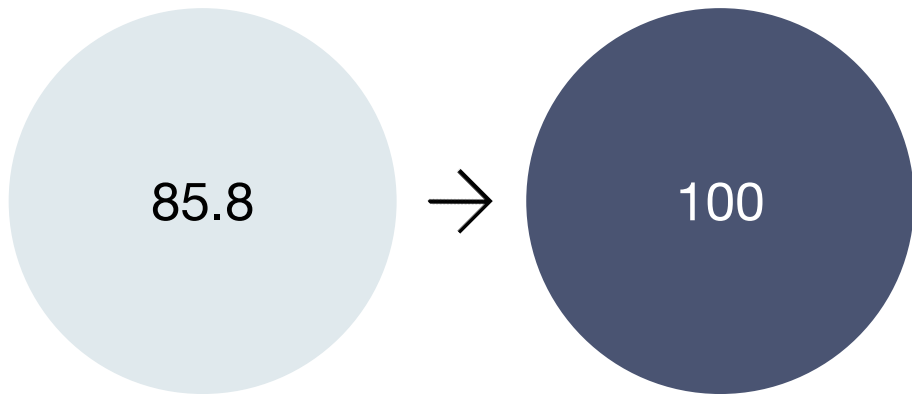
Introduction

B Corp score

Becoming a certified B Corporation is a proud milestone for spacelab_, reflecting our dedication to using business as a force for good. It's also an opportunity to reflect on our progress and set our sights on where we're headed next. While we've made significant strides—particularly in governance and workers' impact—our B Corp score highlights both our strengths and areas for growth.

As we prepare for recertification in 2027, we're focusing on strengthening our efforts in the Environment and Customer impact areas. We're already active in these spaces, but there's more we can do to formalise processes, track progress, and document our impact. This is a key focus moving forward, ensuring that we're not just maintaining standards but constantly improving.

Where we are, and what we're aiming for



Score breakdown



2024 highlights



2

new team members, bringing
our team to 16



Certified



Corporation

40%

of our clients in 2024 had
worked with us before

18.75%

of our team were internally
promoted!

We moved offices

reducing our office footprint by 71%

8

charities and causes we
supported in 2024



Governance

At spacelab_, our approach is rooted in collaboration, transparency, and a deep commitment to ethical practices. From the guidance provided by our Senior Leadership Team to the clear policies and procedures that shape our actions, we ensure that our decisions align with our core values of responsibility and sustainability. We foster open communication and a culture of accountability across all levels, whether through regular team meetings or our transparent supplier selection process. This collective effort strengthens our framework, ensuring we continuously adapt and improve in ways that support both our people and the planet.

Our goals for 2024

- Report impact performance annually, with quantifiable environmental, social and performance indicators and outcomes.
-
- Establish a supplier/subcontractor questionnaire to outline our ethical and operational expectations, ensuring alignment with our environmental and social values.
-

We're committed to a culture of openness and transparency.

ESG decision-making

At spacelab_, decision-making is a collaborative process, one where our Senior Management Team take an active role in guiding and supporting our team. Together, we ensure that environmental, social, and governance (ESG) considerations are seamlessly woven into our overall business strategy and day-to-day operations. Internally, our communication is continuous and open. We hold weekly Leadership and resource meetings, along with monthly all-team gatherings. Regular project team meetings between employees and their project leads also provide an opportunity for ongoing communication.

Openness and transparency

We're committed to a culture of openness and transparency. Every month, our People Team and Directors come together to share key updates with the studio. We walk through our current projects, what's in the pipeline, individual achievements, and upcoming events, creating a sense of shared purpose and understanding across the business. This year, we took a further by introducing salary transparency. By doing so, we're fostering an environment where equity and fairness are central to our culture.

Supplier relationships

Over the years, we've built strong, lasting relationships with our suppliers and project partners. To ensure alignment with our principles, we've established a Supplier Code of Conduct that all suppliers and partners must follow for every project with spacelab_. This code clearly outlines our ethical and operational expectations, fostering consistency and integrity in all our collaborations. We prioritise working with local suppliers who are not only committed to upholding our standards but are also actively working to reduce their environmental footprint.

Policies and procedures

We take pride in the clear and purposeful policies that guide our ethical business practices, sustainability efforts, and commitment to social responsibility. From our Environmental Policy to Employee Relations guidelines, each policy reflects our core values and sets expectations for responsible conduct across all levels. We don't view these policies as static; instead, they are living documents that we regularly review and update. As societal expectations and best practices evolve, so do we—ensuring that our values are consistently aligned with the world around us.



HDL London offices

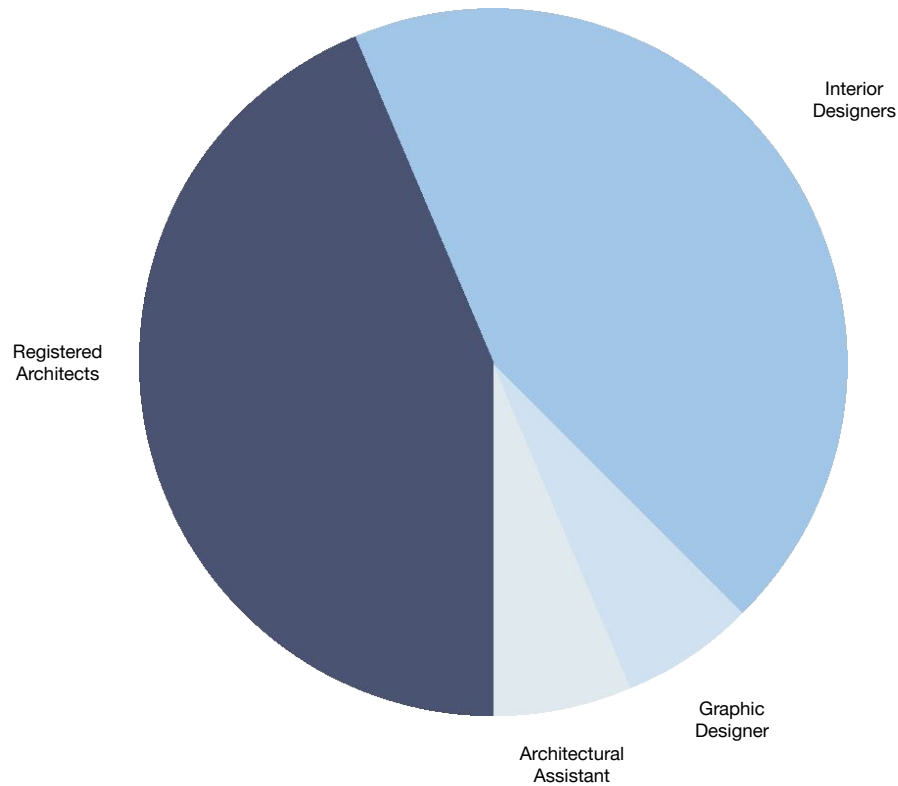
People

At spacelab_, our people are at the heart of everything we do. Creating a workplace where every individual thrives, feels valued, and takes pride in their contributions is a fundamental part of our approach. Our team's expertise, passion, and dedication drive us forward, enabling us to deliver exceptional spaces and foster genuine growth.

