



# SOCIAL IMPACT REPORT

Showing what good looks like



# Values driven organisations **ensure sustainable profitability**

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# Novia Corporation

## CSR Highlights at a Glance

ENVIRONMENT	WORKPLACE	COMMUNITY	PHILANTHROPY
 <p><b>ENERGY</b> SAVING INITIATIVES</p>	 <p><b>HEALTH</b> &amp; WELLBEING SUPPORT</p>	 <p><b>PRODUCT</b> DONATION</p>	 <p><b>EMPLOYEE</b> INITIATIVE SUPPORT</p>
 <p><b>TRAVEL</b> REDUCTION</p>	 <p><b>OCCUPATIONAL</b> SAFETY</p>	 <p><b>COMMUNITY</b> ENGAGEMENT</p>	 <p><b>ENGAGEMENT</b> PLANNING</p>
 <p><b>LOCAL</b> SUPPLY CHAIN</p>	 <p><b>TRAINING</b> &amp; DEVELOPMENT</p>		
 <p><b>EQUIPMENT</b> RE-USE POLICY</p>	 <p><b>STUDENT</b> INTERNSHIP</p>		
 <p><b>RECYCLING</b> INITIATIVES</p>	 <p><b>INTERNAL</b> PROMOTION PROGRAM</p>		

# Official Statement



Novia Corporation resides in Salem, New Hampshire USA and functions as a Hill & Smith Holdings PLC standalone business unit focusing on specialized vibration isolation and seismic restraint engineering and manufactured

equipment. Novia operates in the commercial construction market segment continuously driven by innovation and sustainable initiatives. To remain competitive and relevant, we shift our business approach in parallel with the industry. Similarly, our daily operations and leadership viewpoints evolve in ways best suited to support our environment, our people and our community. In our CSR Accreditation application, we highlighted Novia Corporation's commitment, communication and conviction.

Focusing heavily on our people, Novia is committed to their success. Like all businesses, it's the people that drive us to victories. When they win, we win. An emphasis is made on providing the resources needed for our team to conduct business efficiently and to remain operating at a high level. To remain competitive and ahead of the pack, Novia remains focused on innovation, engineering excellence and product development by committing to our people.

Our strength in conveying information is fundamental to Novia's success. Our NSEW communication mind set propels us forward daily. We communicate North to our customers, specifying engineers and end users. We communicate South to our vendors, logistics specialists and other supply partners. We communicate East & West with our employees, sister companies and other stakeholders. The business as a whole remains highly sustainable through consistent focus on this foundational component.

Novia Corporation presses on with conviction. The dedication and devotion of a cohesive team is a powerful force. We apply that energy to all that we do for our employees, customers, community and environment.

A handwritten signature in black ink that reads "Brad Forsythe". The signature is written in a cursive, flowing style.

**Brad Forsythe**  
President & CEO  
Novia Corporation

# An Introduction

**Novia Corporation specialize in providing custom, engineered vibration isolation and seismic restraint systems to the HVAC industry with a complete line of spring and rubber mountings, isolation hangers, inertia bases, roof curbs, seismic restraints, and equipment support systems. Novia Corporation now has a presence in many of the major markets across the US and Canada.**

With over 25 years experience in designing and fabricating solutions to the HVAC industry, we have become an industry leader in vibration isolation, seismic, and sound control.

Novia Corporation is a member of the Vibration Isolation & Seismic Control Manufacturers Association, VISCMA which consists of industry leaders collaborating with their combined experience and expertise to develop educational resources, standards and best practices for design professionals, installing contractors and code officials.

We are a team of 45 full time employees focused on efficiency, quality and customer service, we are able to provide technical solutions meeting the needs of our clients and their projects. Novia Corporation strives to be a positive influence on our customers, community, environment, our employees and their families. These efforts come in many forms and positively impact numerous aspects of society. We equate "society" to everything we know as a contributing business and caring individuals.

