

ANNUAL REVIEW 2017





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MESSAGE FROM THE CEO

JAMES TALMAN



“The planned continued development of the NFRC into a broadly recognised professional body has and continues to be at the forefront of our objectives.”

DEAR MEMBERS

ON BEHALF OF ALL STAFF AND OFFICERS OF THE NFRC, I WOULD LIKE TO THANK YOU FOR YOUR CONTINUED SUPPORT IN 2017. WE HOPE THE YEAR WAS PROSPEROUS FOR YOUR BUSINESS AND ALL THOSE ASSOCIATED WITH IT.

I am conscious that a large number of our members may not have been able to meet or attend one of the many functions and events held across the country. Obviously the internet plays a major role in our ability to reach all members, but I also believe the printed word is not dead and I hope you will find this update both informative and interesting.

It is nearly two years since I became Chief Executive and the time has flown. As in all businesses there is what is planned, emerges and comes out the blue. The great thing about this job is virtually never one day is the same. We are fortunate enough to have a relatively large membership across the British Isles and whilst to the outsider ‘a roof is a roof’ clearly we are about ensuring all types of roofing are reflected in what we say and do.

The planned continued development of the NFRC into a broadly recognised professional body is and continues to be at the forefront of our objectives. I have said on many occasions that I am proud to represent an organisation whose members demonstrate outstanding workmanship and professionalism. Our collective commitment to continued pursuit of quality and its recognition was rewarded recently with the CITB’s approval of a £4.5 million project for the NFRC to develop an accreditation programme on behalf of the roofing industry. This initial four year programme to accredit 5,000 skilled roofers is a major landmark for the NFRC and its members, and you will be hearing how we intend to develop this scheme over the coming year.

For any scheme to work, it requires the recognition of building owners and other specifiers to see the value, and for them to have confidence in wanting to adopt it in their procurement. That is a key objective for us. Overall as a business

both centrally and regionally we must increase our engagement with these stakeholders pointing out the benefits of using NFRC members. We are lobbying hard at Westminster for this recognition and in the devolved nations.

A tragic item for the construction industry was the Grenfell Tower fire and its consequences in tower block and rainscreen cladding design. Members engaged in this specialisation helped to framework our response to task groups and the Hackitt Review of Building Regulations and Fire Safety. The interim report produced by Dame Hackitt points clearly to the importance of competent, qualified personnel in the installation of systems associated with fire prevention. Clearly roofing and cladding fit into both categories and the accreditation programme will be a clear demonstration of an industry regulating itself and not being imposed on by external forces.

An emerging item was the repositioning of the CITB as a facilitator for training through identifying skills needs, helping to develop standards and being the showcase for recruitment into the construction industry. This places a clear emphasis on the roofing industry to have state of the art training to encourage new entrants into our sector. We want to engage with all professional providers of training to ensure that we can fulfil our obligations to our members wherever they are located.

Another item which emerged in the year was the need to bring the NFRC’s articles and constitution up to date to reflect a contemporary not for profit trade association. This process has involved the establishment of a Risk Advisory Group formed of members and co-opted members of the Board who have been advised by Bates Wells Braithwaite our legal advisors. As I write, the drafts are being



reviewed by the regional committees. All members will be asked to vote on adopting the final proposals at a national AGM held prior to the UK Roofing Awards on the 11th May 2018.

Some of the articles in this update will highlight the activities and actions which have and are ongoing to continually improve the NFRC. These have included in no particular order: a very successful UK Roofing Awards at the Park Plaza Westminster Bridge last May including celebrating the NFRC's 125th anniversary; a revamped suppliers conference at the Institute of Directors in November; several exhibitions; regional events and AGMs.

The NFRC also participated at the International Federation for the Roofing Trade Conference and Awards, and continues to actively represent our members and the wider sector on all key activity groups and bodies such as Build UK, the Competent Persons Forum, Trustmark, Construction Industry Joint Council and the Construction Products Association.

We have also refurbished our offices in London, carried out awareness campaigns on safe working, refreshed our technical committees, introduced a new user friendly CompetentRoofers website and hosted a showcase event for the industry at Westminster. No doubt I have missed some items but I trust this provides a flavour of activity.