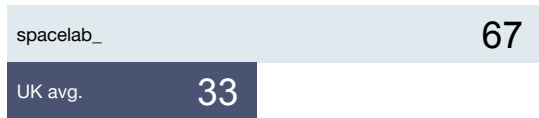
Our goals for 2024

- Continually monitor employee satisfaction and begin benchmarking against UK Workplace Industry data.
- Allocate training allowance for external professional development opportunities.
- Encourage employees to participate in health and wellness initiatives during the workweek (e.g. walking or steps programs, runclub).
- Continually monitor our unlimited leave policy and ensure employees are taking the minimum required.
- Review and update our primary parental leave policies.
- Review career development plan, such as roles and responsibilities, salary banding, six monthly reviews, and feedback forms.
- Allocate budget for Mental health first aid training for employees.

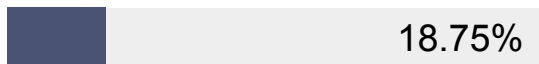
16 employees



eNPS score

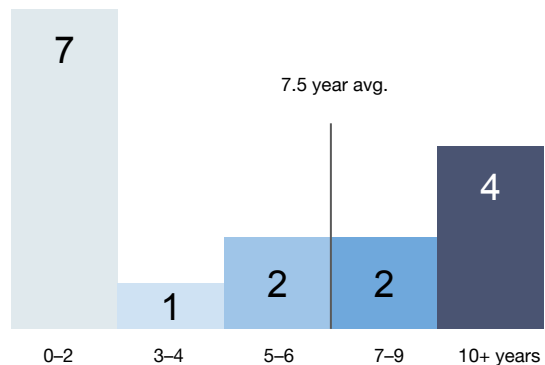


Promotions



were internally promoted! A huge congratulations!

Tenure



Nothing we do would be possible without our very wonderful team.

Team growth

This year, we welcomed two new team members bringing our total team to 16.

As recent graduates, Dougal and Cristina bring fresh ideas, energy, and a passion for crafting spaces that promote connectivity, sustainability, and inclusivity. [Dougal Cusack Brown](#), a recent graduate from Kingston University, joined us as an Interior Designer in July 2024, bringing fresh energy and a passion for creating sustainable, inclusive spaces. [Cristina Silva](#) joins us as an Architectural Assistant, with experience in spatial design, material manipulation, and immersive set design.

Promotions

In 2024, nearly 19% of our team earned internal promotions—a reflection of the outstanding contributions they make every day. Congratulations to Laura Mason, promoted in February; Georgia Bond, who became a Senior Interior Designer in October; and Teresa Tognetti, now an Associate as of December. We're incredibly proud of their growth and the impact they continue to have on our team.

Our culture

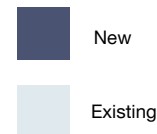
We know the importance of coming together and making time for connection outside of work. From team lunches and supplier events to evenings at the local pub or theatre, there's always something to look forward to. Of course, our annual [Summer](#) and [Christmas](#) parties are highlights—moments where we celebrate our successes and enjoy each other's company in style.

Milestones and achievements

2024 was a milestone year for our team. We celebrated a 100% retention rate and an average tenure of 7.5 years—a testament to the supportive, creative environment we've built together. A special congratulations to our Creative Director, Kara Carter, on 20 years with spacelab_ and to our Senior Interior Designer, Ellie Winter, on her 5-year anniversary. Their dedication and talent are a huge part of what makes spacelab_ thrive.

We're also thrilled to celebrate individual achievements, including Alice, one of our Senior Interior Designers, who was selected for the prestigious Mix Interiors 30 Under 30 Class of 2024. A huge accomplishment, and one we couldn't be prouder of!





We are dedicated to creating a positive, engaging workplace.

Health, wellness and benefits

We prioritise our team's health and well-being by offering many initiatives. We offer Vitality Private Health Insurance, which provides a range of benefits and rewards, including access to GPs, specialist treatments, mental health support, private physiotherapy, gym membership discounts, a yearly Headspace subscription, and vouchers for cinema, food, and coffee. Additionally, we provide all employees with the opportunity to attend Mental Health First Aid training, ensuring everyone feels supported and encouraged to reach out whenever they need, regardless of their role.

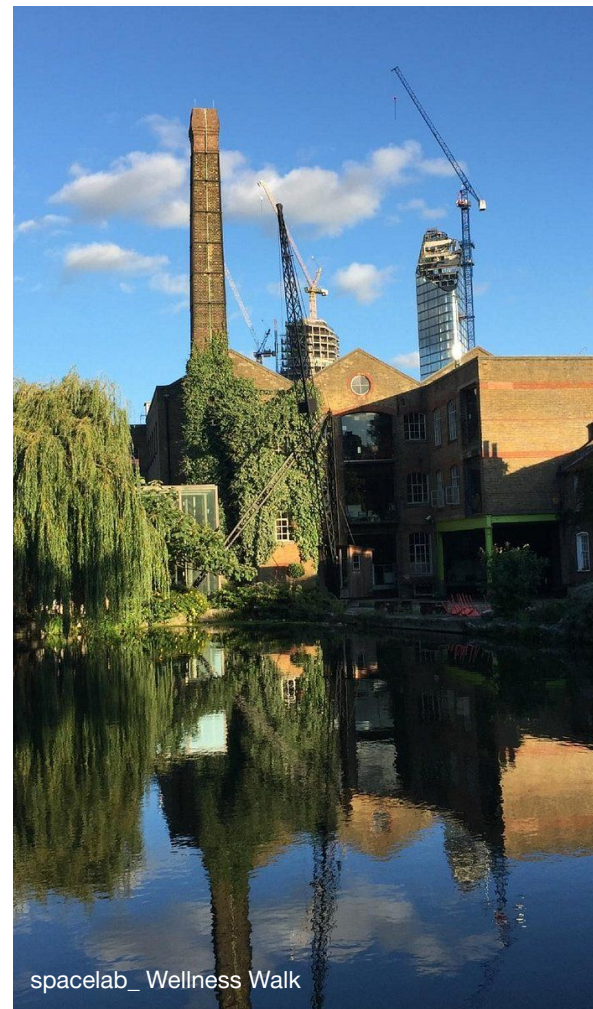
Employee engagement

Every six months, we conduct an employee survey to measure and improve. At the end of 2024, we introduced some new questions to begin monitoring our eNPS score, allowing us to benchmark against industry data and identify areas for improvement.

