

# Annual Impact Report 2026

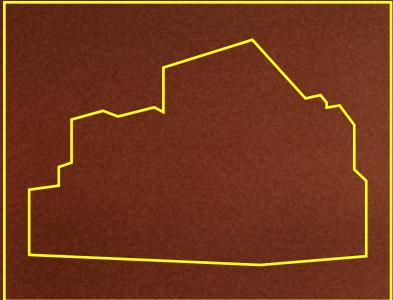


Hawkins/  
Brown

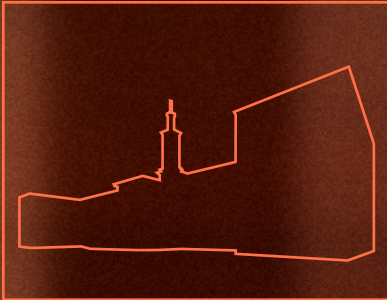


# Serious about society Human about architecture

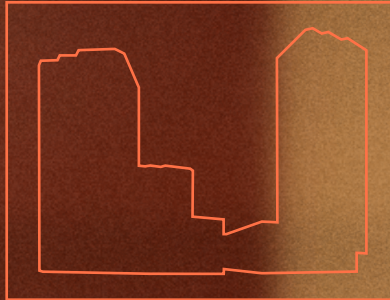




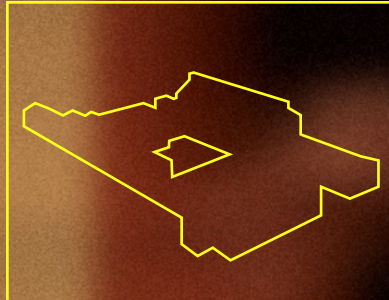
A note from the partners



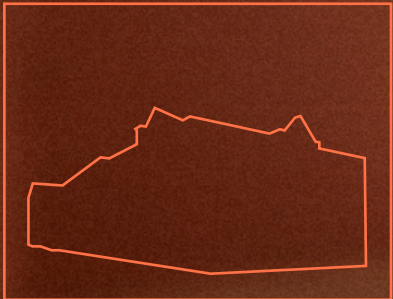
Journey to certification



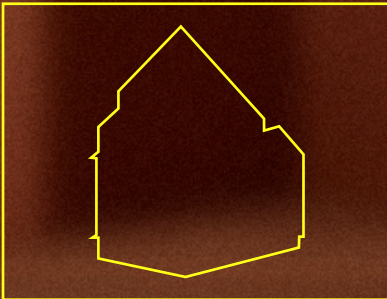
B Corp score



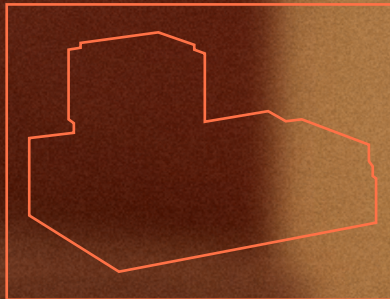
Governance



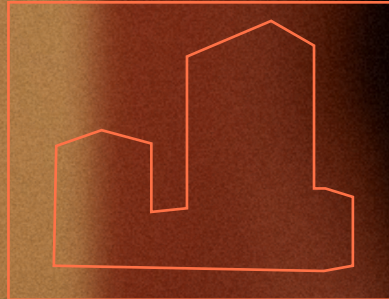
Workers



Community



Environment



Case study: Agar Grove

# Contents

**A year ago Hawkins\Brown became a certified B Corp, scoring an impressive 113 out of 200, well above the 80-point threshold. By happy coincidence it was March, which is B Corp Month, so now's a great time to mark our first anniversary as a member of the B Corp Community, and to celebrate our achievements as part of this growing movement.**

**In the last 12 months, we've reached milestones on many projects that will deliver positive benefits to our clients and the people who use our buildings every day:**

- Our series of public parks above the Tideway super sewer opened, reconnecting Londoners with the river
- A resolution was passed to grant planning permission for Earls Court, London's largest regeneration project and a new climate-resilient district for the capital
- Construction continues apace on several buildings for University College London, that will drive cutting edge research and treatment for dementia in all its forms
- The redevelopment of St Pancras Station and the pedestrianisation of Oxford Street will transform iconic parts of London and benefit millions of people each year
- The Health Innovation Hub in Glasgow, an inspiring convergence of science, enterprise and community, supports local skills and jobs

- Blackpool Multiversity will be a world-class learning facility serving the people of Blackpool, the Fylde, and beyond
- Cork Docklands Framework Masterplan will transform Ireland's largest brownfield regeneration site into an integrated place to live, work and embrace the city's unique waterside culture