Politically we are all too aware of the testing times we are in. However, we start the year with greater certainty. Phase 1 of Brexit has been completed with the terms of financial settlement established, the guarantee of rights of the three million EU

citizens in the UK and the ECJ continuing to have a role in overseeing the rights of EU citizens in the UK for eight years after withdrawing. Forecasts for UK construction in 2018 are typically seen to be challenging, with a heavy reliance on publically funded infrastructure projects actually happening. I would suggest that generally this has an indirect effect on member workloads. Better news is the promise of increased housebuilding. Inflation appears to have levelled which is an important indicator for domestic refurbishment. On a macro level it is essential that we help to showcase the NFRC membership, to help to demonstrate our importance to the UK economy both domestically and in international markets that Brexit opens up.

It is important to remember those who have passed over the past year who have played a major role in the NFRC's development. These include Sir Michael Latham our Patron and passionate supporter, and past Presidents Ken Smith and Anthony McCarthy. Our condolences to their families and to all others who have a lost a loved one associated with the NFRC.

Finally, may I thank Andy King our President for his support, our Board, regional managers and staff, and all the volunteers who give up their time to serve the NFRC on committees or other activities.

Have a great 2018.

James Talman
Chief Executive

MANIFESTO

THE NATIONAL FEDERATION OF ROOFING CONTRACTORS (NFRC) URGES THE GOVERNMENT TO AGREE TO SUPPORT ITS CAMPAIGN TO PROFESSIONALISE THE UK ROOFING INDUSTRY.

- Support for an accredited roofing sector, enabling through assessment those employees with existing skills, knowledge and experience, to be officially recognised.
- The Government's commitment to using only accredited roofing professionals on all public funded projects and to encourage uptake across the overall built environment.

THE BROADER BENEFITS FOR ADOPTING AN ACCREDITATION SCHEME INCLUDE: -

- Assurance of the competency of the installer and all associated personnel. Clear differentiation between the professional accredited roofer and the opportunistic 'cowboy' element which undermines the reputation of the overall sector.
- Improved productivity and lower defects.
- Regulated well-being of all employees in the programme.
- Formalised complaints and whistle blowing procedures to protect client confidence.
- Creating clear career paths and establishing the industry as aspirational in a competitive recruitment market, which will only be accentuated in our post-Brexit economy.
- Providing an opportunity for all associated professional trade bodies and industry training providers to work to a common purpose.
- The industry demonstrating to government that it has ownership of its training needs, delivery and standards.
- Harmonising innovation in digital technology to improve working practices.

The NFRC is committed to raising the profile of the roofing industry with a concerted campaign to garner support from the Government and key stakeholders. With your support, we can realise accreditation for our sector which will ensure healthy future prospects for your company and the industry at large.

ACCREDITATION

Plans to create an accreditation to protect and support the growth of the roofing industry were announced at the annual NFRC Suppliers Conference.

NEW ACCREDITATION SCHEME

SET TO BRING SKILLS BOOST TO THE ROOFING INDUSTRY

Plans to create an accreditation to protect and support the growth of the roofing industry were announced at the annual NFRC Suppliers Conference on Tuesday 21st November.

The accreditation, the result of a collaboration between the National Federation of Roofing Contractors and the Construction Industry Training Board (CITB), aims to create a recognised industry installer standard.

James Talman, Chief Executive of the NFRC said: "I am pleased to officially announce that the CITB has reached agreement with the NFRC to launch an accreditation scheme for the UK roofing sector."



anticipate the scheme benefits would be supported across all specialist federations, professional training providers and other relevant stakeholders."

The programme of delivery for the accreditation, which has received CITB funding, will be directed by Jon Vanstone, chair of the Competent Person Forum and Trade Association Forum.

THE INDUSTRY RECOGNISES THAT IT IS FACED WITH AN AGEING WORKFORCE, STRUCTURAL CHALLENGES WHICH LIMIT ITS PROFESSIONALISM, AND LACKING CAREER PATHS.

"COLLABORATION IS KEY TO THE SUCCESS OF THIS PROGRAMME AND WE WILL BE LOOKING TO WORK TOGETHER WITH REPRESENTATIVES ACROSS THE INDUSTRY TO ENSURE IT IS OF VALUE."

"Our aim is to address these issues and make sure roofing contractors have the support they need to achieve accreditation and have the standard universally recognised."