We're proud to report that spacelab_'s eNPS score for the second half of 2024 is 67, which is 103% higher than the median eNPS score for organisations in the professional services industry in the UK (hive.hr).

Work-life balance

We value work-life balance and provide flexible working arrangements alongside unlimited holiday—whether it's for a well-deserved vacation, personal well-being, or pursuing individual goals, such as Joe took time off to participate in triathlon events or Miruna who needed time to prepare for her translator exams. We continuously review this policy to ensure everyone is taking at least the minimum time off to rest and recharge.



We want our people to thrive, personally and professionally.

Career development and training

Our people are at the heart of everything we do, and we're committed to supporting their growth. We offer a range of career progression opportunities, including internal knowledge-sharing sessions, external CPD workshops, and, most recently, a training allowance, which empowers our team to attend conferences, refine their skills, or explore new talents. This initiative reflects our commitment to creating an environment where people and their careers can thrive, aligning with the long-term, sustainable approach we bring to our work.

This year, we launched a comprehensive career progression plan that clearly defines the roles, responsibilities, and salary bands for each level of designer within our practice. This is complemented by personal development discussions held twice a year, where individual growth is prioritised. To ensure that our framework remains current and competitive, we review it annually, cross-referencing against multiple industry reports.

Performance Reviews

This year, in response to valuable feedback from our team, we updated our review process to make it even more collaborative and insightful. Our performance reviews now take place every six months and include a pre-prompted form, as well as 360-degree feedback, allowing for input from peers at all levels. This approach encourages open, constructive conversations and ensures that every team member receives well-rounded feedback, fostering growth and continuous improvement across the board.

Maternity and paternity leave entitlements

In line with statutory guidance our policies are continuously reviewed and updated, some of the key changes this year were implemented within our new Paternity Policy. Our Paternity Policy is based on a similar model to our Maternity policy where additional weeks are provided based on length of service. We also commit to topping up the statutory allowance in order to provide full pay for up to 6 weeks.



ASOS, Greater London House

Community

Community engagement and giving back are integral to our ethos, woven into the fabric of our operations. We focus on building relationships and fostering collaboration, not only to enhance our social impact but also to positively contribute to the communities around us. Through these efforts, we drive meaningful change both within our business and across our industry.

In 2024, we proudly supported multiple charities through various fundraising initiatives, guided by our Culture Team. Collaboration within our industry is pivotal to driving meaningful change. By partnering with industry leaders, we stay ahead of pressing issues, share best practices, and work together to address challenges that affect us all.

Our goals for 2024

- Setting targets on % of Revenue we want to donate to charity.
 - Establish a charity register to capture volunteering hours within our communities.
 - Establish a chosen charity with the team to support in 2024.
 - Participate in panel presentations and public forums on social or environmental topics.
 - Encourage and increase the percentage of employees taking time off to volunteer and assist the local community.
 - Increase the company payroll.
 - Conduct anonymous survey to capture diversity & inclusion attributes of our workforce.
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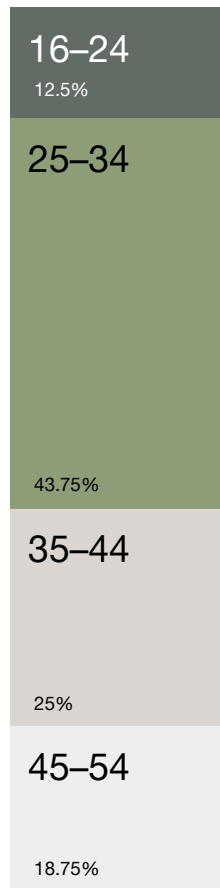
Gender



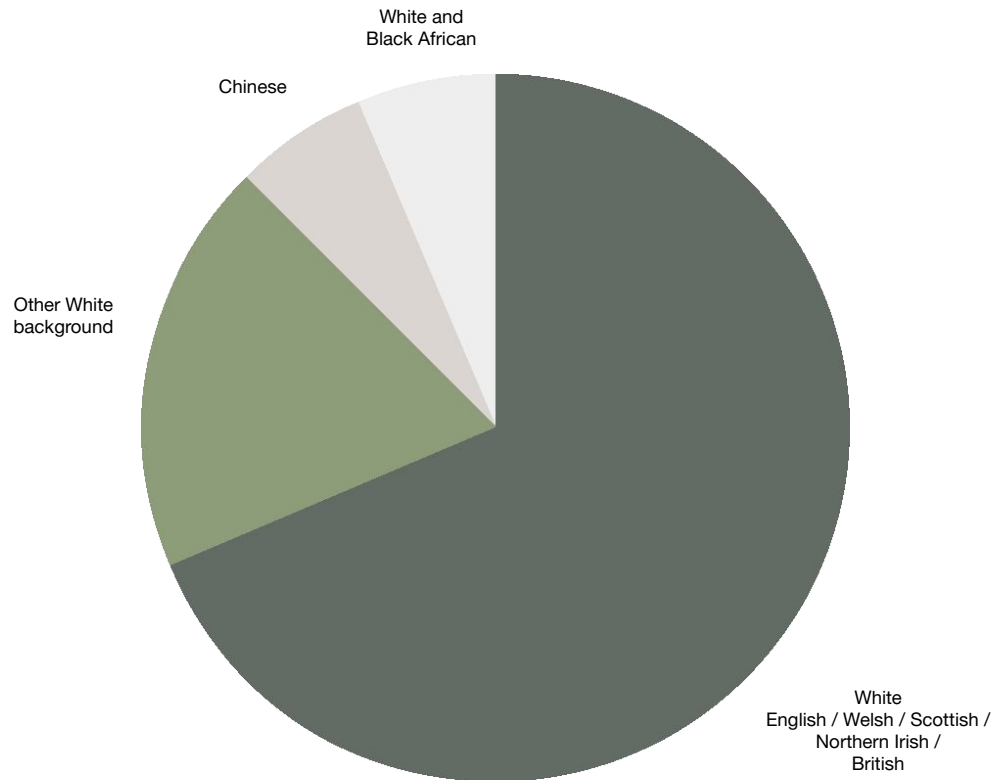
Women in management



Age



Ethnicity



What are we doing to advocate for better outcomes for the environment?