How can an engineering and metal fabrication facility have a positive impact on the environment, our employees, our community and society as a whole? With commitment, communication and conviction. A commitment to achieve and provide. Communication up, down, across and out. Conviction to follow through on initiatives, execute on deliverables and continuously improve.

*Meet the Novia Corporation team.*



## Expansion

In 2021, Novia Corporation embarked on a project to expand the Salem, New Hampshire USA headquarters. The expansion is due for completion in early 2022 and will give Novia 50% more manufacturing space. The additional space will be utilized for two primary purposes; operating more safely & supporting business growth with greater throughput.

2022 will also bring another version of expansion; Novia Corporation's expansion of our CSR program. As the business develops and grows, so do our values and principles. The process of acquiring accreditation was equal parts rewarding and eye-opening. While proud of our accomplishments and efforts, we understand each of the four pillars requires more attention. Humbly, the Novia team looks to the future with achievable visions of significant improvement.



*The expansion is due for completion in early 2022.*

# Environmental Report



Novia Corporation has made a conscious effort to become a more sustainable business. Carbon footprint reduction, recycling, responsible waste control and providing products to industry that allow customers to focus similarly are all aspects of the collective effort.



## Energy

Coinciding with multiple renovations, Novia Corporation has naturally targeted several proven and new initiatives to do our part to support energy conservation.

Lighting is an easily-implemented long-term energy-saving option for any business. Novia Corporation recycled 580 fluorescent light bulbs and replaced them with energy-efficient LED bulbs between 2020 and 2021, utilizing local businesses, LED Conversions and Batteries + Bulbs and the New Hampshire Saves@Work program. This improvement saves ~3,000 kWh and ~\$500 monthly.

Novia Corporation replaced a 30-year old HVAC roof top unit with modern, energy-efficient equipment and hired Granite State Plumbing & Heating to safely evacuate and dispose of old refrigerant as part of the installation. The new unit has eliminated costly repairs and unplanned downtime. The more-efficient unit is operating at reduced power levels and fuel consumption.

In support of renewable energy, Novia Corporation has collaborated with three neighboring companies to convert from propane to natural gas for heating fuel. Project completion is expected in November 2021. The projected long term impacts on the environment and the budget make it a worthy project. Novia Corporation expects measurable ROI in less than two heating seasons.

To further minimize fuel waste, Novia Corporation will replace its liquid propane gas-fueled forklift with an electric version in November 2021.

To encourage lower gas fuel usage, Novia Corporation plans to install an electric car-charging station for use by employees or visitors with electric vehicles. This installation will be complete upon renovating the parking lot; due for completion by January 2022.

To help our commercial partners invest in our environment, Novia Corporation product allows for the replacement of roof top equipment through the use of adaptor roof curbs. These curbs allow for new equipment to be mounted to an existing structure. They are the most energy-efficient, highest insulation R-Value curb wall design in the HVAC industry. They maintain a low profile, compact design and offer more isolated space between a roof and the isolated top rail.

Under Hill & Smith Holdings PLC, Novia Corporation buys into the Group Energy Policy of responsible energy management and efficient use of energy whenever possible.

## Natural Resources

Before purchasing the business, Novia Corporation conducted a Phase 1 Environmental audits (URS Corporation) in 2015 and again in 2019 before purchasing the facility and land (AECOM). Each purchase was completed without any findings causing delays.

Earlier this year, Novia Corporation requested a quote from "Bioserve Chemical Waste Disposal services" to safely remove HazMat that Novia Corporation consolidated during the facility 5S initiative. To minimize use and to continue safe removal of HazMat from the building, Novia Corporation will formalize a hazardous waste disposal program. Further, Novia Corporation is exploring the feasibility of solar panels that would be installed after the 2022 building expansion project.

Novia Corporation's facility is an asbestos free workplace. An audit was conducted in 2021 by ACM Demo Group of Salem, NH to confirm.

