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Leading the way

An update from Management

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Every company talks about being "people-focused," but it's the people themselves who bring that to life in every department and every role. At Nano Fibre UK, our success is built on more than the latest technology or a fleet of well-equipped vans. It's built on the steady, thoughtful, and sometimes unsung work happening behind the scenes: supporting new hires, solving problems, keeping teams paid and informed, and ensuring every connection, human or digital, is handled with care.

Being people-focused is not about posters or slogans. It's a series of everyday actions: listening, helping when someone is struggling, giving honest feedback, and taking responsibility for mistakes. When policies become personal and colleagues look out for one another, we see the true foundation of a people-driven company, often missed if you only notice the big wins.

This month, we're shining a light on the colleagues whose work often goes unseen but is always felt. Whether they're liaising with customers, guiding new recruits, handling payroll, or maintaining open lines of communication, Allen, Izabela, Lauren, and Shabana each demonstrate that being "people-first" isn't just a value, but a daily reality.

Their stories remind us that a business is more than its output. It's the conversations, the problem-solving, the moments of laughter, and the commitment to being better that hold everything together. Strip all that away, and you're left with an empty brand with plenty of noise, but no heartbeat.

Kind Regards

Wilhelm & Dirk

What “People-First” Really Means at Nano Fibre UK

Look at the work, not the slogan. At Nano Fibre UK, being people first shows up in the quiet graft that keeps everything moving: new starters who feel settled on day one, issues caught early, payslips right the first time, updates landing where they should, and every handoff treated like it matters. You only notice it when it is missing, but it is what holds the place together.

People-focus is a practice, not a claim. It is how we listen when someone is stuck, how quickly we help, how honestly we own up to our mistakes, and how we support each other in fixing them. When policy becomes habit and care becomes routine, quality improves, trust grows, and the big wins take care of themselves. This approach empowers everyone to uphold our culture proactively and ensures our core values remain at the forefront of our operations.

Allen Lackenby: The Fixer with a Human Touch



Allen's official role may be that of a customer liaison, but his day-to-day responsibilities are a whirlwind of mediation, connection, and rapid problem-solving. Despite his expertise, Allen sometimes faces moments of uncertainty, particularly when confronted with complex issues that lack immediate solutions. There was a time when a critical customer issue seemed insurmountable, leaving Allen unsure of what to do next. Such honesty in his vulnerability allowed him to reach out to colleagues for support, ultimately forging stronger bonds and finding innovative solutions. If there's a challenge to be tackled, Allen is usually already on it, making phone calls, listening to customer concerns, and pulling in the right team members to get things moving

Allen’s approach is simple: *“Every day, I try to make things better for both our staff and our customers. Sometimes that means smoothing over a tricky situation with a smile; sometimes it means rolling up my sleeves and getting creative.”*

He’s known for his ability to turn mishaps into opportunities, such as the day an installation was sent to the wrong house, which he turned into a new customer sign-up. *“It’s all about making things work, no matter what.”*

His colleagues say Allen has the knack for lightening tense moments. Case in point: he once spent a full day in an elf costume for Secret Santa, reminding everyone that laughter is a powerful team builder. His “Rubik’s Cube” approach to challenges, seeing every problem as a puzzle to solve, is a key part of why support at Nano Fibre UK is never boring.

His Be Better lesson: Don’t be afraid to learn from mistakes. The best fixes often come from creative thinking and a bit of humour.

Izabela Czerniawska: The People-First HR Advisor

Izabela’s desk is rarely quiet. Whether she’s guiding a new starter through onboarding, running a recruitment campaign, or handling a confidential chat with a colleague, her focus is always the same: people first.



Between onboarding, recruitment drives and confidential chats, she keeps one thing front and centre: people first. During one of Nano Fibre UK's busiest hiring pushes, she brought in a wave of new starters and made sure each felt welcome from day one. That practical care set the tone. Ninety percent of the cohort hit productivity targets in half the usual time. Empathy, structure and early engagement speed people up rather than slow them down.