The big manufacturing reveal

Kara participated in a Sustainability Works talk at the Workspace Design Show, joining other panellists to discuss manufacturing transparency in relation to sustainability, ethics, and ESG. With so many certifications and frameworks out there, we advocate for a more streamlined approach to manufacturing sustainability. The diversity of these credentials can often make it difficult to compare processes and manufacturing practices, and we believe it's time to simplify and align these efforts.

What are we getting wrong about circularity?

Alice attended a Mix Roundtable with Impact Acoustics to explore circular design models, challenge misconceptions, and discuss what the industry still needs to learn about 'closing the loop.' For Alice, the blurring of the lines between what is sustainable and what is circular creates confusion. By lumping the two together, we risk skewing the objective. "Building a circular economy and a circular design model isn't just about recycling—it's about rethinking the entire lifecycle," she explained.

The Future of Work

Kara had the pleasure of joining LifeSci Consulting's 'In Conversation Series,' where she explored how workplace and real estate strategies can help shape the future of work. The discussion, alongside Clare Bridger of Incendium Consulting Ltd. and Nick Muir of LifeSci Consulting, emphasised the disconnect between business decisions and real estate strategies. It also highlighted the importance of quality over quantity, showcasing how investing strategically in workplace strategies brings long-term benefits.

Sustainability peer review

In 2024, we opened our architectural sustainability peer review to the public as part of the London Festival of Architecture at the Depot_ in June. This initiative aligned perfectly with LFA's theme of "Reimagine." We were joined by our neighbours and industry peers, Haptic Architects and Vitra, and shared the challenges and successes of implementing sustainability in live projects.



Workspace Design Show, 2024

The important role charity and community play in our studio.

Charitable giving

In 2024, we proudly supported our community by raising money for eight charities and causes, reflecting our commitment to turning our values into meaningful action. Our fundraising focused on causes that matter most—from mental health initiatives to supporting children's welfare.

We also got active for great causes! Our team participated in events like the ABS Chicken Run, hosted by Eric Parry Architects, and the JLL Triathlon, raising money for the Architects Benevolent Society and the World Wide Fund for Nature (WWF). Looking ahead to 2025, we've set an ambitious new goal: each year, our team will select a charity to support, and we'll donate at least 0.1% of our revenue to further their work.

A heartfelt thank you to our suppliers who share our values, including Narbutas, who generously donated five trees to be planted on our behalf. Together, we're building a brighter, more sustainable future!

Community engagement

Positively impacting people's lives is at the heart of everything we do. This year, we updated our volunteering policy, giving each employee one full day to volunteer for a cause of their choice. While project work often takes priority, we recognise that supporting our community should be at the forefront. In 2025, we are committed to encouraging our employees to take the time to give back, further embedding this value into our culture.

Birthday gifts

We love celebrating our employees' birthdays with a special allowance, allowing them to choose something meaningful—whether it's a book, stationery, a new restaurant, or even a donation to a charity of their choice. In 2024, a few of our team chose to donate, contributing to various causes, including MIND, Alzheimer's Research UK, Save the Children, Refuge, Single Homeless Project, and Water Aid.

Looking ahead, we've created a directory of independent shops, cafes, and local charities to encourage our team to support businesses that prioritise their workers and make a positive impact on the environment.



Wipeout Charity Event

Environment

We believe that every action—no matter how small—can make a difference in reducing our environmental impact. Guided by our sustainability ethos, we're committed to making meaningful, measurable changes in how we operate and the spaces we create. From rethinking how we work in our new studio to embedding circular principles and driving innovation in our design process, we're continually looking for ways to improve.

From moving offices to help us minimise our footprint, reassessing our partnerships to align with our mission, and how we're embedding sustainability into our projects, for us, it's not just about doing better today—it's about laying the foundation for a more sustainable future.

Our goals for 2024

- Measure Embodied Carbon in all new projects from 2025.
 - Set targets how we can operationally work towards becoming carbon neutral by 2030.
 - Share our mission and value with all our office essentials and project material suppliers via our new supplier questionnaire and code of conduct to ensure that the businesses we work with contributes to a positive impact on both people and the planet.
-

What are we doing to reduce our impact on the environment?

We moved home

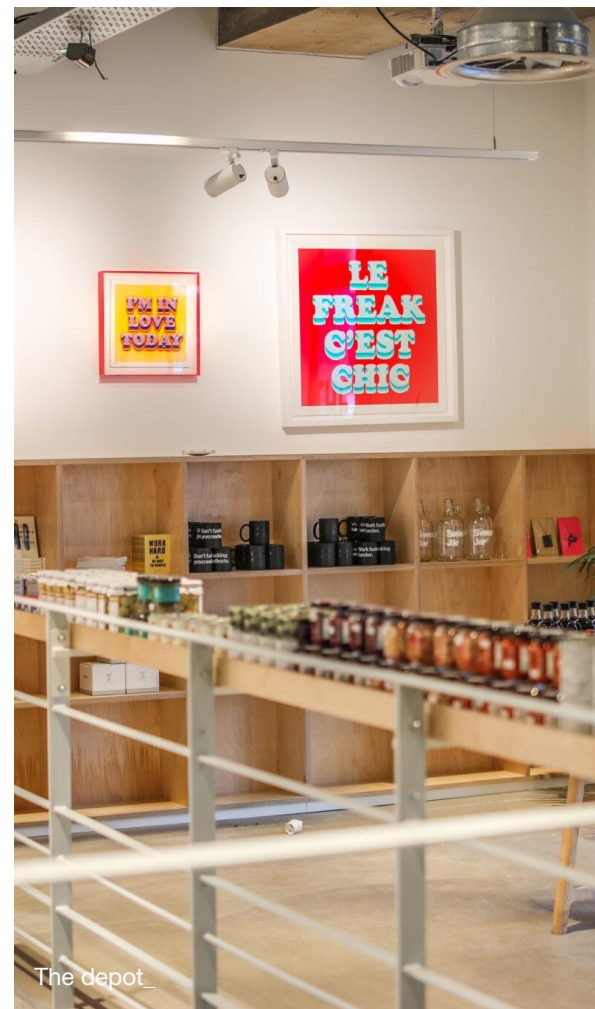
In 2024, we said goodbye to our co-working studio at the depot_ and hello to our new home at 41 Tabernacle Street. This move has allowed us to reduce our office footprint by an impressive 71%, using only the space we truly need. With greater autonomy and control over our own studio space, we've been able to ensure that the facilities align with our sustainability goals. We've retrofitted our studio space with water conservation and energy efficiency improvements in mind. A comprehensive waste reduction program including recycling is in place as we're committed to creating a space that works smarter for the planet.