**And we have continued to develop ways of running our business as a force for good:**

- Supporting the next generation of architects via mentoring, work experience and bursary funding
- Volunteering in local communities in Manchester and London
- Supporting local charities across all our studios
- Carefully monitoring our carbon footprint and fully offsetting all our emissions via accredited carbon removal schemes

**It's also been a year in which the world has continued to challenge us:**

Net zero and Equality, Diversity, and Inclusion (EDI) standards have been threatened and waves of economic and technological uncertainty have made running our business harder than ever. With the UK's built environment sector under increasing financial pressures and with our staff battling the ongoing cost-of-living crisis, it hasn't always been easy to prioritise people and planet.

But ultimately our response to these challenges has been to double down on our commitment to the values of the B Corp movement. We spent a lot of time last year working with everyone at Hawkins\Brown on our next 5-year Business Plan, at the heart of which is a commitment to moving towards becoming a fully regenerative practice. This means an even deeper commitment to the values of the B Corp movement and an even greater focus on people and planet as well as profit.

These values are under increasing pressure in today's world but we think they are more important than ever. Taking the B Corp Declaration of Interdependence as our inspiration, we are intensifying our search for clients,

projects and new ways of running our business that will help us be the change we seek in the world.

**This is our first B Corp Impact Report and we hope you'll find it an inspiring and motivating summary of the progress we've made and our plans for the year ahead.**

Hazel and Oliver



# Journey to certification

**Becoming a B Corp always felt like a natural and logical step for us. Since Roger Hawkins and Russell Brown founded our practice in 1988 we've been acutely aware of our social and environmental responsibilities and have always sought out clients and projects that enable us to make a positive impact.**

As our practice has grown and matured we have continued to focus on looking after our employees, building equality, diversity and inclusion into every aspect of our business, deepening our commitment to designing more sustainable places and creating more social value in all our work. Over time this mindset has become deeply ingrained into our DNA, to the point where we have summed up decades of thinking into a single statement that captures the essence of how we work and what we are striving for: we simply say we are 'Serious about society. Human about architecture.'



**After we moved our business into Employee Ownership in 2021, our employees asked us “what about becoming a B Corp?”**

The more we looked into the B Corp movement, the more we realised it was a brilliant way to bring together so much good work that was already happening across the practice, providing a coherent and credible framework in which to share it with our employees, and tapping into a much wider community of like-minded businesses.

We achieved B Corp certification in March 2025. This was a really positive external validation of how we try to run our business as a force for good. We didn't need to make any radical changes to achieve certification, more it was a case of bringing together initiatives from across the practice into one place. And now we have achieved this initial certification, the B Corp standards give us a clear framework for identifying further areas for improvement, plus access to a community of businesses that we can draw on for ideas and inspiration.

**Our first Impact Report brings this process to life and enables us to share with our employees and our wider stakeholders what we have achieved over the past 12 months, and the public commitments we are making to further improvement.**

# B Corp verified score and goals for recertification

## Hawkins\Brown achieved a score of 113 at our initial certification. We scored well across all five Impact Areas and have used B Lab’s benchmarking tools to identify areas for future improvement.

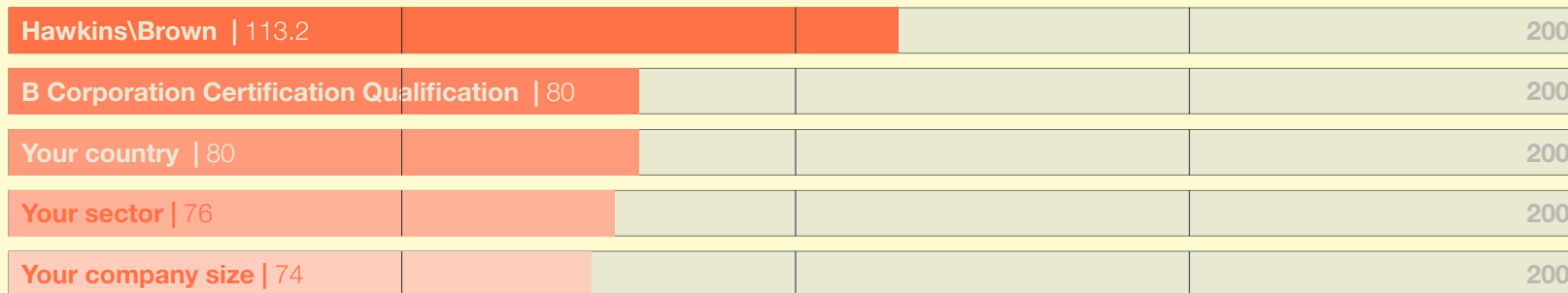
We have updated our Impact Assessment to reflect the progress we have made in our first 12 months as a certified B Corp and estimate that, were we being assessed today, we might have increased our score to 122.