Novia Corporation provides filtered drinking water to employees through two water coolers; one on each floor of the facility. These coolers are provided and maintained by Blue Water Reserve of Boston, MA.

## Travel

Novia Corporation also takes its environmental efforts on (or off) the road by consolidating multiple orders to be delivered on one of our smaller company-owned trucks in targeted communities (within an approximate 200 mile radius). Outsourcing logistics is costly and the "rental" trucks are typically oversized for the load and not fuel-efficient. Novia Corporation estimates ~100 gallons of diesel fuel are saved monthly by employing these initiatives.

Whether it be for field assistance, interviews, customer meetings, long distance team meetings with other divisions, or a kick-start from the Covid-19 pandemic, Novia Corporation's communication has evolved to primarily virtual gatherings (Zoom, Microsoft Teams and Facetime), email, text and phone communication (from roughly est. 60% pre-pandemic to roughly est. upwards of 90% today). Novia Corporation attributes a portion of its growth and success to the implementation of these initiatives and the efficiencies gained by spending less time on the road. Novia Corporation estimates ~75 gallons of gasoline are saved monthly by significantly reducing unnecessary travel (3 salesmen x 50 miles of driving @ 25 miles per gallon x 3 times per week x 4 weeks per month).

Employees are encouraged to purchase and operate fuel efficient or all electric vehicles. Reducing fuel consumption, fuel costs and overall carbon footprint are a result. Novia Corporation is investigating options for an EV charging station to be included in the parking lot expansion project due for completion in November 2021.



*Multiple Novia projects loaded on a single truck to minimize fuel consumption and logistics costs.*

## Supply Chain Management

Novia Corporation sources local suppliers for faster, efficient access to manufacturing materials with minimal impact on the environment.

- Wood – Home Depot (Salem, NH) & Cyr Lumber (Windham, NH)
- Insulation – Homans (Manchester, NH) & Beacon Roofing Supply (Salem, NH)
- Steel – Kloeckner Metals (Nashua, NH), McNichols (Billerica, MA) & Cohen Steel (Concord, NH)
- Supplies – Green Streets (Hudson, NH).

Local sourcing also reduces the amount of inventory the business has to maintain. This reduces costs on record and reduces clutter on a busy shop floor; increasing safety.

Additionally, Novia Corporation continues to investigate new products that boast a compact, versatile design, minimizing the amount of material used to manufacture equipment and producing less scrap. For example, last year Novia Corporation added low-profile helical isolation spring hangers to our equipment design options. This, in a growing portfolio of applications, is an example of Novia Corporation's strategy and ongoing practice to expand offerings with smaller footprints.

## Waste

Novia Corporation minimizes waste in several ways. Many of these measures are easily replicated.

By furnishing our office renovations with previously-enjoyed, gently-used furniture only, and by refurbishing/reusing internal IT equipment, and then recycling that which becomes irreparable or obsolete, Novia Corporation minimizes landfill and excessive manufacturing. We make it our mission to revitalize and extend the life of items with "good bones" and utilized the resources of local businesses, primarily "Resource Office Furniture."

Additionally, rather than disposing of all shipping materials, Novia Corporation implements an informal "Pallet Sharing" program. Novia Corporation reuses some pallets in our outbound shipping and we return some to the source/shipper for their reuse as well. Participating suppliers include: Kloeckner Metals, Majestic Steel, Carpenter & Paterson, AirGas, among others in the Northwestern Drive business park. Novia Corporation has not purchased a single pallet in over six years.

Novia Corporation also recycles 100% of their scrap steel, an initiative the company has been adamant about since the company was founded in 1990. Working with a local company, "NowRush Recycling", Novia Corporation fills a 30-yard container scrap steel 4-6 times a year. Novia Corporation is paid for this scrap steel and re-invests the funds into the business.

Novia Corporation is equally committed to minimizing the amount of scrap produced by using design and estimating software to minimize drops and waste.