Flexible hybrid working remains at the heart of how we operate, with team days twice a week fostering collaboration and connection. By continuing to utilise virtual collaboration tools, we've significantly reduced the need for printing and travelling, lowering our carbon footprint even further.

But this isn't just a new address—it's about rethinking how we work, create, and impact the world. By prioritising reuse, recycling and reducing, we've made every decision count toward a more sustainable future.

Reviewing our partnerships

As part of our move to 41 Tabernacle Street, we're taking the opportunity to review the products we use and the suppliers we partner with. As outlined in the Governance section, we've introduced a supplier questionnaire and code of conduct to ensure that the businesses we work with share our mission and values. This approach means that every choice we make—from office essentials to project materials—contributes to a positive impact on both people and the planet.



Our path to sustainable design and Net Zero.

Sustainability Ethos

Our impact on people and the environment is at the heart of everything we do. With sustainability as a core value, we embed our sustainability framework into every stage of our design process and monitor the carbon footprint of each project we undertake. As proud signatories to UK Architects Declare, we're committed to taking meaningful action in addressing our environmental impact.

Innovation plays a vital role in our approach, especially in an industry with a significant social, economic, and environmental footprint. We're constantly exploring new methodologies, technologies, and materials to push the boundaries of what's possible. For example, we've tested various Life Cycle Assessment (LCA) software to refine how we evaluate the environmental impact of our designs, ensuring we deliver solutions that are as sustainable as they are inventive.

By driving innovation, enhancing operational efficiency, and embedding sustainability and social responsibility into our ethos, we are equipped with the tools and strategies we need to achieve sustainable success and inventive solutions that, deliver value in all the right areas.

Circular principles

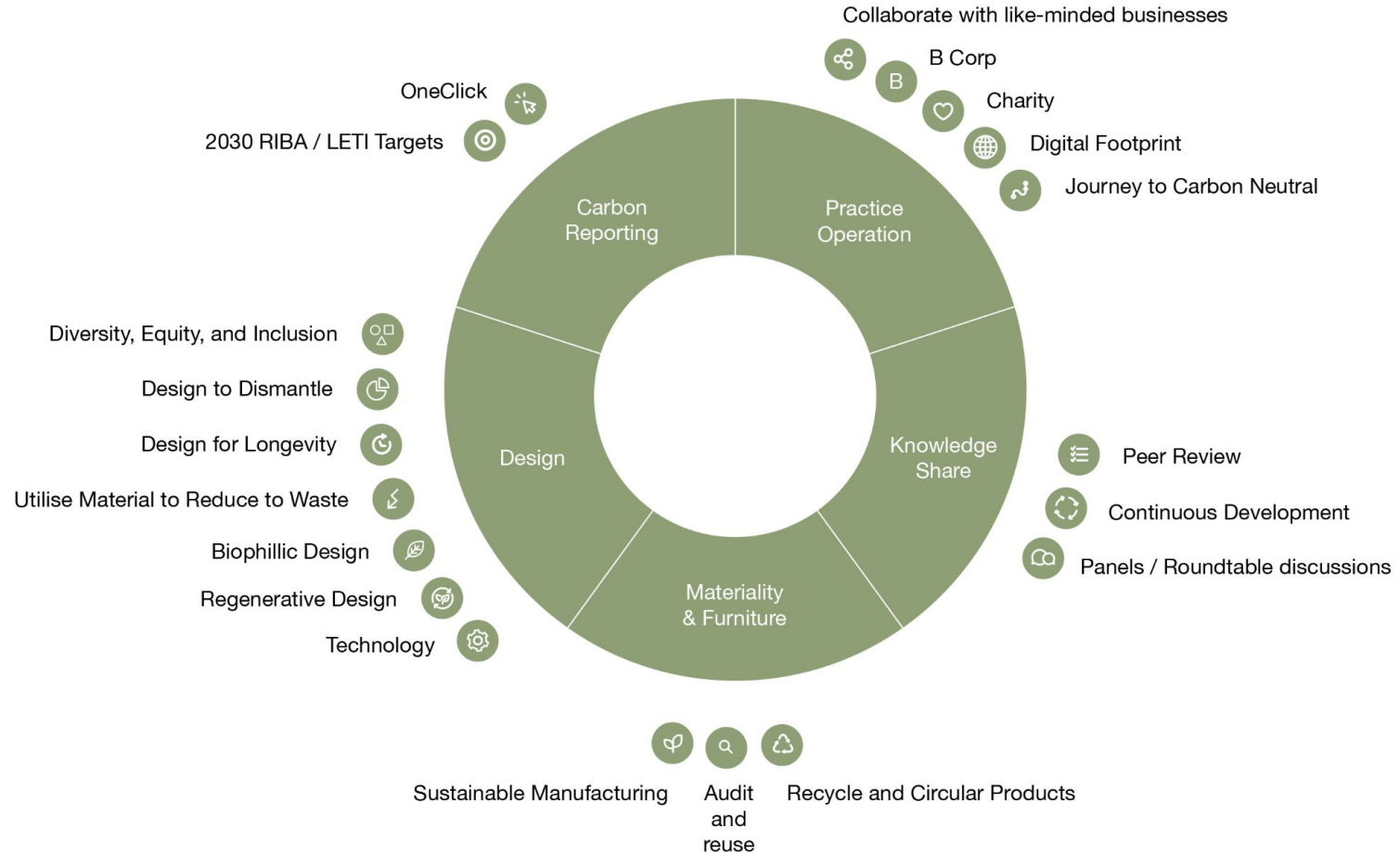
We strive to preserve and upgrade existing buildings, creating interiors that last longer and are used more effectively. Embracing circular principles is central to our approach, and we actively collaborate with manufacturers and furniture suppliers who prioritise product longevity and implement effective reuse strategies.

To minimise material waste, we conduct comprehensive building appraisals and furniture audits to identify opportunities for reuse, upcycling, and repurposing. This commitment was demonstrated in our completed project for Bauer Media, where 82% of FF&E materials are recycled or reused. This included light fittings, furniture, and technology salvaged from Bauer Media's previous workplaces, as well as their new base built premise.