Mark Noonan, Industry Relations Director at CITB, said the accreditation was focused on engaging with existing and potential contractors to create a career learning programme which would inspire and motivate.

He said: "The CITB is placing its support with the NFRC to create the sustainable demand for professional roofers in the built environment, and by doing so ensuring that employers and clients benefit from an accredited workforce. We

He has worked on accreditation schemes with a number of different industries since 2003, most recently with the glazing sector.

He said: "This is an incredibly exciting step forward for the roofing industry and with engagement across the board it could change the perception of a career in roofing and encourage more people into the sector."

The accreditation will be officially launched in 2018.



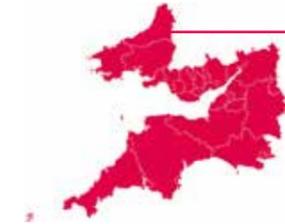


Peter Treacy, Chairman
Scottish Region Committee

During 2017 the NFRC website was updated to host pages from each of our seven regions. These pages provide an additional resource to members and feature details on latest news, events and activities undertaken by the region and contact details for our Regional Managers and Chairs.

MEET THE REGIONS

SOUTH WEST REGION



REGIONAL MANAGER
Mark Spragg

T: 02920 617949
E: southwest@nfrc.co.uk
W: www.nfrc.co.uk/south-west

LONDON AND SOUTHERN COUNTIES REGION



REGIONAL MANAGER
Bernard Delahunty

T: 01932 230164
E: bernard@nfrc-lsc.co.uk
W: www.nfrc.co.uk/london-southern-counties

NORTH WEST REGION



REGIONAL MANAGER
Steve Laurence

T: 07764 333998
E: stevelaurence@nfrc.co.uk
W: www.nfrc.co.uk/north-west

MIDLANDS REGION



REGIONAL MANAGER
Melvyn Evans

T: 01949 875152
E: midlands@nfrc.co.uk
W: www.nfrc.co.uk/midlands

SCOTTISH REGION



REGIONAL MANAGER
John McKinney

T: 01721 729309
E: fss-ltd@btconnect.com
W: www.nfrc.co.uk/scotland

YORKSHIRE & NORTH EASTERN COUNTIES REGION



REGIONAL MANAGER
Andrew Turnbull

T: 01423 868906
E: yorkshire@nfrc.co.uk
W: www.nfrc.co.uk/yorkshire-north-east

IRISH REGION



REGIONAL MANAGER
Martin Cushnahan

T: 07504 845543
E: martincushnahan@hotmail.com
W: www.nfrc.co.uk/northern-ireland
Replaced Geoffrey Parkinson, who retired in January 2018

TECHNICAL & TRAINING



Over 2017/18 the NFRC has produced and partnered on a wide range of publications and guidance documents covering numerous roofing disciplines and issues.



HEAD OF TECHNICAL AND TRAINING SERVICES
Bob Richardson



TECHNICAL MANAGER
Gary Walpole



TRAINING MANAGER
Simon Dixon

The refreshed technical committees met for the first time at the end of 2017, with a mix of existing and new members, covering the broad spectrum of disciplines that make up the Federation.

These initial meetings agreed on the issues that required immediate action, such as fire guidance and the upcoming revision of HSG 33. We also took suggestions from members on areas for the committees to explore, with a range of topics discussed from new marketing opportunities to modern technology.

In addition, it was agreed that any new focus group requiring set-up would be chaired by a committee member and would involve other NFRC members from our regions. These members may not presently sit on the committees, but have a vested interest in the subject.

This renewed motivation, in conjunction with an open and honest dialogue, enhanced engagement with the members; and defined goals and objectives, continues our technical commitment of NFRC throughout 2018.

During 2017/18 the NFRC has produced and partnered on a wide range of publications and guidance documents covering numerous roofing disciplines and issues. Highlights include:

- Blue Roofs Guidance
- Safe2Torch
- Green Roof Market
- Commercial Drone Operation

Members can download these documents from our website: www.nfrc.co.uk

The Basic Competency Programme (BCP) delivered by our member manufacturers is gaining momentum and proving to be a great success. The manufacturer training is delivered in all roofing disciplines across the country, and can be the first step towards a formal qualification. There are four key Roofing Federations involved in the delivery of these courses, so there is an opportunity for roofing companies and their employees to diversify and up-skill. Each of the courses has been mapped against the relevant National Occupational Standards, so a proportion of the evidence gained from the course goes towards an NVQ.