In 2021, in an effort to save trees and enhance internal efficiency, Novia Corporation eliminated its paper-based filing system in favor of electronic filing. Additionally, in 2021, Novia Corporation's HR department converted to a 100% paperless employee filing system (Ceridian Dayforce). Moving ahead, Novia Corporation has requested a quote from "Win Waste" to reinstate paper and cardboard recycling by the end of 2021.

While Novia Corporation strongly encourages reusable items, when needed, Novia Corporation purchases compostable and recyclable paper cups, plates and napkins. We implemented a popular employee water bottle program to further minimize plastic and paper waste.



*Wood Pallets of All Sizes Used in Exchange Program with Suppliers and Local Businesses*



*Modern & Efficient RTU at Novia Facility*



*Scrap Steel Container – 100% of Novia's Scrap Steel is Recycled*

# Workplace Report



Without our people, Novia Corporation is nothing. It is very important to encourage, protect, train and promote. Whether it's fun events, educational training sessions, career enhancement or offering a comprehensive benefits package, our people deserve the best.



## Supporting Our People

Novia Corporation empowers and strengthens its workforce through various programs and policies, which are now being enhanced and expanded by our HR manager-elect.

Novia Corporation strongly advocates for the health and wellbeing of its employees and their families, and for a strong work-life balance. It's not just about the bottom line, but in the care and pride our employees put into their work.

Novia Corporation knows that this pride and care is founded on healthy, focused employees, so Novia Corporation offers a comprehensive benefits package including health and dental insurance, free life insurance, STD & LTD, 401K, paid holidays and a per-request PTO program to accommodate family emergencies and life-challenges.

## Health & Safety at Our Core

Occupational health and safety is a priority and policies are strictly enforced.

- First aid and safety equipment are readily available, assessable and tested (fire alarms, first aid and eye-washing stations, PPE materials for employee use).
- Machine-guarding measures are in place (e.g., press breaks, drill presses, shears and docks).
- Comprehensive SDS for all chemicals are centrally located and easily-accessed on the shop floor. SDS training is provided and a chemical spill response kit is available on the shop floor.

## CDC Compliance

During the Covid-19 pandemic, Novia Corporation followed CDC guidelines by requiring that face masks were worn (made disposables accessible), hand sanitizer was readily available and social-distancing was maintained. Signs alerted employees and guests to wear masks and Novia Corporation enforced a policy that required guests to remain outside until greeted by a Novia Corporation employee and complying with Novia Corporation's mask policy.

## A Comprehensive Safety Program

Novia Corporation's safety program is comprehensive, thorough and effective. Monthly safety committee meetings lead to constant positive change. A revolving participation program ensures fresh ideas and continued progress. The safety committee has been a staple in the Novia Corporation business since its inception in 1990. Electronic records are kept for 10 years; currently dating back to 2012. Evidence of the effective program is apparent throughout the facility with signage, engaged & cooperative employees and available supplies & resources.

Multiple third party safety audits are conducted annually at Novia Corporation. Auditors provide constructive feedback on Novia Corporation's full safety program in the interest of positive change and promoting the safety and wellbeing of our employees. Our facility is fully outfitted with fire extinguishers, fire suppression sprinklers and alarm systems (fire & security).

## Onboarding & Training

Training and professional growth is also important at Novia Corporation. For several years, Novia Corporation has hosted internship and co-op programs for college students with the goal of converting them into well-qualified, well-trained full-time employees upon graduation. Among others, Novia Corporation has collaborated with The University of New Hampshire, The University of Massachusetts, Wentworth University and Shawsheen Technical.

Novia Corporation supports onboarding and specialized training, as needed. We provide additional HazCom, harassment, ladder use, truck loading, safe driving and PPE use, crane and forklift training to increase employee's safety, comfort and confidence in the workplace.

Employees are provided with periodic performance reviews. These reviews typically occur after 90 days of employment and annually. As required or requested, performance reviews are given on an employee's work anniversary and performance reviews are provided the beginning of every calendar year in the best interest of employee development.