Bauer Media Headquarters

Our Sustainability Framework



How can we push boundaries to drive meaningful change?

Research and lessons learned

Joe Bosson, one of our architects, conducted a retrospective embodied carbon case study on two of our completed projects: Ted Baker Headquarters and Primrose Hill Works. This research offered valuable insights into the carbon footprint of our design decisions, construction techniques, and material choices. By benchmarking these projects against each other, we're better equipped to understand their relative impacts and refine our approach to create more sustainable designs. This work marks an important step in our journey to make informed, carbon-conscious decisions across all our projects.

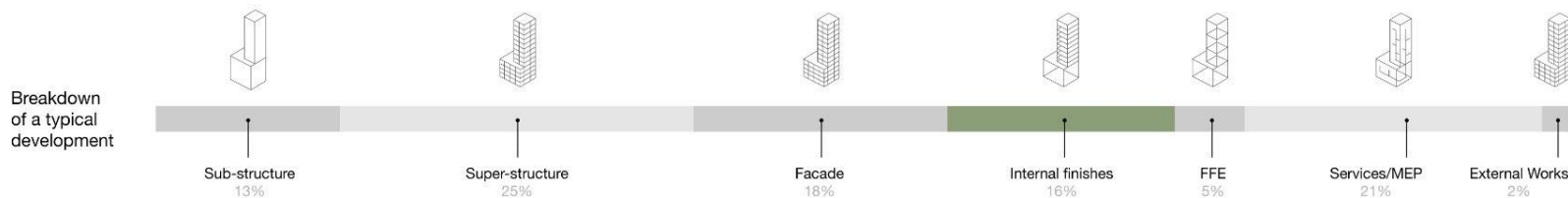
See an excerpt overleaf.

Roadmap to Net Zero

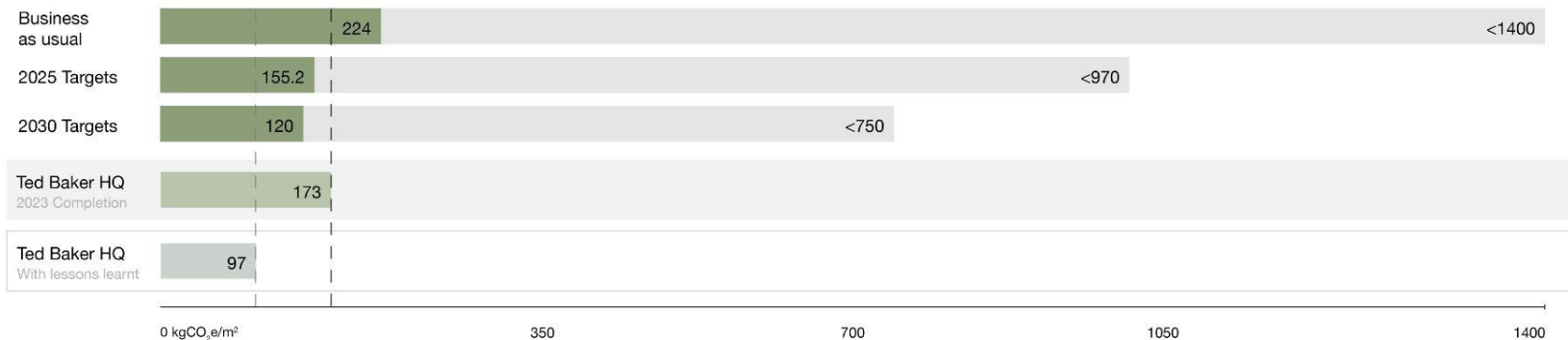
We're also committed to be Net Zero by 2040 and monitoring Greenhouse Gas Emissions. We do not currently monitor and record our emissions, but as we settle into our new studio we will look to engage a third party carbon assessor review our current greenhouse gas emissions Scope 1 & Scope 2 and review how we can reduce our impact on the environment.



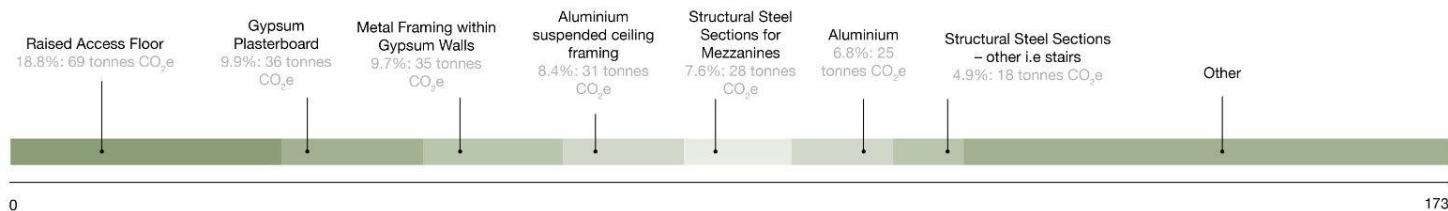
Ted Baker Headquarters



Embodied Carbon targets set by GLA & RIBA for offices



Main Culprits: Ted Baker HQ Internal finishes breakdown



Lessons Learnt:
What we could
have changed

1

Use recycled R.A.F.
-63 kgCO₂e/m²

2

Use timber wall construction rather than metal stud
-5 kgCO₂e/m²

3

Use GLULAM/CLT over steel section for the mezzanine
-8 kgCO₂e/m²



Partners

At spacelab_, collaboration and trust are at the core of our client relationships. Working closely with consultancy teams—from project managers to construction teams—we create spaces that inspire and drive success.