In the following five sections we have provided more information about what we’ve done over the past year and what we plan to do over the next one. We are optimistic that these commitments will further increase our score in the spirit of continuous improvement.

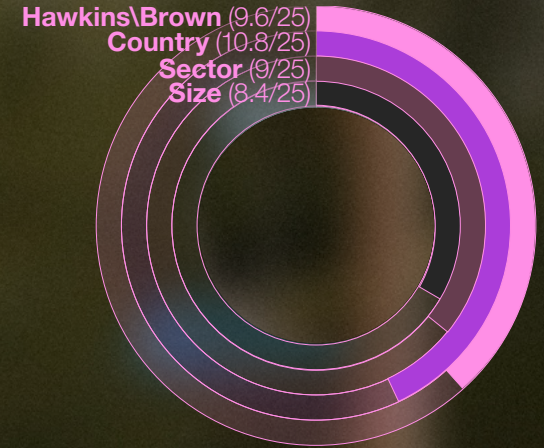
In parallel we are conscious that B Lab launched

new certification standards in April 2025. While the commitments in this Impact Report are aligned with the standards that we certified against in March 2025, we also need to get up to speed with the new standards, so that we are working towards them in advance of our first recertification in March 2028.

The chart below shows how our original score compares with the averages for our country, sector and company size. And on the following pages, you’ll see similar comparisons for our scores across the five impact pillars.



Evaluates how our mission, ethical practices and accountability are embedded in the way we operate



1

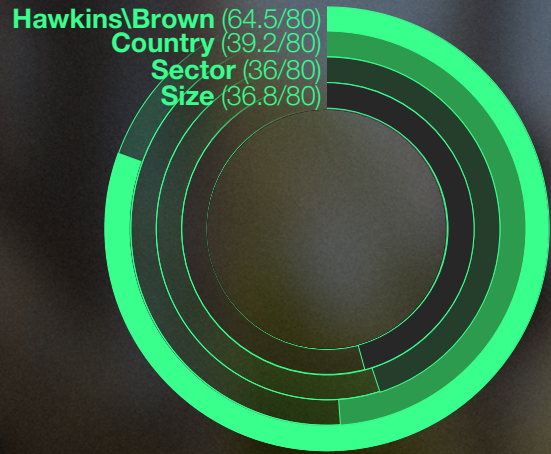
# Governance

| What we've done (past 12 months)   | What we're going to do (next 12 months)   |
|--|---|
| <ul style="list-style-type: none"> <li>Involved all our staff in the creation of our Business Plan for 2026-2030 and launched it via an all-staff event</li> </ul>               | <ul style="list-style-type: none"> <li>Use our new Business Plan actively to guide everything we do:               <ul style="list-style-type: none"> <li>- Share all our 12-month action plans via our Monday Morning Meetings</li> <li>- Use the Plan as the focal point for our annual State of the Nation meeting in the summer</li> <li>- Bring the Design Manifesto to life across all our Studios</li> <li>- Review our progress at the end of 2026 and publish an honest report on our Intranet</li> </ul> </li> <li>Create a new set of 12-month action plans for 2027 and communicate these to everybody</li> </ul> |
| <ul style="list-style-type: none"> <li>Promoted our Employee Council as a forum for all staff to input ideas and feedback into all aspects of how our business is run</li> </ul> | <ul style="list-style-type: none"> <li>Run elections for the next cohort of Employee Council (EC) members</li> <li>Ensure that the newly elected EC members receive a great induction</li> <li>Ensure the EC plays a lead role in bringing the Design Manifesto to life across all our Studios</li> <li>Promote healthy and regular dialogue between our Employee Council, Operating Board and Trust Board</li> </ul>   |

| What we've done (past 12 months)   | What we're going to do (next 12 months)   |
|--|---|
| <ul style="list-style-type: none"><li>Presented two all-staff updates on finance and business, promoting a culture of transparency and accountability consistent with being an employee owned business</li></ul>                             | <ul style="list-style-type: none"><li>Keep everyone informed about the commercial and financial performance of our business, eg via biannual business updates</li></ul> |
| <ul style="list-style-type: none"><li>Adopted the B Corp Legal Requirement into our Articles, formally enshrining our alignment with the B Corp Movement's values and legally requiring us to run our business as a force for good</li></ul> | <ul style="list-style-type: none"><li>Research the Better Business Act coalition with a view to signing up</li></ul>  |