So far, approximately 1800 learners have taken part in the training, which along with the Working at Heights Health and Safety test, allows the learner to apply for a CSCS Experienced Worker Card. This in turn can progress to a Blue CSCS card on achievement of an NVQ. As a CITB Levy paying company you can also claim short course funding.

NFRC supplier members who would like to get involved in the scheme should contact: helpdesk@nfrc.co.uk

We will be pleased to discuss qualifying requirements and provide assistance on becoming an officially recognised training provider for the programme.

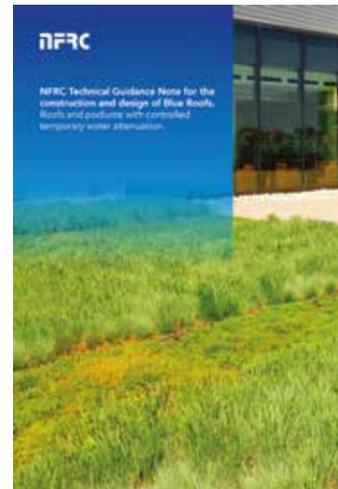
TECHNICAL GUIDANCE NOTE FOR THE CONSTRUCTION AND DESIGN OF BLUE ROOFS

A specially formed committee of the NFRC Joint Flat Roofing Technical Committee, was tasked to produce notes on Blue Roof construction and provide information for members and specifiers.

A Blue Roof is a Flat Roof, designed to allow controlled attenuation of rain fall during heavy and storm events as part of a Sustainable Urban Drainage Systems (SUDS) good practise policy, replicating the natural environment or improving the built environment. A Blue Roof will treat and release the water at a managed and controlled rate directly into the sewers waterways and river systems.

Fundamental to this guidance is the principal that a Blue Roof should not be considered as a water storage solution. No British or European standard covers this type of application at the present time.

NFRC Technical Guidance for the construction of Blue Roofs



SAFE2TORCH

The purpose of this guidance document is to promote Safe2Torch specification writing at the initial survey and design stage, and a safe system of work when using propane gas torches for the application of roofing membranes and the drying of roof surfaces.

Those who potentially create risks have a responsibility to manage those risks – placing the ownership of potential fire risks in the right place is the main message of Safe2Torch. Therefore, it is essential to make sure all fire risks are identified at the survey stage and factored in to the specification before it is written. This means that where any fire risk has been identified, or, just as importantly, where it cannot be ruled out, then the relevant parts of that specification must default to torch-free solutions. If, subsequently, it can be demonstrated that an area is safe (e.g. when uncovering an area on a refurbishment project) then the specification can, if agreed between all parties, revert to torch application.

The Safe2Torch campaign is designed to support specification writers to comply with the Construction Design and Management Regulations 2015, and ties in with the HSE's led 'Helping Great Britain Work Well' strategy which promotes a safer and healthier working environment.

www.nfrc.co.uk/safe2torch

Guidance for the safe installation of torch-on reinforced bitumen membranes and use of gas torches in the workplace



Checklist form



UK GREEN ROOF MARKET REPORT

Green roofs have become a mainstream technology over the last ten to fifteen years in the construction industry. This has partly been in response to environmental concerns associated with climate change adaptation, a greener approach to construction and the need to consider biodiversity within the built environment.

A report completed in July 2017 and launched at City Hall shows market growth of 17% year on year – both nationally and in London, where 42% of the market currently is focused. But as the report also points out, there is huge potential to grow the market not just in London but in urban areas across the UK.

The growth of UK green roofs is helping to make the construction industry greener – and our cities healthier, more prosperous and resilient to climate impacts.



Green Roof market assessment report

MEMBERS GUIDE TO COMMERCIAL DRONE OPERATION

Working in partnership with the Association of Remotely Piloted Aircraft Systems UK (ARPAS-UK), this document, exclusively for NFRC members is a one stop shop for key information.

ARPAS-UK works closely with the industry regulator CAA (Civil Aviation Authority) and Government departments to influence and ensure that the regulatory framework for the safe and professional operation of remotely piloted aircraft is fit for purpose and encourages best practice.

NFRC members are entitled to training, software, insurance and retail discounts.

