

jestico + whites

B Corp **Impact Report** **2025**

Certified



Corporation

Contents

	Journey to certification	4
1	Environment	8
	Carbon Reduction Plan (FY23/24)	10
	Sponsorship of the UK Net Zero Carbon Buildings Standard	12
	JESCA	14
	Climate literacy survey	16
	Training approach	17
	<i>School Stories</i> and post-occupancy data collection	18
2	Governance	20
	Mission lock	22
	Vision and Values B Corp review and alignment	23
	London Good Work Standard	23
3	Workers	24
	Studio culture	26
	Employee wellbeing and support	28
	EDI champions and training	29

B Corp Impact Report 2025

4	Community	30
	Continuing outreach activities	32
	New initiatives	34
5	Customers	36
	Continuing client care surveys	38
	Continue improvement log	38
	<i>School Stories</i> round table	38
	Featured project	40
6	Looking ahead	42
	Environmental stewardship and circularity	44
	Justice, equality, diversity and inclusion	44
	Community	44

Journey to certification

As one of the first practices to adopt an employee ownership structure, Jestico + Whiles has always recognised the importance of community, alongside our social and environmental responsibilities as architects and designers. Our established practice values have always seemed closely aligned with those of the B Corp movement: we value great design, one another, and the world around us – now and in the future.

Our certification as a B Corp coincided with twenty years of employee ownership, and the ethos of the practice was recognised as we joined a global community of businesses committed to positively impacting all people, communities and the planet. Certification underlined our practice's commitment to accountability, transparency, social responsibility and environmental stewardship.

Our journey through the B Corp Impact Assessment process was both interesting and demanding. The thoroughness of the process, measuring performance across the five impact areas, required robust evidence and detail. In some instances, we found that we might already have been doing something good, but were not necessarily recording it accurately and consistently. The process holds up a mirror, encouraging us to think differently about what impact we're having, and showing us what we're not doing and should be. Ultimately, it drives and inspires change for the better.

Achieving certification was the beginning, not the end, of the journey. We are committed to continuous improvement, with a team of enthusiastic B Keepers working to help develop our business and focus on the impact we can make.

B Corp certification marks the latest milestone in our practice's evolution. We are excited to be officially part of this global movement for change – using business as a force for good. We are proud to present our first Impact Report, setting out what we have achieved in the past year and what we hope to achieve in the future.

71 employees

17 new practice members in the last year

16 nationalities

Practice gender balance:

56 % female

44 % male

Leadership gender balance:

37.5 % female

62.5 % male

8 years average length of service

1,400 training hours

450 outreach hours



The practice celebrating our B-Corp certification in 2024



01

Environment





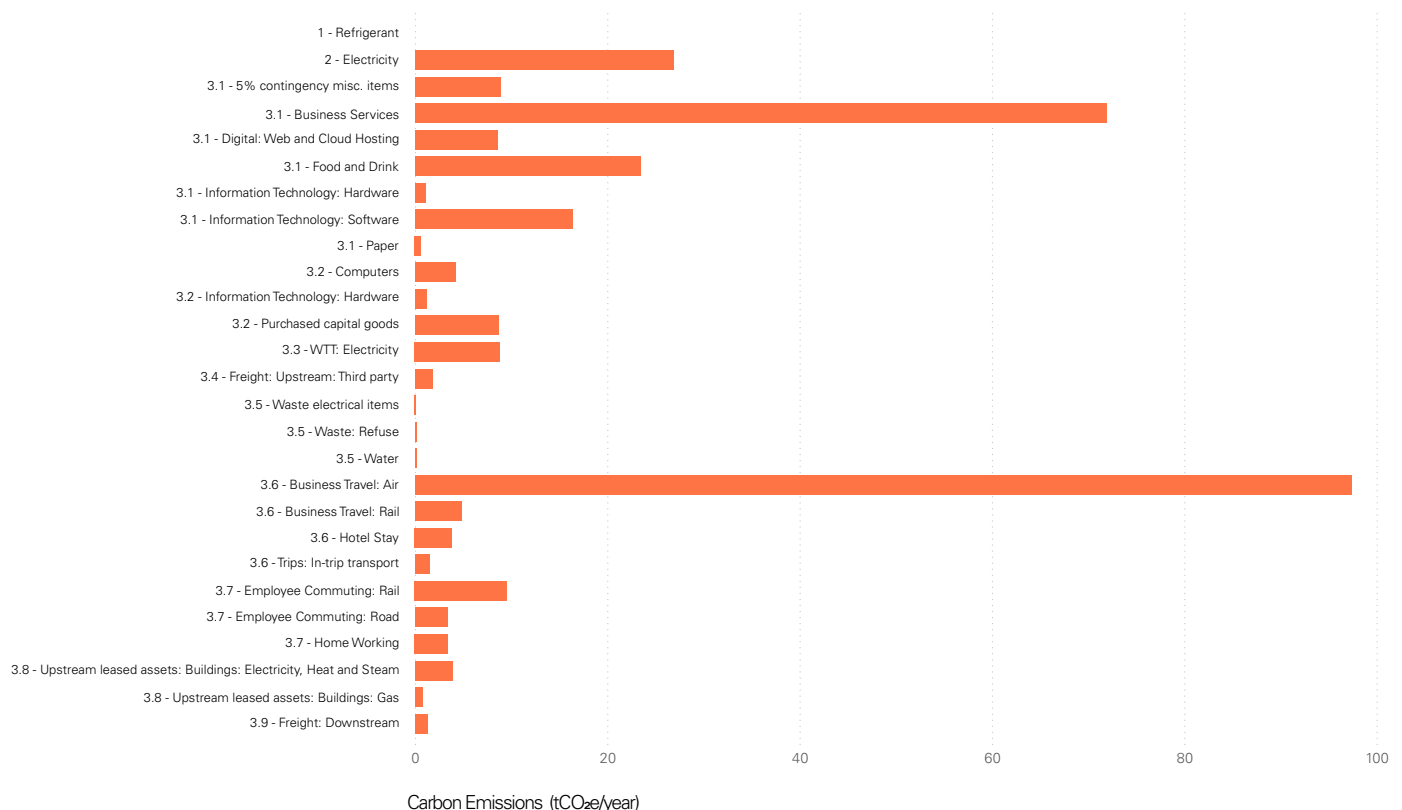
Carbon Reduction Plan (FY23/24)

As part of our ongoing commitment to environmental stewardship and transparency, we have conducted a comprehensive reassessment of the practice's carbon emissions for the financial year September 2023 to August 2024. Following rigorous Greenhouse Gas Protocol procedures and Procurement Policy Note 06/21 guidelines, we have established this period as our new operational emissions baseline, avoiding some of the low numbers experienced during the pandemic.

This decision to reset our baseline from the original 2021/22 assessment reflects two important considerations. First, our previous baseline captured an atypical period during the COVID-19 pandemic when business travel was significantly restricted, resulting in artificially low emissions that did not accurately represent our standard operations. Second, we have substantially

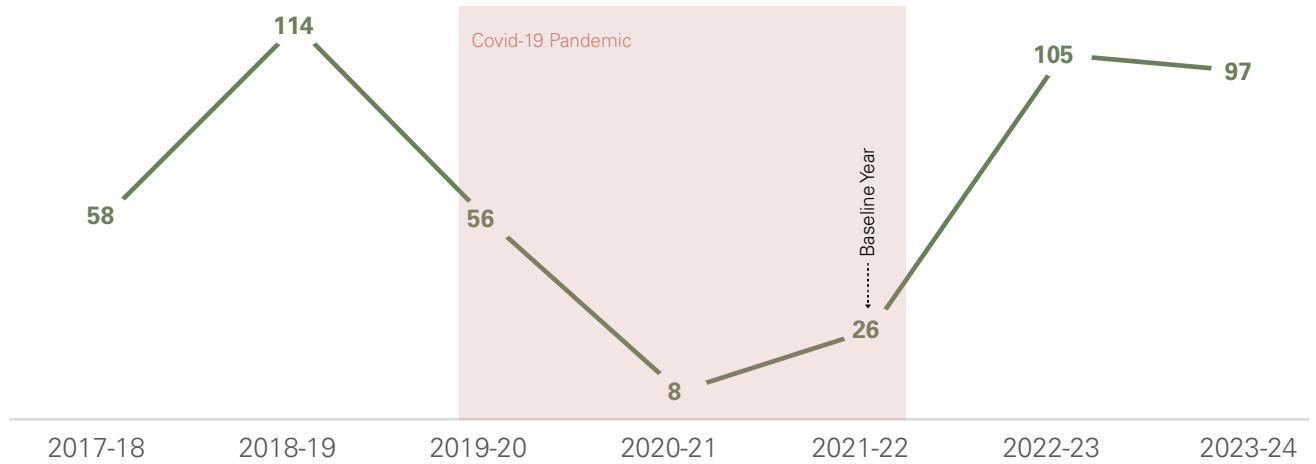
expanded our Scope 3 reporting to include previously unassessed categories such as hired business services, web and cloud hosting, software, and upstream leased assets. This more comprehensive approach provides a clearer picture of our true carbon footprint and establishes a more robust foundation for measuring genuine progress.