We involved all our staff in the creation of our Business Plan for 2026-2030 and launched it at a special, catered event



Our impact on our employees -  
their health, wealth, and development

# Workers 2

| What we've done (past 12 months)  | What we're going to do (next 12 months)  |
|---|--|
| <ul style="list-style-type: none"> <li>Leadership training: we invested a significant share of our training budget to develop a tailored programme that strengthens skills for today's leaders as well as the next generation of leaders in the practice</li> </ul>   | <ul style="list-style-type: none"> <li>Continue to invest in management and leadership skills through coaching, training and learning through best practice</li> </ul>   |
| <ul style="list-style-type: none"> <li>The studio structure was reviewed with the aim being to look at opportunities to strengthen how we support and coordinate studio life by assigning clearer, complementary roles within the leadership group of each studio. This includes the creation of the People and Engagement, Quality and Innovation and Finance and Operations Leads</li> </ul>  | <ul style="list-style-type: none"> <li>Review how the current model is working and refine the structure further given overall headcount changes and changes in team structures</li> <li>Continue to invest in our studio leadership model ensuring every studio has active and engaged leaders providing a positive and consistent experience across the practice</li> </ul> |
| <ul style="list-style-type: none"> <li>Our annual engagement survey revealed lower levels of engagement among employees at the 'mid-career' stage. To gain a deeper understanding of their experiences and perspectives, we convened a dedicated focus group. From this session, several key actions emerged:               <ul style="list-style-type: none"> <li>- A need for greater transparency surrounding career development</li> <li>- Improved consistency of experience across the practice</li> </ul> </li> <li>In response, we have strengthened our emphasis on leadership development and commissioned an external HR consultancy to build on our existing frameworks. Their findings support the creation of a more integrated, transparent system in which job roles, skills development, and career pathways are clearly defined and directly connected to performance and reward</li> </ul> | <ul style="list-style-type: none"> <li>Run the engagement survey again</li> <li>Continue to work through the findings of the Fitzgerald HR Report with the first step being the creation of a Core Skills Framework and skills gap analysis</li> </ul>   |

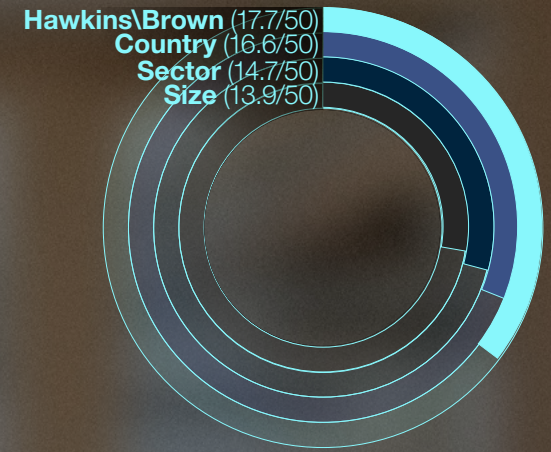
| What we've done (past 12 months)  | What we're going to do (next 12 months)   |
|---|---|
| <ul style="list-style-type: none"><li>In a drive to promote a culture of continuous feedback we introduced 360° feedback across all management levels. This has helped to provide a more balanced and comprehensive insight, greater self awareness as well as helping support leadership development</li></ul> | <ul style="list-style-type: none"><li>To build further upon our ability to give and receive feedback we will re-run the 360° feedback process, with some refinements based on improvements suggested from the last review cycle</li><li>There will be further training provided across the practice around providing effective feedback</li></ul> |



Our State of the Nation annual get-together was held at our recently completed Regent's Wharf development