For more information, visit the members site on: www.nfrc.co.uk

Guidance to commercial drone operation



MEMBERSHIP



HEAD OF MEMBERSHIP
Mike Wharton



COMPETENTROOFER
BUSINESS MANAGER
Rebecca Healy



COMPETENTROOFER
TECHNICAL MANAGER
Peter Worthington

NFRC promotes member companies to the domestic, commercial and industrial contracts market in the United Kingdom and Ireland via the NFRC website, national and local trade press and through recommendations by Regional Managers. In fact, our website sees over 20,000 visits a month with contractor and supplier searches being the most popular.

There is a regional point of contact for every member company, and through their Regional Manager, the NFRC is on hand to provide any advice and assistance on any technical, training or business related issues.

A member contacted us to say they were owed £50k by a small main contractor and the funds were being withheld due to an apparent issue with a parapet wall. Our Regional Manager alongside the regional committee, looked at the contract, worked out that the main contractor was in breach in several areas, took it up directly with the main contractor (with the member's approval) and the money was not only approved, but paid within 72 hours.

Many councils in the UK already insist on NFRC membership as a condition to tender for roofing works. They recognise the value in our requirement for all members to be inspected in compliance with NFRC and British Standards. Further, they appreciate the impartial advice that a body such as the NFRC can provide.

The membership team has also undertaken a number of key projects this past year, including a review of CompetentRoofer, and a restructure of one of our key policy committees, the Roofing Suppliers Group.

A member contacted us when his client told him the work would not be paid for unless he could provide a suitable IBG. When the work was originally quoted some 12 months earlier, the manufacturer of the product had its own IBG in place, but in the intervening period, that IBG was dropped. The works were complete and came to the contract sum £180,000. The NFRC were able to resolve the situation and ensure an IBG was provided, with the firm being paid in full.

In April 2017 our accreditation for CompetentRoofer was renewed with a highly positive message of both cooperation and compliance from UKAS. So far we've run a number of CPD courses for our CompetentRoofer auditors, including BS 5534, GRP, Single Ply and shortly, H3 (Rainwater) of Building Regulations. We undertook a change in how those roof audits are carried out. Since March our audit team now undertakes CompetentRoofer audits using a wholly digital platform, iAuditor, via tablet. Our unique partnership with iAuditor will ensure that there is consistency of data across the scheme and will enable us to help members with their training requirements and compliance.



The last twelve months has seen the creation of a dedicated membership team which covers both NFRC and our Government authorised, third party accredited refurbishment scheme, CompetentRoofer.

MARKETING & COMMUNICATION



THE LAST 12 MONTHS HAS SEEN CONSIDERABLE DEVELOPMENT OF THE NFRC MARKETING AND COMMUNICATION DEPARTMENT

The team has been involved in a number of high profile events and projects all designed to bolster the reputation and reach of the NFRC, communicating the key messages of the organisation to our stakeholders.

Among these was the UK Roofing Awards, which had the highest turnout to date with more than 800 guests in attendance. We have played an important role in establishing this award scheme as a staple in the industry which highlights outstanding standards of workmanship and safety. This year this was cemented by the inclusion of additional categories to enter. Our communications department secured press coverage in a number of trade publications and regional media about the awards, underlining just how well-respected this accolade has become. It also led to the crowning of Rowlands Roofing as Roof of the Year for Quintain House.



HEAD OF MARKETING AND COMMUNICATIONS
Amanda Brackey

This year the NFRC celebrated its 125th anniversary and we used this incredible landmark as a focal point for our marketing and communication planning. We commissioned a special video celebrating 125 years of the National Federation of Roofing Contractors (NFRC), detailing the history, background and growth of the organisation from its humble beginnings in 1892 to the present day. Working on this video led to the creation of further videos for the NFRC this year – all designed to demonstrate the extensive benefits there are to becoming a member. We recognise that online video has become a vital component in communication and is proving to be a powerful marketing tool so we will continue to develop branded video content for the NFRC in 2018 and beyond to help us connect with our members and potential members.

The NFRC produced a manifesto for the first time in 2017. This was key to our marketing strategy, giving us very clear direction for our communications. The manifesto urged the incoming government to agree to support its campaign to professionalise the UK roofing industry. This has largely focused on gaining support for an accredited roofing sector, enabling through assessment those employees with existing skills, knowledge and experience, to be officially recognised, to provide a foundation for upskilling existing workers, and to launch a career path for new entrants and apprenticeships. The long-term goal was to use this accreditation to encourage uptake across the overall built environment but we are making excellent headway already.