Our London operations generated approximately 312 tonnes of CO₂ equivalent (normalised as 4.46 tCO₂e per full-time equivalent employee) during the 2023/24 period, which is linked to our financial accounting period. The most significant contributors to our emissions profile are purchased goods and services, business travel, and electricity consumption (including transmission losses), which together account for 85% of the practice's total emissions.

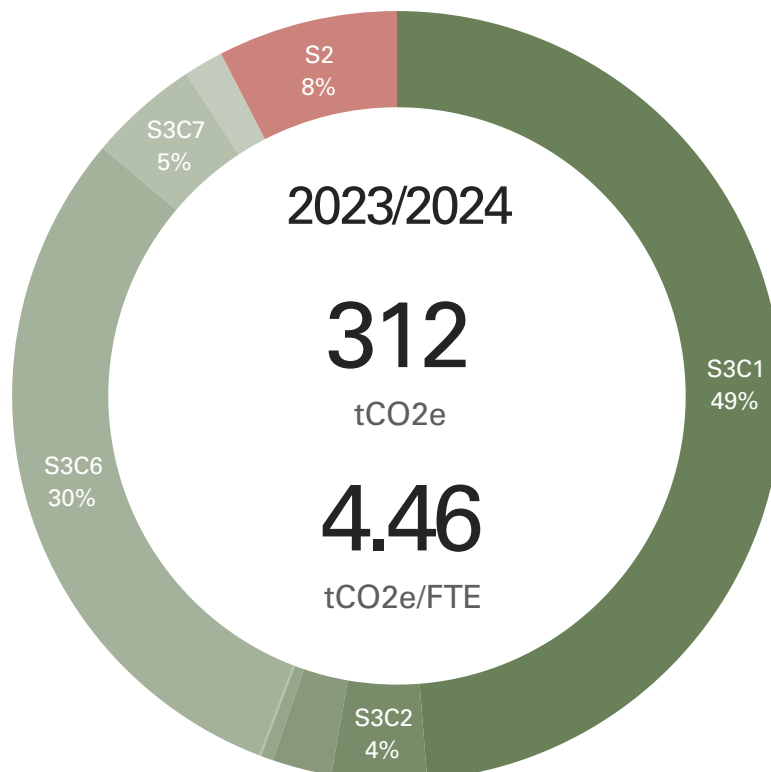


Operational emissions broken down by GHGP scopes and categories

B Corp Impact Report 2025



Flight travel emissions since 2017



Practice carbon footprint, FY23/24

01 / Environment

Sponsorship of the UK Net Zero Carbon Buildings Standard

We are proud to say that our Royal Russell Junior School project in Croydon has been selected as a pilot project for the emerging UK Net Zero Carbon Buildings Standard (UKNZCBS), of which the practice is a sponsor. This important initiative aims to establish a consistent, industry-approved approach to quantifying whole life carbon in buildings.

The new 400-place school embodies Royal Russell's nurturing approach to educational excellence, with our design concept reflecting the 'Russellian Journey' – a child's path through school as foundation for life. The building, due for completion in spring 2026, will provide exemplary teaching spaces and bespoke facilities for science, art and design, music and drama.

Designed to achieve a BREEAM 'Excellent' rating, our approach integrates sustainable architecture with advanced building systems. The material palette prioritises self-finished materials to minimise paints and adhesives, while technical features include air source heat pumps, mechanical ventilation with heat recovery, and rooftop photovoltaic panels. Developed in close collaboration with mechanical engineering consultants Desco, our design is estimated to reduce operational CO₂ emissions by 58%.

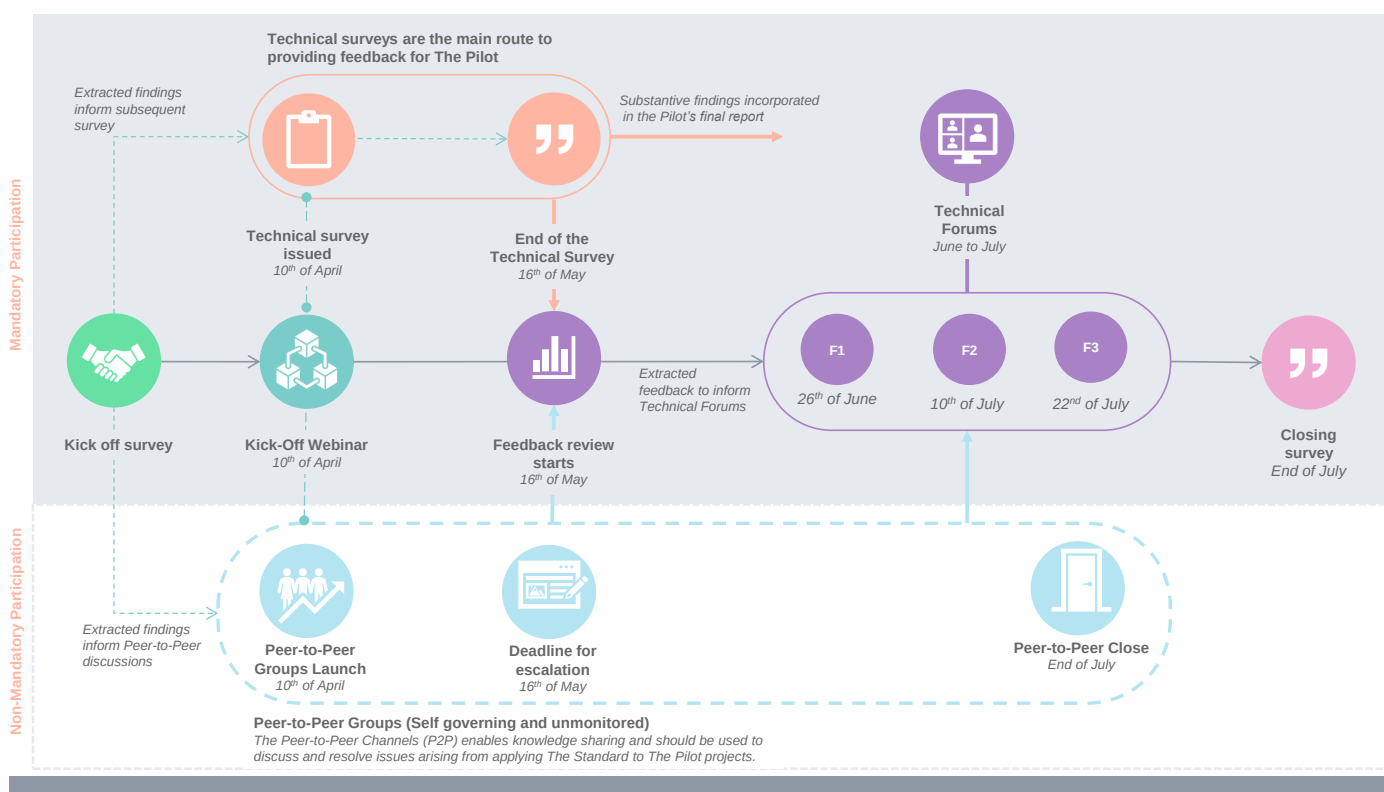
Our participation in the UKNZCBS pilot programme allows us to test our design against emerging net zero standards while contributing to the development of industry practices. We are proud to play a part in shaping how the architecture profession addresses the climate emergency with practical, achievable solutions that maintain design excellence.