# Community

Our effect on the communities that we engage with -  
in our work and play



| What we've done (past 12 months)   | What we're going to do (next 12 months)  |
|--|--|
| <ul style="list-style-type: none"> <li>• Our EDI group continues to champion and implement key initiatives across the practice</li> <li>• We have introduced a Neurodiversity Policy to provide stronger support for individuals</li> <li>• We have also broadened our ED&amp;I data collection to include disability information</li> </ul> | <ul style="list-style-type: none"> <li>• For the last few years, the EDI group has been meeting with the Operating Board (Ops)/HR to discuss the EDI Action Plan on a quarterly basis. This has allowed us to progress the EDI strategy across the practice consistently and keep everyone up-to-date with progress</li> <li>• In the next 12 months we will look to expand this forum to cover regenerative design more broadly – joining up the dots between the EDI Voice Group, &amp;everyone, the Environmental Intelligence Team and HR+Ops</li> <li>• Each group has their own mission statements so the EDI mission statement has been updated as a way of framing this expanded group's purpose</li> <li>• The aim is to create a Hawkins\Brown that encompasses the values of regenerative design, both in the way we run the practice and how we practice architecture</li> </ul> |
| <ul style="list-style-type: none"> <li>• In our purchasing decisions we have started to prioritise purchasing from other B Corps where possible</li> </ul>   | <ul style="list-style-type: none"> <li>• We will research how to develop and implement a more systematic supplier/purchasing policy that is fully aligned with B Corp values</li> </ul>  |

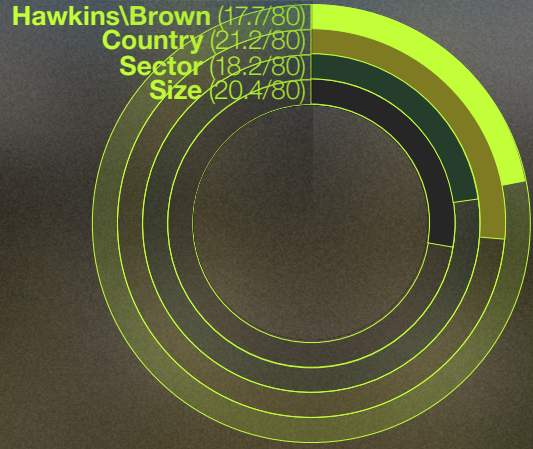
| What we've done (past 12 months)   | What we're going to do (next 12 months)   |
|--|---|
| <ul style="list-style-type: none"> <li>• Our CSR group, 'everyone' has continued in their efforts to give back to our communities, fundraising for a variety of local and national charities through bake sales, sweepstakes, and other initiatives</li> <li>• We have also turned our client supper club series into a fundraising opportunity, donating and matching all ticket sales to the charity Migrateful, and choosing Migrateful alumni as our caterers</li> </ul>   | <ul style="list-style-type: none"> <li>• We will continue with fundraising efforts in order to give back to our community. Our charities for 2025/2026 are Coffee 4 Craig and Rainbow Hub, both in Manchester</li> <li>• We are continuing our relationship with Migrateful, supporting their work to run cooking classes led by refugees, and supporting the small businesses of their alumni</li> </ul> |
| <ul style="list-style-type: none"> <li>• This year many of our staff got out into the community to volunteer in their local areas and on projects</li> <li>• Members of the Edinburgh team headed to the Granton site of our 2025 charity, Empty Kitchens, Full Hearts, while those working on our Lund Quarter project headed to the Carpenters' and Docklands Community Centre to hand out packages, food, and connect with residents. This is not only a great way for us to give back, but also helps us to better understand the communities we design for to meet their needs</li> </ul> | <ul style="list-style-type: none"> <li>• We will continue to take opportunities to volunteer in the community, particularly in our local areas and in the areas affected by our work</li> </ul>   |

| What we've done (past 12 months)   | What we're going to do (next 12 months)  |
|--|--|
| <ul style="list-style-type: none"> <li>• As well as mentoring individual students, we had lots of budding architects join us for work experience and participate in our school outreach programmes</li> <li>• In Manchester, we continued our long-term collaboration with Speakers for Schools, and welcomed students from the Manchester School of Architecture and Manchester Metropolitan University. We also ran a workshop with ClickSafe Club, a charity that engages young people in STEM, at the University of Manchester</li> <li>• In Edinburgh &amp; London, we had students join us as part of the community engagement programmes on the Custom House Quay and Lund Quarter projects respectively</li> <li>• The team in London also ran work experience events with YesFutures and Speakers for Schools, and headed out to Central Foundation Boys' School and Lordship Lane Primary School for careers events and workshops</li> </ul> | <ul style="list-style-type: none"> <li>• Our programme of work experience has become a fixture across all our offices, with many staff becoming involved. We will continue to promote and encourage participation internally to offer the best opportunities to young people to engage in the built environment</li> </ul> |