With growing confidence, interest and commitment, employees are promoted to progressively, responsible positions and extended project management opportunities. This year, five employees were promoted. Some have been with the company for many years and others new and very motivated.

*Hearing Tests Provided to all Shop Employees – Part of Novia's Hearing Conservation Program*





## Employee Engagement

Annual employee surveys are conducted to gather candid feedback from our employees. Surveys focus on employee engagement and safety. Feedback from these surveys has highlighted Novia Corporation's strong safety program and our commitment to employee work-life balance.

In October 2021, a company-wide newsletter was created, published and distributed to all employees. The newsletter informed our employees of current happenings, changes and exciting announcements.

As part of the expansion of the Novia Corporation parking lot in November 2021, three ADA compliant parking spaces will be added. Two of these spaces will be van accessible.

Employee rights posters are located on multiple employee notification bulletin boards throughout the facility.

## Diversity & Inclusion

Under the Hill & Smith Holdings PLC group policy, Novia Corporation is very focused on inclusion, equal opportunity and diversity. Novia Corporation employs associates of various race, gender and sexual orientation.

Novia Corporation believes in promoting a positive culture and hosts company cookouts and luncheons and also surprises employees with periodic treats (ice cream, BBQ, coffee and donuts). Employee culture and dietary restrictions are considered when planning all company events.

## Future Initiatives Planned for 2022

- Expand Co-op and intern programs to include additional professional fields, including Finance, HR, Sales, Engineering and Fabrication.
- Expand and enhance training and re-training programs, including innovative and product development workshops.
- Develop and execute a fluid calendar of company events exclusive to Novia Corporation.
- Develop and execute a plan to enhance the physical work environment to improve morale and guest/visitor impressions.



*Machine Guarding – Press Brake full cage surround and light curtains, Bridgeport interlocked guard.*



*Mobile BBQ restaurant at Novia's Shop – Fed 40+ employees lunch, drinks and desserts.*



*At a recent community service event.*

# Community & Philanthropy Report



Giving back to our community and being a positive and participating member of it comes from our core. We believe that providing a safe and prosperous work environment for our employees is a critical first step in our philanthropic efforts. Supporting local food banks, charitable foundations and community improvement efforts add to the effect.



## Community

Over the past couple of years, Novia Corporation aimed to enhance quality of life in our local neighborhoods and communities by:

- 2020 Critical supplier – completed essential facility projects for Covid-19 related test centers and vaccination clinics, hospitals, medical and pharmaceutical companies, police and fire stations.
- GOJO – Ohio, USA – Supplied stainless steel tank stand, catwalk and stairway system for a project converting a hand cleaner production line to a hand sanitizer production line.
- Trumbull Campbell – Supplied curbs in very short lead time to mount 3 Aeon RTUs to the roof of a COVID-crisis related center.
- Johnson & Johnson, Pfizer, Moderna, Sanofi, Merck – Shipped product on 30+ projects for these end-users in 2020 and early 2021.
- 2019 Community revitalization – Donated 12 custom galvanized steel flower box brackets to the Lions Club in Amherst, NH, to help convert a 119-year-old bridge into a welcoming landmark for the local community. The project included a custom solar-powered irrigation system for a perennial garden.
- 2020 Community revitalization – Novia Corporation donated custom galvanized corner brackets to build a raised planter bed built on the Bridge of Flowers in Amherst, NH

Some of the team hard at work at a recent community service event.



## Philanthropy

In 2019 Novia Corporation donated 715 units of non-perishable food items to The Salem New Hampshire Outreach Food Pantry. The items were all donated by Novia Corporation employees and benefited many local families that often struggle during the holiday season to put food on their tables.

Novia Corporation is a member of the Vibration Isolation & Seismic Control Manufacturers Association (VISCMA). As an active member of VISCMA, Novia Corporation is working among peers to develop standards, publish best practices and develop resources to educate our customers, specifying engineers and local and national code officials. Two meetings are held per year to review codes, market trends, industry standards and common issues.