UKNZCBS round table, organised and hosted by Jestico + Whiles



Royal Russell Junior School, a pilot project for the emerging UK Net Zero Carbon Buildings Standard



Pilot testing process map and timeline

01 / Environment

JESCA

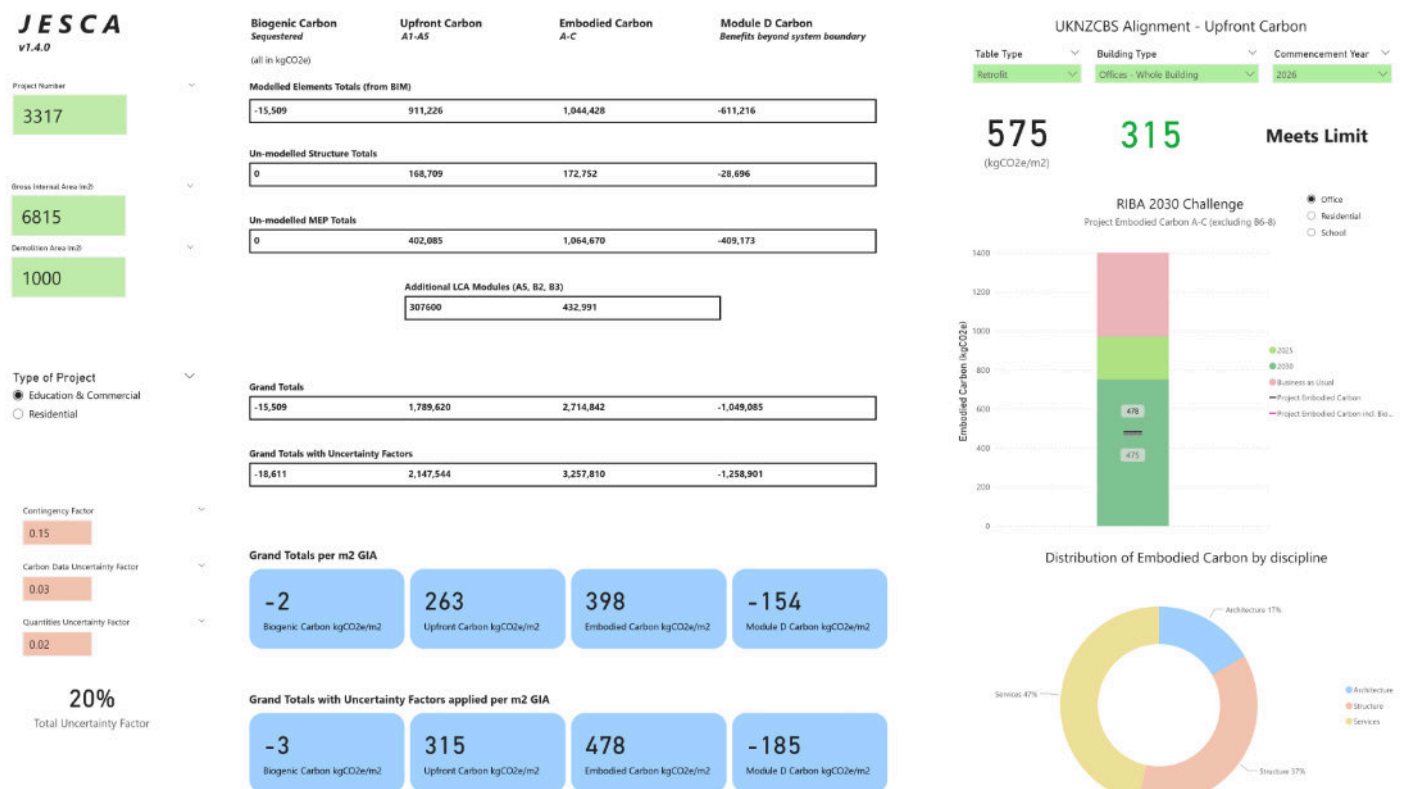
In 2024, we conducted our first Climate Literacy Survey, aiming to gauge sustainability knowledge across the practice and identify obstacles to integrating sustainable design into our work. The survey highlighted two key barriers to embodied carbon modelling: a lack of personal knowledge and established internal workflows. Previously tested software options, including proprietary Revit plug-ins and external server solutions, had proved impractical.

This feedback motivated the in-house sustainability team, Plus Zero, to develop an embodied carbon measuring workflow that would not add extra complexity to the early project stages: Jestico + Whiles Early Stage Carbon Assessment - or JESCA for short.

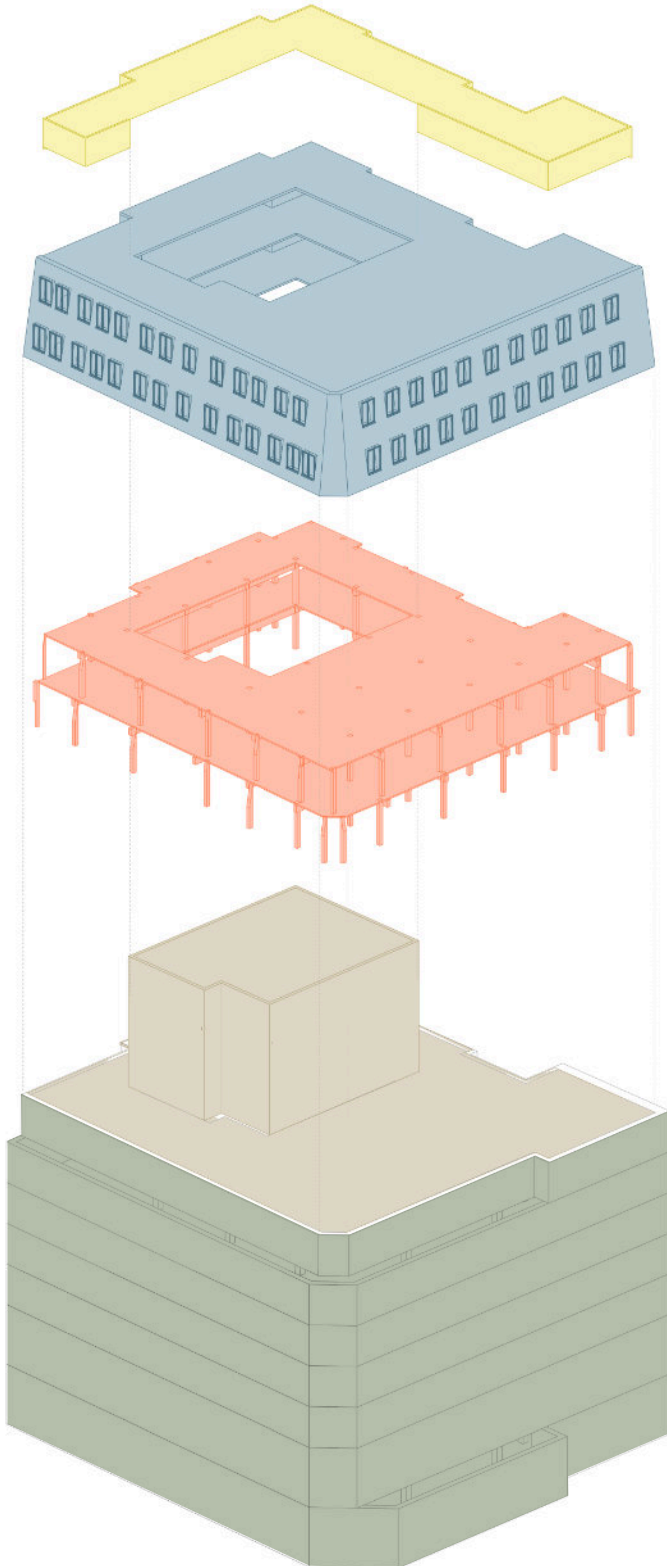
To make this process as seamless as possible, the team started by linking with existing workflows in Revit, the existing building information modelling (BIM) environment. An overhaul of material management allowed us to add key identification parameters, focusing on the most widely used materials and build-ups.