| What we've done (past 12 months)  | What we're going to do (next 12 months)  |
|---|--|
| <ul style="list-style-type: none"> <li>We continued our collaboration with Open City Accelerate, Blueprint for All, Built by Us, Arts Emergency, and POC in Architecture CIC to mentor aspiring architects from many different backgrounds, as well as continuing with our informal and one-on-one mentoring efforts</li> <li>We had 19 dedicated mentors across our offices, and also ran one-off workshops where even more of our staff got involved</li> </ul> | <ul style="list-style-type: none"> <li>Our mentoring programme is extensive and well-established. We will continue this, strengthening our relationships with partner organisations to improve access to the architectural profession, particularly within disadvantaged groups</li> </ul> |
| <ul style="list-style-type: none"> <li>Thanks to our bursary scheme, we supported two students through their Part 1 and Part 2 RIBA qualifications respectively, helping them cover the costs of living and course-related expenditures</li> </ul>  | <ul style="list-style-type: none"> <li>We are currently reviewing our bursary scheme to support platforms which champion access and alternative pathways through the profession</li> </ul>   |

We have also turned our client supper club series into a fundraising opportunity, donating and matching all ticket sales to local charity Migrateful and choosing Migrateful alumni as our caterers





Measuring our operational footprint,  
innovative business practices and  
the positive impact of regenerative design

# Environment

| What we've done (past 12 months)  | What we're going to do (next 12 months)  |
|---|--|
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Integrated regenerative thinking into our Design Manifesto and created the Hawkins\Brown Regenerative Design Framework</li> </ul>   | <ul style="list-style-type: none"> <li>• Ongoing engagement via studio workshop and various types of learning – expert workshops, lectures, CPDs, MMMs, template development integrated into the wider Smarter Ways of Working roll out</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Made the Hawkins\Brown RIBA Overlays for Regenerative Design, Social Value and Net Zero/ Circular publicly available</li> </ul>   | <ul style="list-style-type: none"> <li>• Improve integration of the actions at each stage into design reviews and stage reports. Monitor what works well and what needs adjusting for the next iteration</li> </ul>                                |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Year on year improvement in completed project energy in use and upfront embodied carbon for those where the data is available</li> </ul>  | <ul style="list-style-type: none"> <li>• Continue increasing the projects that measure, report and collect their performance data. Aim to continue to improve our portfolio</li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Won two regional RIBA Awards for Sustainability alongside the architectural awards</li> </ul>   | <ul style="list-style-type: none"> <li>• Identify potential future RIBA award winners (and other awards too); ensure they have a considered, well narrated sustainability strategy and an evidence/ data collection plan</li> </ul>                |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Submitted three projects into the Net Zero Carbon Building Standard (NZCBS) pilot testing programme. St Mary's Catholic Voluntary Academy, 1 Golden Lane and District East</li> </ul> | <ul style="list-style-type: none"> <li>• Continue to encourage clients to engage with the NZCBS with the aim of having a building verified against the V1 standard (launched Feb 2026 ) over the next 1-3 years</li> </ul>                         |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Won Sustainability Advisory work with the Science Museum Group</li> </ul>   | <ul style="list-style-type: none"> <li>• Target opportunities for other unique and influential roles</li> </ul>  |

| What we've done (past 12 months)   | What we're going to do (next 12 months)   |
|--|---|
| <ul style="list-style-type: none"> <li>• <b>Design:</b> The Hawkins\Brown Environmental Intelligence (EI) team have won paid consultancy work on 24 projects FYE 2026, contributed to 60 bids for new work and approx. 50 additional design reviews or ad hoc studies</li> </ul>   | <ul style="list-style-type: none"> <li>• Continue to win work where the input of the team supports clients directly and moves the dial</li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> UK Green Building Council (UKGBC) Regenerative project twinning with Lund Quarter</li> </ul>   | <ul style="list-style-type: none"> <li>• Liaise with UKGBC on systems change initiative engaging with funders and investors</li> </ul>  |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Partnered with companies like Material Index and Saint Gobain to integrate easy win circular economy actions into our usual design and procurement processes</li> </ul>  | <ul style="list-style-type: none"> <li>• Focus on more material audits and more high quality re-use of materials</li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>Design:</b> Standard specification preliminaries re-written with more emphasis on sustainability including ethical sourcing, low carbon emissions, healthy materials and best procurement practice</li> </ul>  | <ul style="list-style-type: none"> <li>• More focus on individual sections and robust environmental requirements to make inferior substitutions harder</li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>Business:</b> Continued to refine the business carbon footprint in line with Science Based Targets initiative (SBTi) commitments. The all-electric London premises, IT purchasing and vegetarian food have decreased emissions</li> </ul> <p><b>Business:</b> Captured upfront embodied carbon figures for completed projects in the report for the first time</p> <p><b>Business:</b> Permanent carbon removals purchased that are focused on the built environment - hemp block production</p> | <ul style="list-style-type: none"> <li>• Review travel policy. Continue to engage with landlords on conversion of their premises to electric systems and purchasing of green energy. Swap to new calculation software and review other opportunities</li> <li>• Compare upfront embodied carbon outcomes to typology specific benchmarks to drive further reductions over time</li> <li>• Review further opportunities for carbon removals that relate closely to innovative material development or decarbonising the built environment</li> </ul> |

