





HMI Conference

October 2021

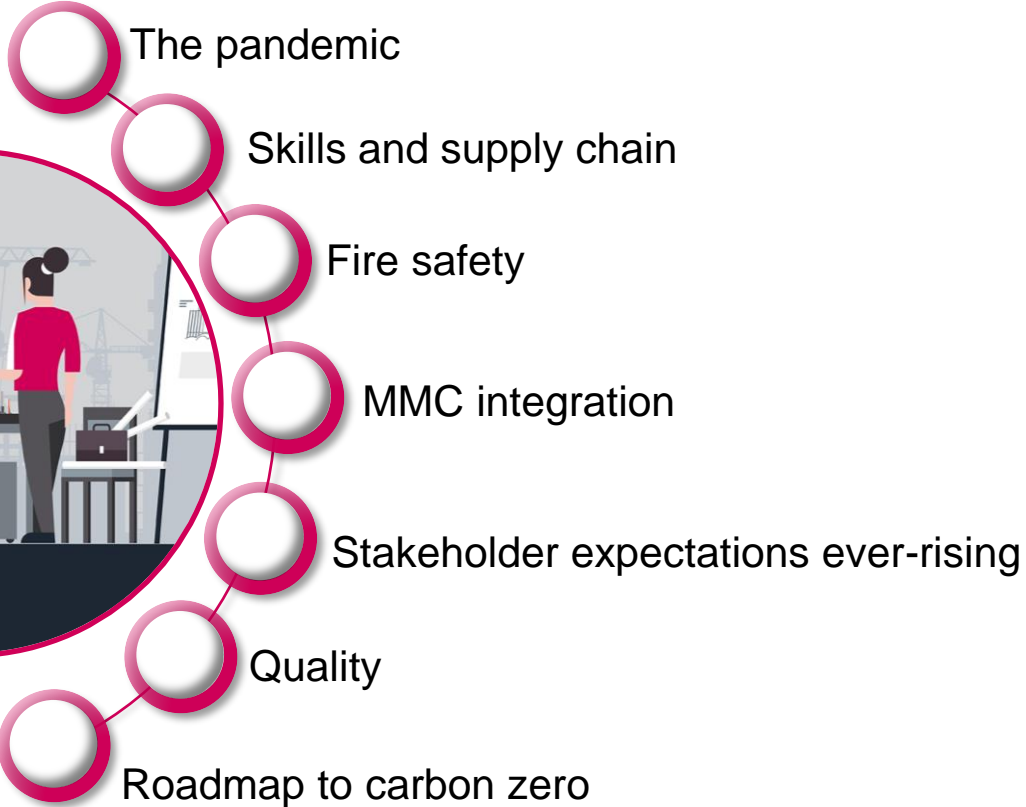
Steve Wood, NHBC Chief Executive



Agenda

-  A demanding period
-  Supporting the industry throughout the pandemic
-  NHBC and market developments
-  Building a better version of NHBC
-  Concluding comments

A demanding period



NHBC: Supporting the industry throughout the pandemic

Continued to provide support on active sites

Supported industry as sites re-opened

Launched free training webinars

Celebrated 40 years of Pride in the Job

COVID-19

We are still actively working and able to support you.



Virtual Training



PRIDE IN THE JOB AWARDS 2020

40 YEAR ANNIVERSARY



NHBC and Market Developments

March 2021 year-end returning to a trading profit after 3 years of large-scale losses

Apr-Sept '21 Registrations +61% v PY; Completions +50% v PY

Investing in the future: CQR team; NHBC Accepts; Training Hub in Tamworth

House builders' strong forward sales positions

Strong flows of inward investment

Continued focus on Building Safety, especially on HRBs

Future Homes Standard / Roadmap to carbon zero readiness by 2025



Building a better version of NHBC

Continue as an insurance company (NHBC unique in UK warranty market)

Develop services which exploit NHBC's data, insights and expertise e.g.

- Land Quality Endorsement
- Construction Quality Services (shift bias from QC towards QA)
- Training
- NHBC Accepts (MMC manufacturers)

Transform infrastructure and business processes: more digital, more flexible, more agile

Continue to professionalise our technical and insurance disciplines

More focused, commercial organisation relevant to all our stakeholders

Concluding comments



Significant changes ahead; change brings risk



Community of interest to face into this together



Inclusive approach with supply chain; otherwise constraint on ambition



Significant investment required in process control and quality assurance



Opportunity to 'change the story' on house building



NHBC's role:

- To inform, de-risk and facilitate change
- To provide insights, services and interventions that support the industry and underpin our purpose



Thank you