By using the One-Click LCA's material database with the latest data, we can categorise and make additional calculations in line with the latest Royal Institute of Chartered Surveyors (RICS) guidance on whole-life carbon assessment. Once the building model is complete with assigned materials, pre-loaded schedules automatically quantify each component.

A user-friendly and engaging output for both internal and external presentation was essential. The team developed a Power BI project dashboard to visualise embodied carbon figures and allow users to interact with the data in a way that is useful to them. The dashboard offers interactive analysis by material, RICS categories, or discipline, while benchmarking against the RIBA 2030 Climate Challenge and UK Net Zero Carbon Building Standard targets.



B Corp Impact Report 2025



MEP to new floors:

426tCO₂e

62kgCO₂e/m²GIA WLC

Architecture to new floors:

348tCO₂e

51kgCO₂e/m²GIA WLC

Structure to new floors:

298tCO₂e

43kgCO₂e/m²GIA WLC

Structure to new core*:

511tCO₂e

75kgCO₂e/m²GIA WLC

Renovation to existing*:

793tCO₂e

116kgCO₂e/m²GIA WLC

Assumed Demolition/Construction/ Maintenance/Repair:

433tCO₂e

64kgCO₂e/m²GIA WLC

01 / Environment

Climate literacy survey

In 2021, RIBA launched a series of mandatory competency topics for architects and designers, including Health and Life Safety, Climate Literacy and Ethical Practice. RIBA determined that the core competency for architects must encompass a “fundamental level of awareness and understanding of priority subjects for them to be competent to practice and to provide public assurance.”

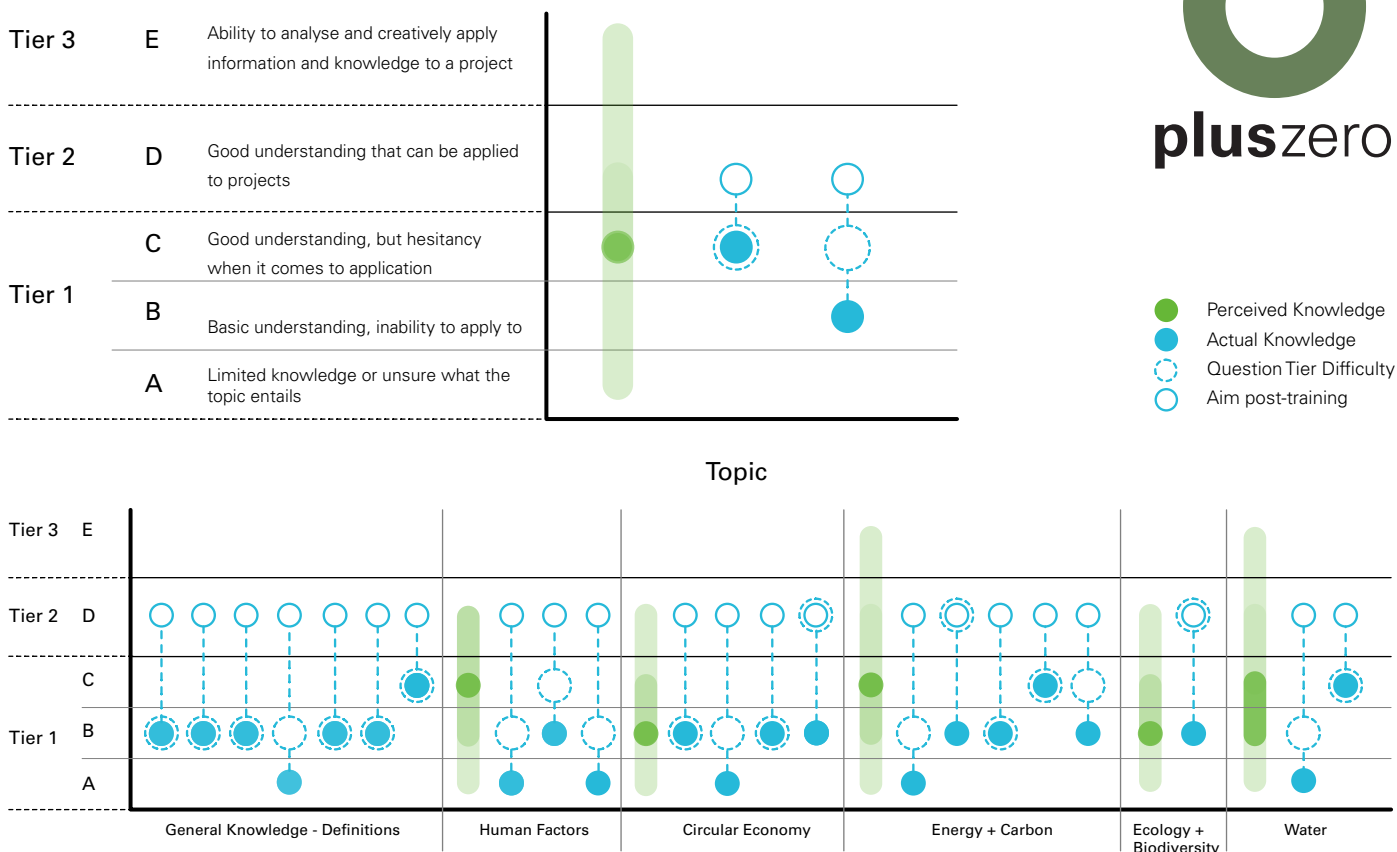
Similarly, in 2024, ARB published competency guidelines outlining the areas in which architects are expected to demonstrate proficiency in their work. The two mandatory topics required for maintaining ARB membership are Environmental Sustainability and Fire and Life Safety.

At Jestico + Whiles, we identified that knowledge of environmental sustainability was inconsistent across the office, owing to the varying sustainability demands of different projects. To design an effective training programme to address this, it was necessary to assess the existing level of this knowledge, and we determined that this would be best achieved through a survey of staff climate literacy.

To develop the survey, we drew on resources such as the Architects Declare Practice Guide and the RIBA Climate Literacy Knowledge Schedule, using the Climate Framework’s method for categorising knowledge tiers. The results of the survey allowed us to place the office collectively at one of the knowledge tiers, and use the data to tailor training towards topics identified as needing the most attention. As well as asking staff to self-assess their knowledge on key topics, we also tested their understanding.

The survey was required only for fee-earning staff, as they apply their knowledge directly in their project work. 45 staff members took part: an 88% response rate. The results, detailed below, show a collective overall knowledge tier of 1B, with good general knowledge but less understanding of water, ecology and biodiversity. It also showed a wide range of perceived knowledge, with the actual knowledge often lower.

The survey will be conducted on alternate years to track climate literacy development, with the goal of achieving Tier 2 competency across the office.