| What we've done (past 12 months)   | What we're going to do (next 12 months)  |
|--|--|
| <ul style="list-style-type: none"> <li>• <b>Business:</b> Been recognised in the Regenerative Design Index and at the AJ100 Awards, with Dewi Jones winning Sustainability Leader, shortlisted for VERT and Essex Embodied Carbon Policy work winning Runner up</li> </ul> | <ul style="list-style-type: none"> <li>• Work with the Natural History Museum to assist them in feeling confident about publishing the exhibition data to enable others to learn from the process</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Business:</b> Continued to evolve the services capabilities, messaging and communications, evolving towards resilience and material efficiency/ build lean</li> </ul>  | <ul style="list-style-type: none"> <li>• Build Lean being tested with Landsec as a valued client and an event to be organised around this</li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>Business:</b> Started work on a digital, centralised Sustainability Dashboard</li> </ul>   | <ul style="list-style-type: none"> <li>• Finish development and test/ implement the Dashboard across the business</li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>People:</b> Louisa reappointed as Mayor's Design Advocate (MDA) and appointed to NZCBS Governance Board</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>• <b>People:</b> Dewi has coordinated the Carbon Clinics programme for Architects Climate Action Network (ACAN) and is on the steering group for the Heads of Sustainability network</li> </ul>                                     |  |
| <ul style="list-style-type: none"> <li>• <b>People:</b> Studio by studio regenerative design workshops</li> </ul>  | <ul style="list-style-type: none"> <li>• Organise four RIBA climate literacy CPDs to cover aspects people feel less confident with including briefing and empowerment to challenge</li> </ul>                |
| <ul style="list-style-type: none"> <li>• <b>People:</b> Collaborated with the EDI group to see if we can coordinate our activities and strategy more effectively</li> </ul>  | <ul style="list-style-type: none"> <li>• Coordinate implementation plans following the Business Plan launch. Collaborate on programmes like Climate Change, All Change engagement for schools</li> </ul>     |

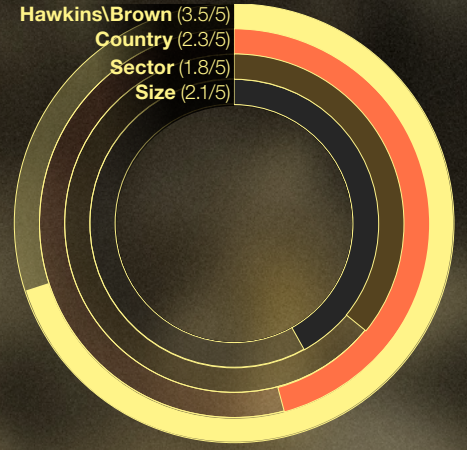
| What we've done (past 12 months)  | What we're going to do (next 12 months)  |
|---|--|
| <ul style="list-style-type: none"> <li>• <b>People:</b> Identified collective ownership as a way of ensuring everyone at Hawkins\Brown champions regenerative and sustainable practice</li> </ul>   | <ul style="list-style-type: none"> <li>• Work with HR on training, skills matrices, recruitment, induction, and empowerment support</li> </ul>                     |
| <ul style="list-style-type: none"> <li>• <b>Other:</b> Wrote three modules for the CIBSE accredited Life Cycle Carbon Assessment (LCA) assessor training. The key message was that LCA should be a design tool and not just a reporting exercise in order to make meaningful emissions savings</li> </ul> | <ul style="list-style-type: none"> <li>• RIBA have asked us to contribute to their CPD programme again in 2026</li> </ul>  |
| <ul style="list-style-type: none"> <li>• <b>Other:</b> Continued to campaign for embodied and whole life carbon regulation</li> </ul>   | <ul style="list-style-type: none"> <li>• Share evidence from the Embodied Carbon Summit report and take part in NPPF PM13 and FHS, next steps campaigns</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Other:</b> Evidence base work to propose and support ideas for the new London Plan as part of consortium</li> </ul>   | <ul style="list-style-type: none"> <li>• Monitor policy outcomes</li> </ul>  |

St Mary's Catholic Voluntary Academy in Derby is the first purpose built biophilic primary school in the UK, and one of three projects that we submitted to the Net Zero Carbon Building Standard pilot testing programme