In fact, we were delighted to run all the marketing and communications behind a very special announcement at our annual National Federation of Roofing Contractors (NFRC) Suppliers Conference on Tuesday, November 21. Here, our CEO James Talman announced that a new accreditation designed to protect and support the growth of the roofing industry was being launched. The accreditation aims to improve efficiency, upskill the workforce, encourage the use of new technology and attract new talent and is backed by CITB funding. The announcement was widely reported in the trade press. The event itself was extremely well attended and attracted a lot of positive comments.

Other events our team has worked on this year include the ecobuild exhibition where the NFRC hosted a pavilion and chaired a panel session on the subject of offsite construction and the UKCW at which we delivered a Safe2Torch CPD. We also worked on the RCi show where we arranged to chair a debate looking at apprentices and skills within the sector.

In terms of external communications, we have been at the forefront of spreading news on blue roof and green roof guidance and, most recently, on the provision of a document for roofing professionals on using drones after the NFRC linked up with the Association of Remotely Piloted Aircraft. We have also supplied leading industry press with content and comment on our collaboration with the Mates in Mind programme, set up by the Health in Construction Leadership Group (HCLG) with the support of the British Safety Council. This aims to raise awareness and understanding of poor mental health in the construction sector.

We continue to develop and manage the All Party Parliamentary Group for Roofing and our renewal in 2017 saw the largest number of MP members and supporters yet.

Finally, we have been in the initial stages of designing and building a brand new online magazine for the industry sharing roofing news, advice and thought-leadership columns. This should add further value to the activities which we carry out for our members as well as provide a central communications platform celebrating best practice in our industry. We look forward to developing this further in 2018.

www.nfrc.co.uk
www.roofingawards.co.uk



FINANCIAL OVERVIEW

THE NATIONAL FEDERATION OF ROOFING CONTRACTORS LIMITED.
(A company limited by guarantee)

COMPANY INFORMATION

Directors:	Mr A. W. Turnbull Mr A. King Mr C.A. McCorquodale Mr R. M. Mitchell Mr G. C. Penrose Mr S. J. Revell Mr R. A. Soan Mr K. Taylor Mr R. French Mr N. Stamp Mr S. Lennon
Company secretary:	T. M. Cooper
Registered number:	2591364
Registered office:	31 Worship Street London EC2A 2DY
Independent auditors:	RPG Crouch Chapman LLP Chartered Accountants & Statutory Auditors 62 Wilson Street London EC2A 2BU

BALANCE SHEET

(as at 31 January 2017)

	2017 (£)	2016 (£)
FIXED ASSETS		
Tangible assets	86,850	85,770
Investments	6	6
	<u>86,856</u>	<u>85,776</u>
CURRENT ASSETS		
Stocks	-	339
Debtors: amounts falling due within one year	317,241	208,177
Cash at bank and in hand	1,686,779	1,481,836
	<u>2,004,020</u>	<u>1,690,352</u>
Creditors: amounts falling due within one year	<u>(763,153)</u>	<u>(532,097)</u>
Net current assets	<u>1,240,867</u>	<u>1,158,255</u>
Total assets less current liabilities	<u><u>1,327,723</u></u>	<u><u>1,244,031</u></u>
CAPITAL AND RESERVES		
Profit and loss account	<u>1,327,723</u>	<u>1,244,031</u>
	<u><u>1,327,723</u></u>	<u><u>1,244,031</u></u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

STATEMENT OF COMPREHENSIVE INCOME

(for the year ended 31 January 2017)

	2017 (£)
Turnover	1,793,212
Gross profit	1,793,212
Operating costs	(1,688,249)
Operating profit	104,963
Interest receivable and similar income	1,350
Profit before tax	106,313
Tax on profit	(22,621)
Profit for the financial year	83,692

GET INVOLVED!

The NFRC wants your feedback and ideas on how we can continually improve our offer. Call: 020 7638 7663 or email: helpdesk@nfrco.co.uk and we will be in touch.

National Federation of Roofing Contractors
31 Worship Street
London
EC2A 2DY

020 7638 7663
www.nfrco.co.uk
@TheNFRC