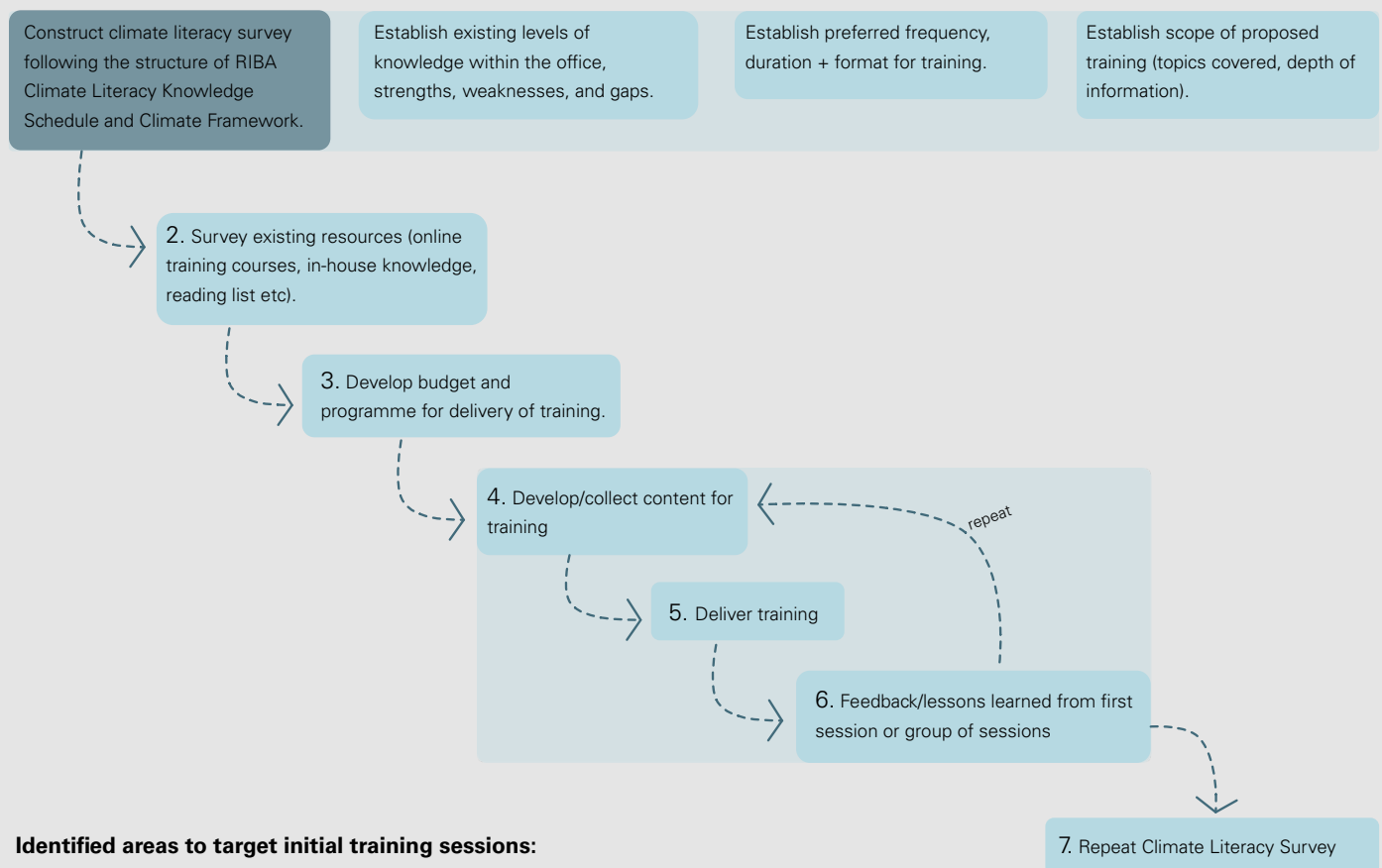
Training approach

The literacy survey has highlighted the complexity of up-skilling an office and the variety of different approaches that will be required to do so successfully. As such, training will fall under three categories:

- Skills based - task based training
- In-depth Knowledge - could include reporting back about something we've learnt or done
- Bite-sized Knowledge - quick recaps, might come before a larger training session to make sure everyone is on the same page before undergoing the training.

Having successfully ascertained the current level of knowledge across the office against the mandatory competency topics as outlined by RIBA, the first step of the office training plan has been achieved. The next steps to be taken are outlined below:

1. Briefing



Identified areas to target initial training sessions:

Circular Economy - Initially requiring a knowledge recap and followed up by a skills based training session specifically on highlighting points at which reuse of existing materials or elements could be feasibility/meaningfully presented to the client for the best possible uptake on the project.

Net Zero Carbon - a knowledge recap on the context net zero targets sit in. Followed by an in-depth session reporting back to the office the UKNZC Building Standard.

Post Occupancy Evaluation - Training split in two: 1. covering methods/process of undergoing a POE, 2. reporting the findings of our own POE study (Schools Stories).

Operational Energy Modelling - A knowledge recap and followed up by a skills based training session using the ZEBRA software.

Embodied Carbon - scored highly in Section 1, but Section 2 lacked in confidence in applying theoretical knowledge, therefore skills training would be beneficial (launching JESCA)

7. Repeat Climate Literacy Survey

- Skills based
- In-depth Knowledge
- Bite-sized Knowledge

01 / Environment

School Stories and post-occupancy data collection

Jestico + Whiles will deliver its 100th school in 2025. This is a milestone representing many thousands of hours of work by hundreds of people. Most importantly, it represents the provision of quality learning environments for more than 180,000 young people and their teachers.

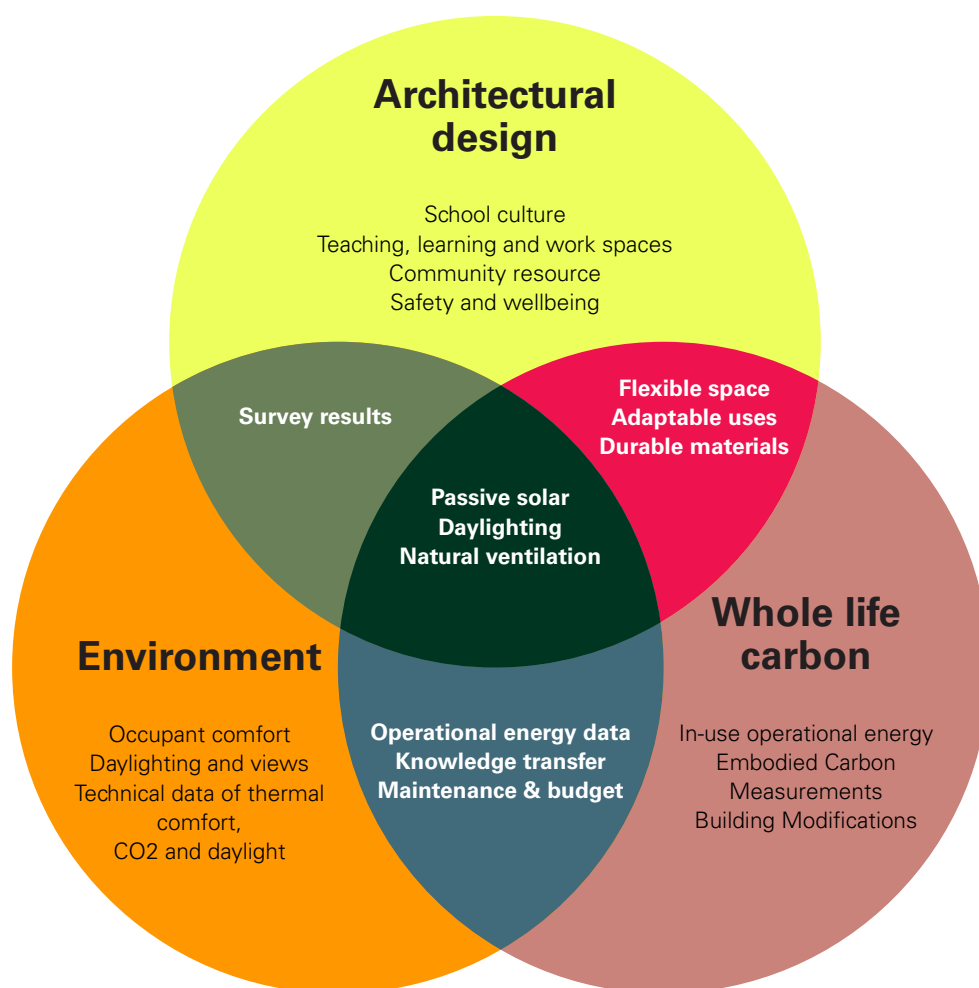
To celebrate this milestone, the practice wanted to capture the experiences and stories playing out within the buildings we have designed. We revisited a selection of our schools to hear directly from their own communities, in their own words, through audio and video testimony. The result was *School Stories*, a multimedia project shortlisted for the 2025 AJ100 Communications Initiative of the Year award.

Members of the Plus Zero team accompanied the filming crew to collect further qualitative and quantitative data. This gave us a rare opportunity to compare the performance of the buildings with the experiences of those using them every day, developing a deeper understanding of how our buildings function after handover.