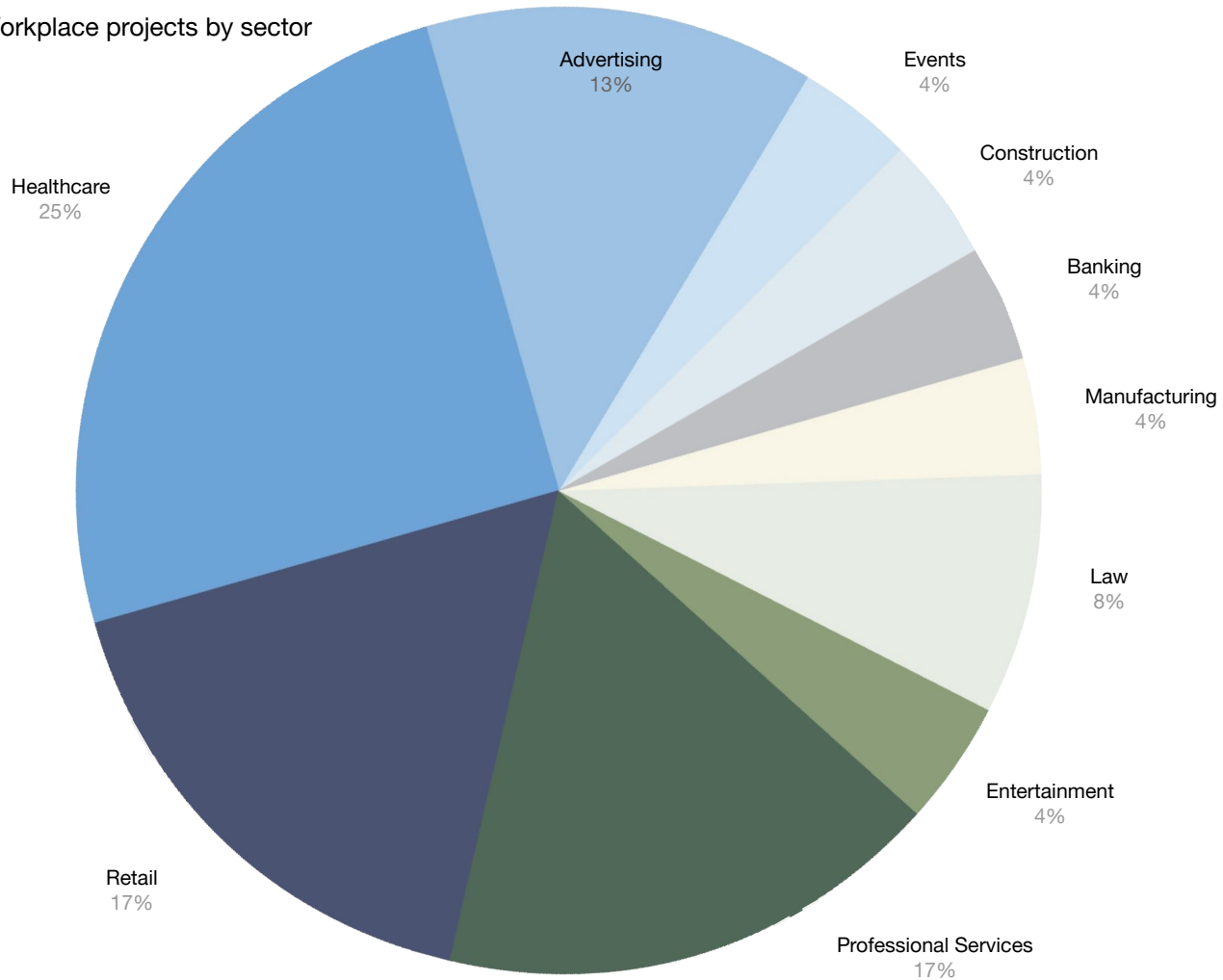
In 2024, we worked on 47 projects across various sectors such as Fashion, Financial, Hospitality and Leisure, Healthcare, Professional Services, Sport, Retail. With 40% of our work coming from repeat clients, we're proud of the strong partnerships we've built. Over the last year, we've seen an increase in landlord driven work, modernising spaces to market for new tenants.

Looking ahead, we're excited to launch a formal client feedback survey and advance our ethical policy, continuing to improve the impact we deliver.

Our goals for 2024

- Establish and develop a formal survey to regularly monitor customer satisfaction and report on annually.
 - Establish an ethical marketing policy and publish on our website.
 - Establish process to report effectively on reuse percentages for every project.
-

Our Commercial Workplace projects by sector



spacelab_ have been a great strategic partner for us as they provide just the right blend of challenge, collaboration and creativity. The work we're doing with them will significantly improve what is already a market-leading proposition. They're also an absolute pleasure to work with day-to-day.

– Alex Pellew, Co-Founder & CXO at UNTIL

Championing positive projects and enduring relationships with every client.

Long-lasting relationships

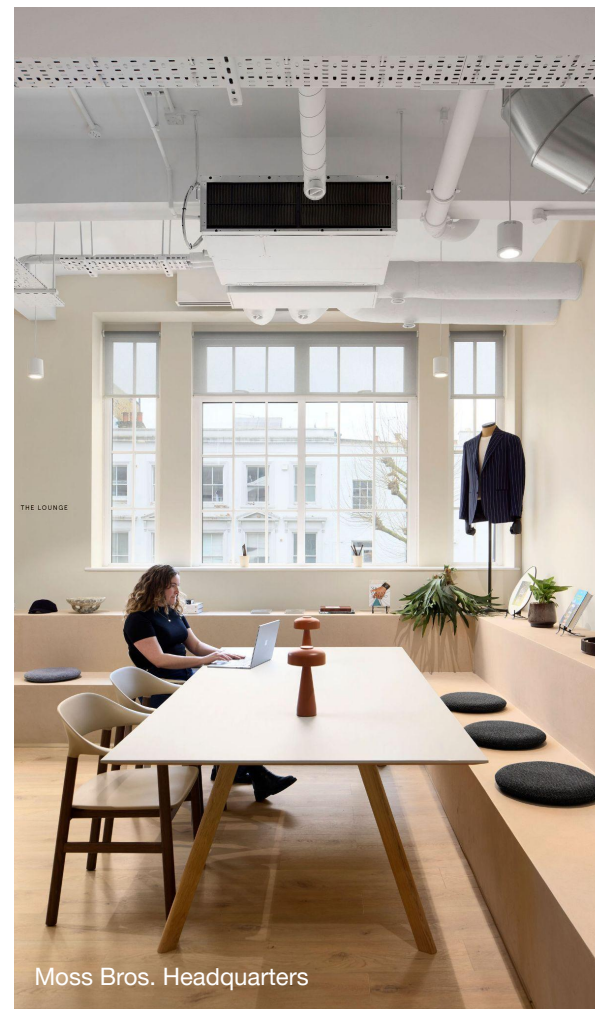
We're proud to say that 40% of our clients in 2024 were repeat collaborators, with 60% of our new business coming from new clients or referrals. Over the years, we've cultivated strong, lasting relationships with respected media, technology, retail brands, and creative agencies, who trust us to deliver impactful spaces time and time again.

Our success is rooted in our evidence-based spatial strategies and unwavering commitment to design quality. These principles have transformed the way our clients work, helping the majority of their employees transition from static to agile ways of working.

Client satisfaction

Our focus has always been on creating positive outcomes for our clients. By helping them make informed decisions, we've achieved results like reduced energy costs, increased building lifespan, and enhanced social and wellbeing facilities. Our designs foster connection, collaboration, movement, and innovation, supporting diverse work styles and future-proofing workplaces.