Novia Corporation has begun establishing a series of philanthropic activities to strengthen and support our communities, starting with a clothing and food drive, this November, 2021. Clothing will be donated to Isaiah58 and pantry items will be donated to “We Care”, in Salem. Both organizations do not sell the items.

Novia Corporation has also begun selecting additional community and philanthropic projects for 2022, including soup kitchens, park clean-ups and other programs in which to donate both items and time.



Food drive donations awaiting delivery



Novia Supplied Custom Galvanized Steel Corner Brackets for Raised Planter Beds



Bridge of Flowers – Custom Galvanized Steel Flower Box Brackets

# ESG - Measuring the Value of Social Responsibility

These icons are displayed throughout this social impact report to illustrate where ESG (Environmental, Social and Governance) compliance and relevance is demonstrated to external agencies when ESG reporting is required.



## Client activities align with UN Sustainable Development Goals

The UN SDGs are a call for action by all countries – poor, rich and middle-income – to promote prosperity while protecting the planet. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

**Novia Corporation’s activity** directly corresponds with the following SDGs



All 17 United Nations Sustainable Development Goals are:



# Novia Corporation have achieved Silver CSR Accreditation



## What is CSR Accreditation?

CSR Accreditation is the perfect way to collate what you are already doing in regard to social responsibility. The application process helps you easily report on your organisations sustainable and community engagement and provides a simple template where you can record activity against the Four Pillars of **environment, workplace, community and philanthropy**. Each Pillar is designed to help you measure, record and impact report on areas such as energy performance, recycling, staff engagement, health and well-being, diversity, community engagement and supporting local and national charities. Successful applications become CSR Accredited and receive our members pack. The CSR Accreditation Mark should be displayed on your website, in your reception and throughout your literature, proudly showing that your organisation has been independently recognised for its CSR endeavours. Members are encouraged to take full advantage of our benefits package which includes access to thought leadership and insight pieces, consultation for ongoing activity and re-accreditation at the end of a three year cycle. A tree is planted for every accreditation by Green Earth Appeal and 5% of the application fee goes to charity.

Your application report subsequently becomes an invaluable **CSR policy / Social Impact Report** which you can use to show all your audiences that you are a caring and responsible organisation.

This is a fully holistic and inclusive approach that allows for all organisations – private, public and third sector and is for all sizes from sole traders to large corporations. It employs a white paper approach that promotes an organisation's CSR personality and individuality.

ACCREDITATION DATE **30/10/2021**

# Good Social Responsibility policies drive corporate change for the better.

**With well defined objectives and measurable targets, your CSR Accreditation will provide the foundation for steps towards running a more sustainable and ethical business.**

Achieving CSR accreditation is a visible testimony of excellence in social responsibility activity. The accreditation process helps you integrate social, environmental, ethical, human rights and consumer concerns into your business operations and strategy.

## **CSR Accreditation will:**

- Deliver information required for ESG (Environmental, Social, Governance) reporting.
- Identify UN Sustainable Development Goals (SDG's) which you may be supporting.
- Write a social value policy.
- Identify how your carbon footprint can be reduced contributing to climate change action and the Race to Zero.
- Produce content for a social impact report.
- Enrich, enable and engage employees, shareholders and stakeholders.

Driven by heightened consumer awareness of environmental issues and with tightening government regulations organisations are now looking for innovative ways to meet their social responsibilities. It is clear that those who understand this and explore ways in which issues should be built into strategy, are likely to reap the rewards of an enhanced competitive position, benefiting all stakeholders and wider society along the way.

This **Social Impact Report** was created by **CSR-Accreditation** on behalf of

## **NOVIA CORPORATION**

To produce a similar report for your organisation please call **+44 1494 444494** or visit **[www.csr-accreditation.co.uk](http://www.csr-accreditation.co.uk)** and find out how we can benefit you.

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