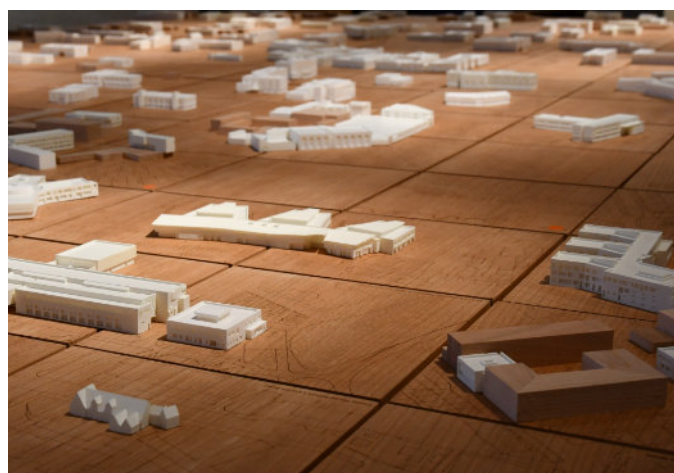
The data we collected naturally fell into three strands: architectural design; environment; and whole-life carbon. Consistent themes emerged in the interviews, and we plan to explore those in detail, using quotes from interviewees to support our analysis.



School Stories behind the scenes



Post-occupancy data collection: methodology



The *School Stories* exhibition

02

Governance





02 / Governance

Mission lock

On becoming a B Corp, the practice commissioned an update to its Articles of Association. In August 2025 the Board agreed to further update these, reinforcing our commitment to consider the company's impact on its stakeholders, now and in the future, by building it into the company's legal structure.

The new Articles were ratified by the Trustees and adopted at Companies House on 4 September 2025. This provides the legal basis to allow directors to consider the interests of all stakeholders, not just shareholders, when making important decisions.



**We value
great design**



**We value
one another:
our team, our
clients and our
collaborators**



**We value
the world
around us,
now and in
the future**

B Corp Impact Report 2025

THE MAYOR'S
GOOD WORK
STANDARD



Vision and values B Corp review and alignment

Our vision and values are closely aligned with the principles of the B Corp movement. As an employee-owned trust, we are committed to social value, sustainability, and humanity. We value great design, we value one another, and we value the world around us, both now and in the future. These commitments shape every decision we make and every project we undertake. Becoming a B Corp has strengthened our long-standing belief that business should create positive impact for people, communities, and the environment through thoughtful and purposeful design.

London Good Work Standard

In 2024 we were accredited to the Good Work Standard, the Mayor of London's benchmark for the highest employment standards across the capital. The standard recognises organisations that demonstrate excellence in areas including fair pay and conditions, workplace wellbeing, diversity and inclusion, skills development, and employee voice. Accreditation to the standard reflects our long-term commitment to creating a supportive, fair, and progressive working environment, and supports our strong performance in the Workers and Governance impact areas of the B Corp framework. This accreditation is valid for four years, and we continue to maintain the standard, with renewal due in 2028.

We value great design



We design to make a difference and enhance people's lives.

We champion high-quality thinking and design skill.

We listen carefully and respond creatively.

We are creative and curious.

We aim beyond the brief.

We peer-review our work.

We draw ideas from across our practice to enrich our work.

We design socially and environmentally sustainably.

We value great design



Design is what we do best. We design transformative places, spaces and objects that enhance the lives of those who use them. It is why we come together as a practice.

Great design displays high-quality thinking regardless of project constraints. It delivers on our commitments to client, to community and to the planet; and advances the practice of architecture. It should delight. It should be memorable. It must be guided by humanity and wellbeing.

Our work is not bound to a single stylistic approach, but is informed by its place and context, providing a stage for life and new experiences. We design for people to have a positive impact on their lives. We make our designs as functional as they are beautiful, we are builders as well as dreamers.

Great design enhances the planet through judicious use of energy and resources. It has a social dimension; we create experiences that are accessible and inclusive for everybody in society. We are custodians of a project's vision and will challenge where necessary to ensure the vision is achieved. A broad range of perspectives within our team enables that.

Great design that works for people, places and planet is not achieved without the boldness to make difficult decisions. Through our talent, knowledge and professionalism we play our part in making a better world.

We value one another



We foster an open, welcoming culture.

We care about each other.

We listen to every opinion.

We are respectful.

We value big ambitions not big egos.

We value integrity, honesty, humanity, loyalty, thoughtfulness, and kindness.

We promote allyship, equal rights and opportunity for all.

We value one another



Jestico + Whiles pioneered employee-ownership and is run as a trust for the mutual benefit of everyone at the practice.

We value one another and the wider communities of which we are part.

Jestico + Whiles people are creative, compassionate, socially-conscious individuals. Our structure supports, empowers and motivates everyone to do their best work within a nurturing environment. Our leadership acts with economic prudence whilst ensuring that everyone is free to think creatively, laterally, and differently. Happiness and enjoyment are important to us; we enjoy being together.

Strong relationships based on mutual trust and respect, where everyone is listened to, and each opinion is valued, enable great design. Relationships that are robust allow us to resolve challenges and accommodate opposing ideas. A team with strong relationships has the capacity to produce results that exceed the expectations of the brief.

Our friendliness, candour and integrity are recognised by those we work with as a signature aspect of our approach. As skilled collaborators, our task is to build these relationships to maximise potential.

Our blend of talents makes us unique; we celebrate difference in all our professional relationships. We recognise the need to promote diversity at all levels of our practice and to champion initiatives across the industry.

We want everybody to be creatively fulfilled through design, with our hard work and enthusiasm rewarded in completed projects in which we are proud.

We value the world around us



We work wherever in the world where our values are shared and our skills are needed.

We will make our practice more representative of the communities where we work.

We promote sustainable design on every project.

We will be a net zero business.

We donate our time to programmes which support the wider community.

We will seek to put back into the world more than we take out.

We value the world around us



We are an international practice with broad horizons. Our perspective is both local and global. It is our responsibility to ensure our work protects the planet and benefits the communities in which we work.

Jestico + Whiles was an early pioneer of sustainable design. We care about the future of our planet and the generations who will inherit the world we are creating today. We can no longer talk simply about limiting negative impacts. Rather, design must become regenerative. We must build in a way that positively contributes to a thriving environment for all living things. This means going beyond net zero, encouraging our clients to adopt environmentally responsive development strategies which benefit the wider community.

Outreach beyond the practice is core to our ethos. We do this through an annual programme of charitable giving, sponsorship and especially, active participation.

We support ventures that promote a more diverse and sustainable society, particularly those which encourage people from underrepresented and non-traditional backgrounds to consider careers in architecture and design.

We practice architecture so that we can build a better world. We will be judged by the generations that follow for the actions we take today. We measure our work through that lens: designing with humanity and thoughtfulness, valuing people equally, creating a sustainable future for all.

