

## Welcome

to Issue One of the Oakray Oracle, our new quarterly newsletter. As we start 2023, we embark not only on a new year but at a challenging time for clients, residents and contractors alike. Our response has been to assess these challenges and respond in an appropriate manner to ensure our business is fit for a post pandemic, positive future.

To ensure we remain the contractor of choice for our clients, the directors and senior management team took the bold step of asking clients, residents and colleagues what they wanted from a contractor in the future. Following the feedback we have made significant changes to our delivery processes, IT software/hardware, customer service and website, all to the benefit of our clients, residents, communities and the environment.

Oakrays commitment of improving our clients property performance, in a safe manner, delivering high-quality works with exceptional customer service remains a priority. In December 2022, I wrote to everyone at Oakray and promised that we would communicate better on the future strategy of the business, I hope you see this newsletter as a step towards communicating our vision for a strong Oakray future, where every member of staff has a contribution to make.

James Barnard, MD



## In Brief

### Talk to Us

If you have news you want to share (personal or professional) please send an email to Pia or David in the BD & Bid dept at [newsletter@oakrays.co.uk](mailto:newsletter@oakrays.co.uk)

### New interactive Oakray website

Please take a moment to view our new website.

Residents are now able to book/change their compliance appointments to suit [www.oakray.co.uk](http://www.oakray.co.uk)

[Issue 2](#)

[Meet Oakrays MD  
60 second interview](#)

## “Whats New” - Issue 1

The Oakray Oracle will be issued quarterly to clients and staff with company and industry news and updates.

Over the last year we have made significant internal changes to help deal with the challenges ahead. These include the launch of our new interactive website with a residents portal, reviewed and refreshed our corporate branding and internal processes and replaced Designed, Installed, Maintained, Managed (DIMM) to better reflect our service deliverables as a **Property Performance Specialist**, with further changes to follow this year including the launch of oData 2.

These changes and others are a considered response in an ever challenging marketplace, to ensure positive benefits for our clients, residents, staff and communities long-term.

## OUR VALUES

**T** - **Transparency**, is at the heart of everything, we are open in our communications and accountable for what we do.

**R** - **Respect**, at all times we remain respectful to our clients, customers and colleagues and everyone we come into contact with and act as guardians of the reputation of the organisation.

**U** - **Unity**, we work in unity with our customers and clients to deliver an excellent and quality service.

**S** - **Success**, is key at Oakray, with an innovative approach we aim to continually develop and improve our services and produce to clients.

**T** - **Teamwork**, we work together with integrity to support each other as individuals to encourage diversity be inclusive so that Together Everyone Achieves More.

# HR Updates



The last 12 months have been extremely busy for everyone with the challenges faced post lock-down. However, positive HR highlights include:

- Oakray is now an accredited London Living Wage Employer.
- The promotion of gender equality across the industry through our partnership with Women In Construction.
- We have launched our Employee of the Month Awards.
- We continue to support our apprentices with workshops, college portfolios and work programmes.



Don't forget as part of Oakrays Social Value Policy we encourage all members of staff to get involved in delivering social value by utilising their 1 day paid social value day and attending a charity of their choice, please contact the HR team for further information.



## NEW Oakray Residents Portal

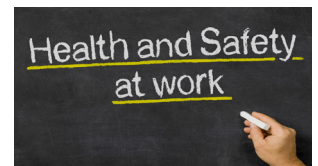
Following feedback received from clients and residents, we are delighted to announce the launch of our new Residents Portal, Oakrays interactive online booking system for domestic Gas and electrical testing.

By clicking on <https://portal.oakray.co.uk/resident/> residents are now able to confirm/change/book appointments.

This service provides greater flexibility, is convenient, reduces no access appointments and is kinder to the environment by reducing the need for (paper) reminders.

We are currently trialing this with Network Homes and Brent Council, and look to roll out further during 2023.

## HSQE



Welcome to the first, Health, Safety, Quality & Environmental newsletter segment for 2023. Oakray has always understood and embraced our duty as a responsible employer to ensure all work activities carried out are done so in a safe manner, without detriment to staff, clients and partners. Our biggest objective for 2023 is to build upon our existing internal service offering of providing an inclusive and supportive HSQE function partnering across all areas of the business.

### DEVELOPMENTS:

- Over the coming weeks we will be giving all employees the opportunity to give HSQE feedback via an online questionnaire, this will allow you to confidentially raise concerns, comment or offer suggestions on Health & Safety matters either within your team or across the business. **We encourage everyone to participate**
- We are planning to make access to standard company documentation and policies available via our new "myOakray" staff portal, coming soon 2023.
- We are upgrading our Training Matrix to a new electronic platform which forms part of our HandsHQ RAMS portal. All staff training will be recorded here and reminders will be distributed as required. eLearning will also be available from this new site too, consolidating log-ins required.