To continue improving, we've formalised a process for gathering client feedback and tracking key outcomes. Starting in 2025, we'll integrate this feedback loop into our project processes, ensuring we consistently enhance the value we deliver.



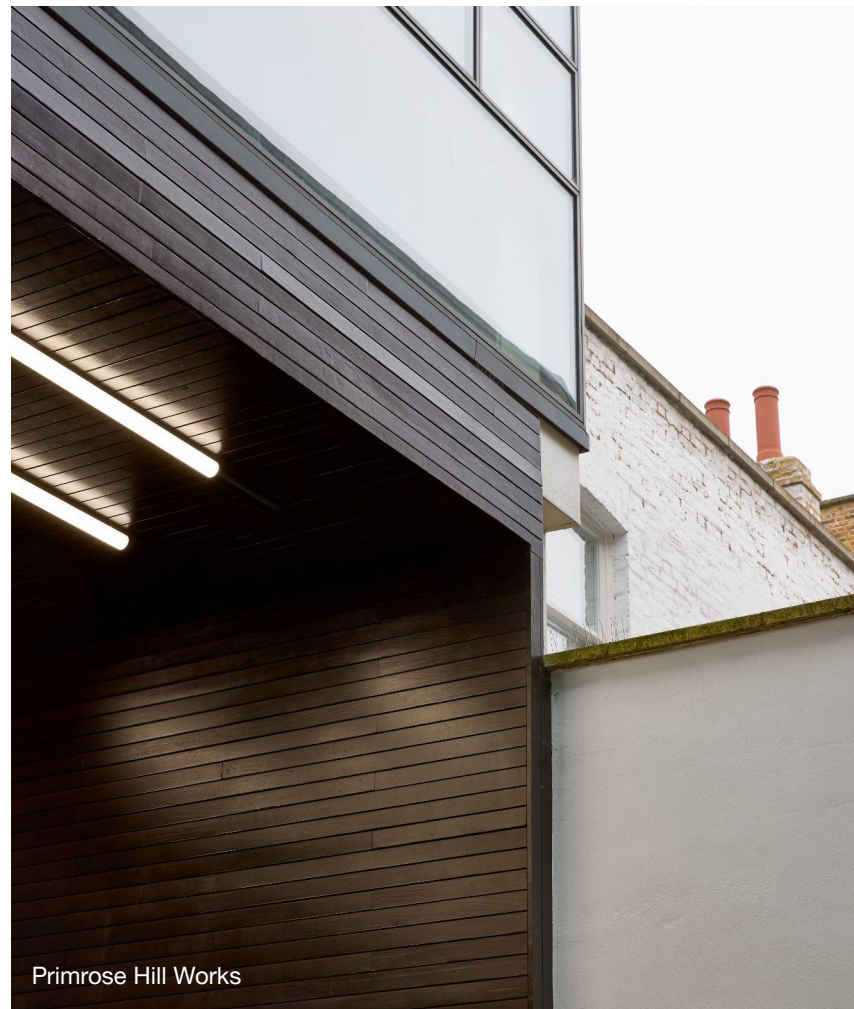
Moss Bros. Headquarters



Primrose Hill Works

Commercial workplace

Our refurbishment of Primrose Hill Works in Camden has transformed this canalside office building into a modern, five-storey mixed-use development featuring vibrant offices, residential apartments, and retail spaces. The project focused on improving energy efficiency, upgrading the EPC rating, and reducing embodied carbon through extensive material reuse—aligning with RIBA sustainability standards. The result is a dynamic, adaptable, and light-filled workspace designed to meet modern business needs while extending the building's lifespan and value.



Primrose Hill Works



Primrose Hill Works

Primrose Hill Works

Commercial workplace

To enhance the tenant experience, we upgraded the third-floor mezzanine and added an external terrace with views of Primrose Hill, creating a workspace that prioritizes productivity, comfort, and connectivity.

The transformation extended to communal areas, with a refurbished courtyard and reception, a new double-height façade, and the conversion of a vacated plant room into bike storage and shower facilities for eco-conscious tenants.

A modern material palette preserved the building's character while adding vibrancy, with bright red accents and stained cedar cladding complementing metal, felt, and concrete finishes, establishing a fresh and cohesive identity.



UNTIL

Workplace consultancy, strategy and design

This year, we partnered with UNTIL, the home of growth for independent health and wellness professionals. More than just state-of-the-art facilities, UNTIL provides everything practitioners need to build, scale, and thrive—offering the freedom and flexibility to grow on their own terms, outside the constraints of outdated systems.

UNTIL shares our entrepreneurial spirit, with three thriving sites and big ambitions to grow, UNTIL asked us to help them think strategically about their next steps. They wanted to scale and expand sustainably while continuing to deliver exceptional spaces and services for their partners.



UNTIL, Marylebone



UNTIL

Workplace consultancy, strategy and design

We embarked on a joint discovery process with employees, stakeholders, members and customers, hosting immersive sessions to gain real insights into their environments. From there, harnessing the user need states, we mapped out the ideal journeys and touch points which help us create planning principles which will form the blueprint of all sites going forward. We are currently in early stages of the design where we are creating a dynamic, premium design language that prioritises health, durability and comfort alongside some signature moments to make it instantly recognisable as an UNTIL environment.

Using tools like 3D fly throughs and virtual reality, we intend to stress test the designs with their professionals and are on programme to complete two sites for UNTIL within 2025.



As we look ahead to 2025, we're excited to settle into our new home on Tabernacle Street, where our focus will be on operating efficiently and sustainably while working with suppliers and subcontractors who prioritise low environmental impacts. Building on the foundations we established last year, including formal procedures to monitor employee and customer satisfaction, we're eager to integrate this feedback into our workflows, ensuring we provide the best possible support for our clients, partners, and team.

We're also committed to increasing our team's volunteering hours, participating more actively in community discussions, panel presentations, and advisory boards, and deepening our engagement with the communities we serve.

By implementing our client feedback survey and monitoring customer outcomes, we aim to continuously improve our impact and deliver meaningful, measurable results. Together, these efforts reflect our ongoing dedication to creating a positive and sustainable future for all.

What's next!

Improvement is a continuous journey, shaped by highs and lows. After a huge year, things are starting to fall into place. Thanks to the passion and hard work of our amazing team. There's much to celebrate and even more to accomplish. Here's to learning, growing, and creating an even greater impact in the year ahead.

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