03

Workers





03 / Workers

Studio culture

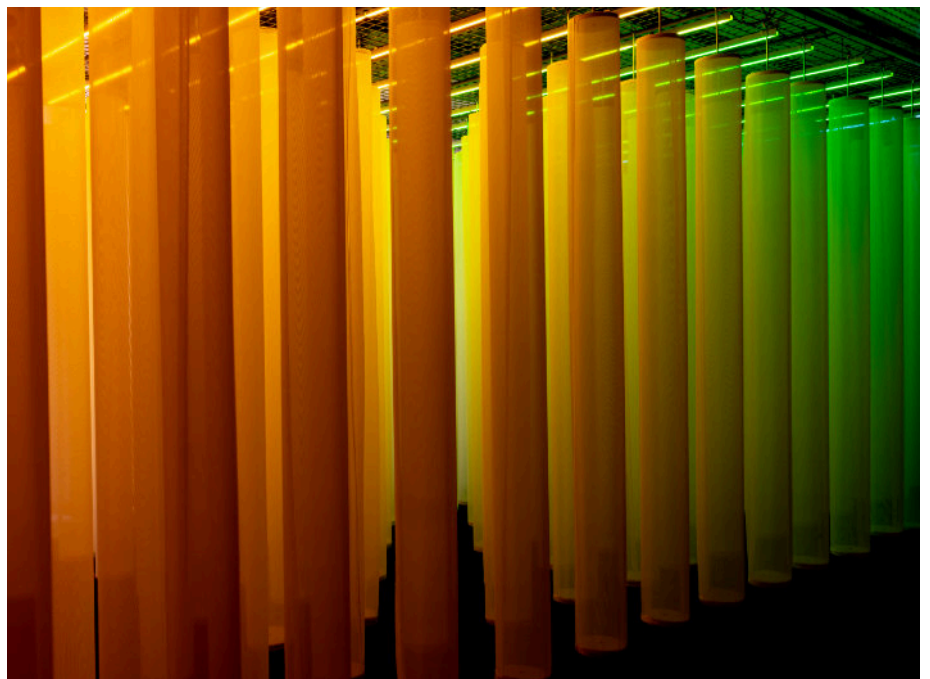
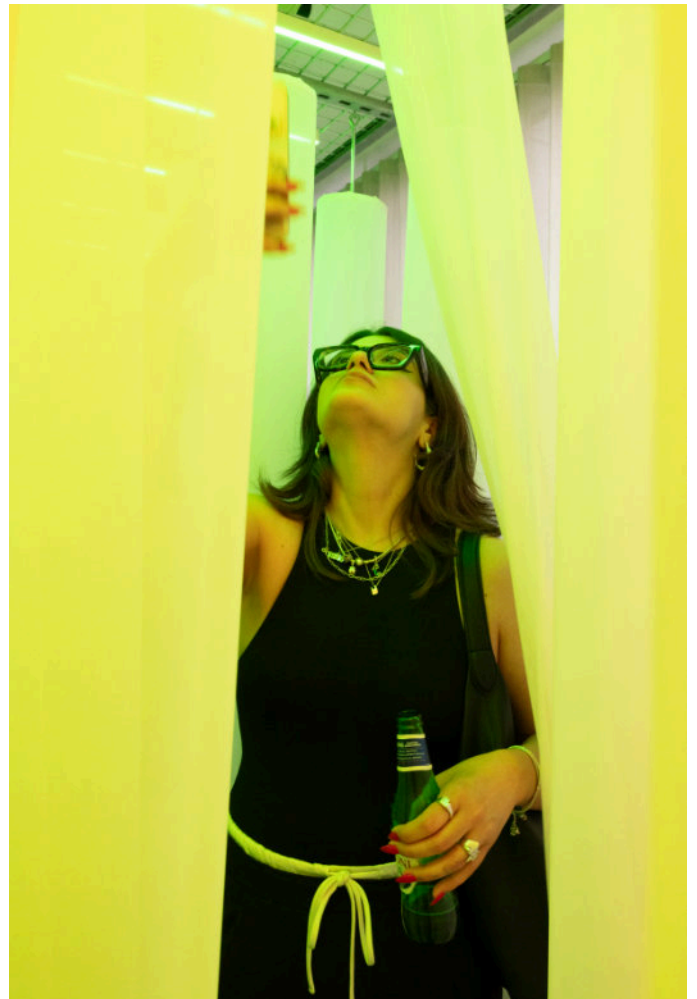
At Jestico + Whiles, we pride ourselves on being a welcoming, inclusive, and friendly place to work, and this is reflected in our average length of service of eight years. We thrive on a culture of mutual support, democratic participation and open lines of communication, where employee wellbeing is prioritised and every person is valued.

Reflective of a more hybrid and flexible approach to work, we currently spend Tuesdays, Wednesdays and Thursdays together in the office, with the option to work remotely on Mondays and Fridays. Every week on Thursday evenings, we run 'Plus Together', a social get-together with talks and presentations. Once a month, this gathering takes the form of an all-hands update – a chance for everyone to share updates on project work, welcome new colleagues, and discuss bids, new business and finances. These meetings are an opportunity to celebrate success, share learnings, and align our collective efforts going forward. They form an important pillar of our culture as an employee-owned business, encouraging transparency and democratic participation.

On a quarterly basis, we run 'Skills +' days, organising group trips and activities including site visits, walking tours, exhibition visits, and making workshops. These shared experiences nurture our collective creativity, which in turn informs our project work. We also host regular office-wide gatherings and activities that bring everyone together, including practice lunches, football and softball matches, and summer and Christmas parties.

Continuing a tradition that began in 2018, we participated in Clerkenwell Design Week again this year, designing an installation that was brought to life through office-wide collaborative making workshops over the course of three months, then opened to the public.





Opening party of *Lumen Drift*, an installation created for Clerkenwell Design Week 2025

Employee wellbeing and support

Employee wellbeing is at the heart of our ethos. Our dedicated wellbeing group coordinates initiatives throughout the year that aim to support mental health awareness and overall welfare.

Our holistic approach includes complimentary weekly yoga and Pilates sessions open to all employees. In addition to our internal wellness initiatives, we also offer private medical insurance, including access to professional mental health resources for all employees. This comprehensive coverage connects team members with qualified experts whenever they need additional support.

A two-week office closure over the Christmas and New Year period provides an opportunity to rest and recharge, and makes it easier for our international staff members to travel home and spend time with their families. Staff can also work remotely for one week per year, for added flexibility.



Weekly yoga class

B Corp Impact Report 2025

EDI champions and training

In June 2025 we partnered with our external EDI advisors, Leathes Prior, to create a more comprehensive equality, diversity and inclusion (EDI) framework that would support and formally shape both our internal culture and our projects.

Our framework is built on actionable policies that promote safety, fairness, and mutual respect. This structured approach helps us foster a working environment that is vibrant, inclusive and respectful, where everyone feels empowered to contribute their unique perspectives.

We have implemented practice-wide training sessions to ensure all practice members understand both the current legal landscape, and our enhanced practice standards that go beyond basic compliance. These interactive sessions were designed to reinforce our core values of inclusivity and respect for all backgrounds, identities, and perspectives.

Following the training, we sought feedback from all practice members to understand their experience of the sessions. This valuable feedback will enable us to tailor future training, and focus on topics important to staff.

To further demonstrate our commitment to a proactive EDI strategy, we have also appointed seven EDI Champions, who will each provide an accessible support channel for all practice members to discuss any ideas or concerns.



Our EDI Champions: Arielle, Robbie, Alex, Ruth, Callum, Athina and Lauren

04

Community





04 / Community

Continuing outreach activities

At Jestico + Whiles, our outreach activities exemplify our dedication to creating inclusive opportunities within the architectural landscape, inspiring future generations to become active participants in shaping their environments.

Matt + Fiona

Matt + Fiona is an award-winning architect and educator team offering unique hands-on practical education programmes for children and young adults. As the enterprise's inaugural industry champions, we offer financial support, resources, and our time and professional expertise to assist in their mission: inspiring young people to shape and influence the spaces in which they live, work and play.

We have supported Matt + Fiona on a number of projects over the years, including play and performance spaces on a HS2 meanwhile site in Euston, and at Brixton House Theatre in south London. This year, we worked with Matt + Fiona on their project 'Learning Landscapes', a collaboration with a Barnet-based arts centre and three local schools. Across three workshops, students created large-scale paper sculptures, which were then displayed in a public exhibition.

Young City Makers

We also support Open City's Young City Makers programme, which exemplifies hands-on learning. This initiative links architecture practices with primary schools to develop students' model-making skills and understanding of urban spaces.

This year, a team from Jestico + Whiles was paired with St Mary Magdalene Primary School at Greenwich Millennium Village, where we have previously led several housing projects, so there was a sense of recognition in the students when they met us and understood our role in designing some of their homes. We conducted two in-school model-making workshops for two classes of Year 5 students; we undertook a study trip to an architectural landmark; and we took part in the final celebration event where the students presented their ideas for a future city.

Work experience and mentoring

We believe in the value of high-quality, in-person work experience and mentoring in nurturing the next generation of creative professionals. Every year, we offer structured placements for students in architecture, interior design, model making, and graphic design. Participants engage with live projects and develop practical skills using industry-standard tools and methods, gaining genuine insight into professional practice.

Alongside work placements, our mentoring initiatives remain central to our ethos. We actively support students through the RIBA University Mentoring Programme and offer additional mentoring in-house, drawing on the diverse expertise of our team. To further support early-career professionals, we host CV and portfolio review sessions and provide tailored advice designed to enhance confidence and employability. This year, we also participated in the RIBA's 'Discover Creative Careers' event, held at 66 Portland Place.

All these programmes are offered at no cost to participants and are carefully aligned with our commitment to social value and inclusion.