# Customers

How we serve and look after our customers



| What we've done (past 12 months)   | What we're going to do (next 12 months)  |
|--|--|
| <ul style="list-style-type: none"> <li>• <b>Inclusive Design:</b> Completed a 'pilot project' for exemplary accessible and inclusive workplace and presented a CPD to Scottish Government on best practice to Inclusivity and Accessibility</li> </ul> | <ul style="list-style-type: none"> <li>• Develop an Inclusive Workplace Design Guide for Scottish Government to inform all future workplace projects</li> </ul>  |
| <ul style="list-style-type: none"> <li>• <b>Community Consultation:</b> Undertaken public and community consultation on numerous projects (eg Regis Road, Chinatown, The Social Hub)</li> </ul>  | <ul style="list-style-type: none"> <li>• Review feedback from recent consultation events. Evaluate how future events could be enhanced for greater reach and impact to their communities</li> </ul>  |
| <ul style="list-style-type: none"> <li>• <b>Customer Satisfaction:</b> We have rebuilt our Customer Satisfaction Survey process to ensure we are getting timely and relevant feedback from our clients</li> </ul>                                      | <ul style="list-style-type: none"> <li>• Increase level of engagement and ensure that all feedback is regularly reviewed by our Ops Board with key lessons learnt to be shared with the wider practice</li> <li>• Migrate more of our data to cloud-based services that will increase our business resilience and enable us to introduce additional layers of cyber security to protect our customers' data even better</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Post Occupancy Evaluation:</b> Prepared a Post Occupancy Evaluation (POE) for the Scottish Government pilot project</li> </ul>   | <ul style="list-style-type: none"> <li>• Identify opportunities for further POE studies to better understand implementation of projects and how they can inform improved customer service</li> </ul>   |

| What we've done (past 12 months)   | What we're going to do (next 12 months)  |
|--|--|
| <ul style="list-style-type: none"> <li>• <b>Customer Targets:</b> Updated our list of target clients across all sectors and regions and shared this with the whole practice via the 12-month Sector and Studio Plans that are appended to our 2026-2030 Business Plan</li> </ul> | <ul style="list-style-type: none"> <li>• Focus on building relationships, understanding client needs and securing new projects from the target clients identified in each 12-month Plan and report back to the business at the end of the year on key achievements, trends and next steps</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>New Services:</b> Developed expanded skills and service offering including landscape design, foresight, design management and space optimisation to support client needs and strengthen our 'offer'</li> </ul>                       | <ul style="list-style-type: none"> <li>• Consolidate and expand our core and additional services to grow our landscape design skills and capacity, and position for new work across with greater diversity of role and scope</li> </ul>  |
| <ul style="list-style-type: none"> <li>• <b>Risk Management:</b> Undertaken a strategic practice risk review with external consultancy</li> </ul>  | <ul style="list-style-type: none"> <li>• Embed a proactive approach to risk awareness and management across the practice, including regular reviews at senior management level</li> </ul>  |



We've undertaken public and community consultation on numerous projects up and down the UK and Ireland

# Case study: The regeneration of Agar Grove

## Creating the largest Passivhaus development in the UK

At Agar Grove, we are driving the delivery of Passivhaus-certified buildings at scale in an urban environment, creating homes that dramatically reduce energy consumption while improving comfort for residents.

This commitment to sustainability is matched by the attention to placemaking; designing streets, courtyards, and shared spaces that foster a sense of belonging and encourage social interaction.



70%  
REDUCTION  
IN RESIDENTS'  
HEATING BILLS



496 HOMES

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## Creating the largest Passivhaus development in the UK



I am proud to endorse Hawkins\Brown and Mae for their exceptional work over the past 13 years. Our collaboration began with the **ambitious regeneration** of the Agar Grove Estate, a project that has become a **benchmark for sustainable, resident-focused design**. From the outset, they demonstrated an ability to combine **architectural excellence** with commercial pragmatism, ensuring that this complex scheme delivered both financial viability and **transformative outcomes for the community**.

Over the years, we have seen their work evolve with **integrity and attention to detail**. Each phase has stood the test of time, **enriching the communities** it serves and **reflecting the values we hold dear**. Hawkins\Brown and Mae have been more than architects; they have been **trusted partners** in shaping the identity of our organisation and the lives of countless residents.

**Michelle Christensen**  
Technical Design Manager  
London Borough of Camden





Blair Lane

Hawkins\Brown

London  
Manchester  
Edinburgh  
Dublin  
Toronto