She values small moments as much as big wins. One Friday the HR team tried a group shuffle dance during a pizza lunch. It was messy, it was silly, and it helped. Laughter reset the mood, new joiners relaxed, and conversations that matter happened without a meeting invite. Izabela will say it was nothing grand, just a simple nudge that helped the week land well. That blend of calm focus and human touch is why her work sticks.

When things get busy, Izabela is a calm anchor, always approachable and encouraging others to share what’s really on their minds. Her colleagues appreciate that she’ll never shy away from tough conversations, but she’ll always follow up with support.

Her Be Better lesson: Empathy builds stronger teams. Never underestimate the power of a good conversation and a shared laugh.



Lauren Orrell: The Consistent Payroll Champion

For most people, payroll is something that only becomes an issue when it goes wrong. For Lauren, it's a constant cycle of checks, reconciliations, and quiet attention to detail. She describes her job as *"the background music to the company if it stops, everyone notices."* As she works late into the evening, the soft click of reconciled cells signals her success, hinting at a payday that will seamlessly arrive without a hitch.



Lauren's work was especially important during Nano Fibre UK's move to a new payroll and HR system. She ensured the transition was as smooth as possible for staff, eliminating headaches and reducing errors. It's the kind of work that's invisible when it's done right, but absolutely crucial to staff morale and trust.

Lauren doesn't take herself too seriously, either. Some of her favourite memories include pizza Fridays with the HR team and the time her dog Enzo caused chaos by making a mess in the office. "We all survived and now it's just another funny story we share," she says.

Her focus on getting the basics right is what makes her so reliable. "Consistency is key," she says. "People rely on payroll being correct. It's my job to make sure they can."

Her Be Better lesson: Excellence isn't always about big changes. Sometimes, it's about quietly getting the important things right, over and over again.

Shabana Shaheen: The Glue Holding Everything Together

Shabana's role as a service delivery coordinator is all about making sure no one falls through the cracks. She describes herself as "the glue" between teams, the one who ensures that engineers, coordinators, and ISPs are all moving in the same direction.



Her colleagues see her as a shape-shifter ready to jump into whatever role is needed that day. During one meeting, a manager told her she reminded him of *"Mr Benn,"* the children's character who tries on new costumes and steps into different worlds. *"That's pretty much what I do, I just don't wear a bowler hat!"* she laughs.

She's also famous for her desk's tiny violin, a prop she brings out whenever the team needs a laugh (or a little perspective). Her sense of humour is just as strong as her work ethic.

Her Be Better lesson: Versatility and support are everything. When people feel seen and valued, teams grow stronger and so does the business.

What We Can Learn from Our People

When you look at the stories of Allen, Izabela, Lauren, and Shabana, it’s clear that what keeps Nano Fibre UK moving isn’t just technology or process; it’s the commitment to being there for each other. Whether it’s a quick fix, a new idea, or a shared joke on a tough day, their work touches every department and every colleague.

They solve problems before they reach the surface, catch the small details others might miss, and remind us all that kindness and consistency matter as much as technical skill.

This isn't just about support; it's about the spirit of the entire company, the willingness to laugh together, help one another through changes, and keep improving, no matter how many plates are spinning at once. Transparency between humour and improvement is central to this spirit, encouraging open dialogue and growth. We invite you to join the conversation: What unseen act kept your day moving? Share your own plate-spinning stories and become part of our ongoing, trust-building dialogue.



Conclusion: The Real Heart of the Business

When you see a seamless installation or hear a customer thank the team, remember those working behind the scenes. These stories remind us that every role and detail matters, and every bit of progress starts with someone who cares.

To turn this inspiration into action, take a moment this week to appreciate an unsung hero in your workspace. Send a 60-second voice note to the colleague who made your day easier or who consistently supports the team without seeking recognition. Small gestures like these can make a big difference and help us build stronger, grateful communities in our workplaces.

So here’s to the colleagues who bring out the best in others, who champion improvement, and who prove that the strongest teams are built on trust, humour, and a human touch. Nano Fibre UK is stronger because of them, and so are we all.