Open City Accelerate

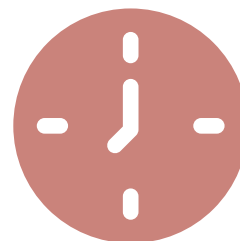
Since 2017, we have proudly supported Open City Accelerate, a free educational programme focusing on young people from underrepresented backgrounds. By hosting workshops and offering mentorship, we provide 16 to 18-year-olds with essential skills and confidence to pursue careers in architecture and related fields.

This year, we welcomed five talented sixth form students to the studio over the half term break. Across three days, the students were taken on a tour of the Barbican, then tasked with designing a kiosk for the site that would reflect the theme of this year's programme, 'togetherness'.

We have also run 'Insight Tours' as part of the Accelerate programme, offering students a half-day behind the scenes tour of our studio, along with presentations on what architects do and career pathways.



26
work experience students



450
outreach hours

Right: A Matt + Fiona workshop



04 / Community

New initiatives

Access to Architecture

'Access to Architecture' is a new initiative developed in-house at Jestico + Whiles. By working with young people studying at schools designed by the practice, the programme aims to demystify the architecture profession and pathways into it, while developing and maintaining the practice's relationships with our school projects beyond their completion. As we celebrate our milestone of designing 100 schools, this programme embraces the opportunity to give back to the communities we serve.

The short programme offers workshops across two sessions: first at our studio and then at the school. The workshops introduce students to the designers of their school and their industry, providing insight into the design process and offering mentoring and networking opportunities.

'Access to Architecture' is led by our talented Senior Architect, Charity Whitehead. Recently, Charity's efforts were recognised with the prestigious Architects' Journal AJ100 'New Talent' award – an accolade that highlights her exceptional contribution to broadening access within our profession.

We continue to refine the programme to ensure it achieves maximum impact. The coming year will see an expansion of the initiative, with significantly more students able to take part.



Access to Architecture guide

Narrative Practice

At Jestico + Whiles we are always looking for new outreach initiatives to support. This year we were proud to host Narrative Practice, a non-profit mentoring and research platform dedicated to supporting young people from underrepresented backgrounds in accessing architecture and improving diversity and representation within the profession.

The platform's primary initiative, 'Sessions', is a regular series of mentoring networking events, which began online during the pandemic in 2020 before transitioning to in-person events in late 2022. In March, we hosted 'Sessions' in the studio, pairing ten Jestico + Whiles staff members and ten Narrative Practice mentors with thirty recent graduates and young architects to offer an evening of networking, portfolio review and careers advice. Since hosting, Jestico + Whiles staff have continued to attend events held at other studios to act as mentors.



Narrative Practice and Access to Architecture mentoring in the studio

05

Customers





05 / Customers

Continuing client care surveys

As part of our ongoing commitment to delivering the highest standards of service and design, we continue to conduct client care surveys following the completion and handover of each project. These surveys are carried out once the building has been in use for some time, allowing us to gather meaningful feedback on how the space performs and feels in daily life. Questions explore the functionality and atmosphere of the building, the client's experience, and any areas for improvement. This feedback supports our continuous learning and ensures that we remain responsive, thoughtful, and client-focused in our approach.

Continuous improvement log

We maintain an active improvements log throughout the year to record any issues, challenges, or inefficiencies that arise across our projects and operations. This log enables us to reflect on lessons learned and identify practical steps to improve our processes, communication, and outcomes. By reviewing and updating the log regularly, we ensure that our commitment to continuous improvement is embedded in our culture and practice.

School Stories round table

As part of *School Stories*, our multimedia project celebrating our milestone of designing 100 schools, we brought together a range of experts – from headteachers and policymakers to strategists and designers – to gather a range of perspectives on the future of education design at a time of political and technological change. Following the discussion, we produced a white paper exploring some of the issues and potential solutions the round table touched on, which is available to download on [our website](#).



Left: *School Stories* round table / Right: 100 Schools model



Featured project:**The Rosalind Franklin Wing at St Paul's Girls' School**

Jestico + Whiles have been working with St. Paul's Girls' School, one of the UK's highest-performing independent schools, since 2019 to define and deliver an estates strategy at their historic site in Hammersmith, west London. We initially worked with the school to conduct a review of their existing development plan in response to their own review of educational needs and the impact of emerging and disruptive technologies. The masterplan aims to offer students and teachers an exemplary 21st century learning environment, whilst retaining the character and prestige of the listed Edwardian buildings.

Following the completion of the design phase, the project has now progressed into the second phase of construction delivery. This phase includes the development of two new buildings that replace a redundant swimming pool and gymnasium. These earlier structures had been significantly altered over time and were no longer serving their original purpose, having been replaced by modern facilities on a neighbouring site.

Located on the western side of the campus, the newly completed Rosalind Franklin Wing represents a pioneering new typology in educational design. Created to equip the next generation of female innovators and entrepreneurs for success in a rapidly evolving world, the building supports a project-based learning model that encourages interdisciplinary thinking and creative problem-solving. Its flexible and dynamic spaces move beyond traditional subject silos, fostering collaboration and exploration.

Architecturally, the building is thoughtfully integrated into its historic context through sensitive detailing and carefully chosen materials. A sustainable glulam structural frame and passive ventilation strategy demonstrate a commitment to environmental responsibility.

On the eastern side, the second new building is a three-storey Staff Hub (1,110m²) which consolidates disparate staff accommodation into a new collegiate and agile working environment. Unusually for a staff facility, it is designed to be student-centred, improving communication, pastoral care and wellbeing.

Other works for the school involve the remodelling and refurbishment of the three principal levels of the listed main building to provide improved pastoral spaces for students, including a well-being suite, and upgraded teaching and administrative spaces. Glazed links join both the Rosalind Franklin Wing and Staff Hub to the main building, improving accessibility and circulation by creating a continuous concourse at lower ground level.





06

Looking ahead





Environmental stewardship and circularity

We plan to combine our successful Access to Architecture programme with our post-occupancy research programme, Learning From Schools. This format will help create a double benefit: providing hands-on experience for students interested in an architecture career, while allowing our plusZero team to collect data on the in-use operation of our completed school buildings.

With many projects in the office requiring sustainability-specific deliverables, the focus in the coming year will be targeted to ensure colleagues feel more confident in completing their tasks. Our JESCA tool will be rolled out practice-wide, with a focus on our education portfolio, as embodied carbon targets for new schools become mandated by the UK government.

In the coming year we will expand our review of key material and service providers, prioritising those with verified social and environmental credentials. We will also continue to seek out low impact, responsibly sourced building and interior products to enhance the sustainability of our projects.

We also aim to align our internal carbon reduction pathway strategy with best practice measures using science-based targets initiative (SBTi). We will explore certification of this approach.

Justice, equality, diversity and inclusion

We plan to overhaul how knowledge is shared and communicated across the practice. We will be restructuring our internal knowledge base in SharePoint to make it smarter, more intuitive, and easier to maintain, allowing all members of the practice to contribute, ask questions and share best practice.

We intend to extend mental health awareness training to all project leaders, reinforcing our ongoing commitment to wellbeing across the practice. This important step will not only strengthen the support available to our project and support teams, but also enhance how project leaders communicate and engage with their colleagues.

We also plan to launch a new series of EDI and wellbeing talks. This initiative is part of our ongoing commitment to fostering a more inclusive, supportive, and thriving workplace culture. The series will explore key topics around equality, diversity and inclusion (EDI) and wellbeing, informed directly by feedback in our recent survey.

Community

We will enhance our educational outreach initiative programmes by reinforcing our existing partnerships with Matt + Fiona and Open City. Our mentorship programmes will aim to reach more students from underrepresented backgrounds through additional work placement opportunities. By establishing regular mentoring sessions throughout the year, formalising school visit programmes, and growing our Access to Architecture initiative, we intend to signpost more pathways into the profession for more young people.

Our dedicated outreach team also plans to analyse feedback to better understand our impact, improving knowledge-sharing across the industry; reducing material waste; and developing digital resources to expand our reach.

**PEOPLE
USING
BUSINESS
AS A
FORCE
FOR
GOOD.**



jestico + whites

Sutton Yard 65 Goswell Road
London EC1V 7EN

+44 (0) 20 7380 0382

jesticowhites.com

architecture + interior design

Certified



Corporation