

## February Client Newsletter



## Behind the Scenes at 25 Sackville Street

**Q: At 25 Sackville Street, do you have the tools and technology available to enhance the guest experience and streamline front-of-house operations?**

**A:** The best tool for me is the experience that the people I work with have. It is something that I consider irreplaceable. I also have an amazing sound system in the reception, and nothing enhances the guest experience like a little bit of soul music.

**Q: When you think of Bradley & Co. as a company, what three words come to mind?**

**A:** Competence, support, respect.

**Q: What particular aspects of your job do you like the most?**

Day-to-day interactions with the residents and tenants, becoming a part of their everyday routines. Getting to know them, helping and assisting with everyday queries.

We stopped by our Sackville Street site to speak to Front of House manager, Monika Koszel, to get some insights into her day to day and how she feels about being part of the Bradley & Co team.

I think about the building as a community rather than separate flats and offices. I like that myself and the work I do helps to build this community.

Also, I enjoy very much taking a peek at our maintenance work There is never enough plumbing knowledge to be had!

**Q: What's the best thing about working at 25 Sackville Street?**

The best thing about 25 Sackville Street is that it is a completely new site. Every person here (either residents/tenants or employees) is starting from the very beginning. A new flat, a new office, a new front desk. It is very exciting to have a chance to make things "my own" and, at the same time, to observe how other occupants of the building are doing the same. You see those empty flats or office spaces and wonder how they will look and feel when there are furniture, plants, desks, and computer screens. How the everyday life in the building will look when everybody moves in.

### What We've Been Up To

#### New Kid On The Block

Bradley & Co. are delighted to confirm Liam O'Sullivan as our new Head of Operations. Liam is a highly motivated and responsible operator, with more than 15 years industry experience; his career thus far has spanned front-line and strategic positions.

In Liam's new role as Head of Operations he will be responsible for the day-to-day operations across the Bradley & Co portfolio. He will look to embody the company's ethos and promote its core values to guarantee 100% service delivery and customer satisfaction.



#### Welcoming 60 Sloane Avenue

Last month Bradley & Co. were thrilled to complete another successful mobilisation at 60 Sloane Avenue, a new site now included in Bradley & Co.'s growing portfolio. Glen Herron, Bradley and Co.'s Head of Business Development was on hand to support our new site manager Serhan Gulesin, who was dressed to impress in a Sloane Ranger inspired ensemble.

Like the building's refreshed and reinvigorated design inside and out, and to the many modern office and retail tenants we will be supporting in the future; here at Bradley & Co. our staff truly represent ambition and sophistication.



#### Building Management at Meridien House

Bradley & Co. are delighted to confirm a new building management contract with Regency Real Estate. A successful mobilisation of Meridien House was completed on the 3rd January 2024. A fantastic property.. a fantastic team.. a fantastic start to the year!



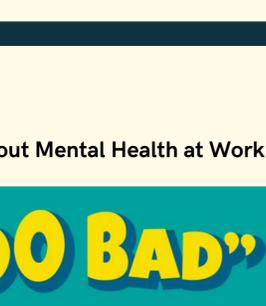
#### Paul's Birthday Bash

On Saturday 20th January, Paul invited clients and friends to Lingfield Racecourse to help him celebrate his birthday as only Paul Bradley can. With it being January, of course, a Plan B had to be swiftly actioned due to the poor weather. With a new location secured the weather held (just) but the memories for those present will last forever.



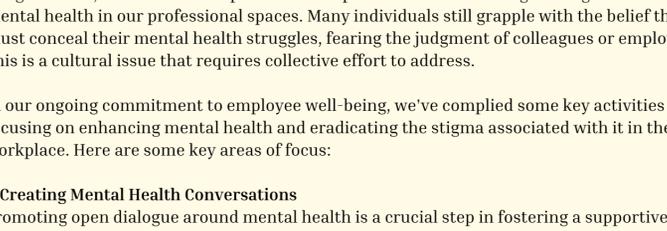
### EMPLOYEE OF THE MONTH

We are delighted to confirm that our employee of the month for February is Rita Ramos, our FOH Receptionist at 80 Brook Street. Rita has, in a short time made a major impact on this newly acquired site in the heart of Mayfair. She has received excellent feedback from visitors, tenants and from the Bradley & Co management team. Here at Bradley & Co. we are all about excellent customer service and making the right first impression. Rita has achieved this in spades. Well done Rita!



## IT'S TIME To Talk

### Breaking the Silence: Time to Talk About Mental Health at Work



On the 1st of February, Mind, a leading mental health charity, launched Time to Talk Day. This initiative aims to break the silence surrounding mental health and foster open conversations in the workplace. Recent research by Mind reveals that 7 in 10 employees feel compelled to wear a brave face when asked about their mental health, citing a fear of being burdensome amid the larger challenges facing the world.

In light of this, it's crucial to emphasise the importance of dismantling the stigma surrounding mental health in our professional spaces. Many individuals still grapple with the belief that they must conceal their mental health struggles, fearing the judgment of colleagues or employers. This is a cultural issue that requires collective effort to address.

In our ongoing commitment to employee well-being, we've compiled some key activities focusing on enhancing mental health and eradicating the stigma associated with it in the workplace. Here are some key areas of focus:

#### 1. Creating Mental Health Conversations

Promoting open dialogue around mental health is a crucial step in fostering a supportive work environment. It's time to challenge the culture of silence and shame surrounding mental health and wellbeing. Our collective efforts can create a workplace where employees feel safe to share their experiences without fear of judgment.

#### 2. Providing Individualised Mental Health Support

As the mental health landscape evolves, it's essential to recognise and address the diverse needs of our employees. Human Resources plays a pivotal role in crafting a comprehensive mental health support strategy. Being well-informed and adaptive to the changing priorities of mental health is crucial in providing effective assistance.

#### 3. Easing Work-Related Stress

Work-related stress is a prevalent issue, impacting nearly two million workers in Great Britain in the last 12 months alone. Tackling this challenge not only benefits employees by improving their overall health and work experience but also yields positive outcomes for employers. Increased productivity, reduced absenteeism, and lower staff turnover are some of the rewards of addressing work-related stress proactively.

#### 4. Ensuring Managers are Equipped to Support Employees

Recognising the critical role of line managers and their responsibility in supporting employee mental health. Managers who provide manageable workloads, realistic deadlines, and a supportive management style contribute significantly to a positive work environment.

Following Time to Talk Day, let's commit to fostering a workplace where mental health is a priority, and open conversations are encouraged. By breaking the silence, we can create a supportive and inclusive environment that benefits everyone. Remember, a small conversation can make a big difference. It's time to talk.

## HR News



#### Workers pay to make a tribunal claim under new rules

The Ministry of Justice (MoJ) has launched a consultation into the proposed re-introduction of modest fees in the employment tribunals (ET) and Employment Appeal Tribunal (EAT).

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#### Culture review launched at nursing regulator

The Nursing and Midwifery Council (NMC) has commissioned an independent review into its culture, following allegations of racism, sexism and a lack of freedom to speak up.

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## London News



#### London Zoo 'over the moon' to welcome second critically endangered baby gorilla

Staff at London Zoo have said they are "over the moon" to have welcomed a second critically endangered baby gorilla in less than a month. The western lowland gorilla baby, whose sex has not been confirmed, was born at 7.44pm on February 8 to mother Effie and was delivered in the gym area of Gorilla Kingdom.

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#### London Overground: New names for its six lines revealed

The new names of London's six Overground lines have been revealed, significantly changing the look of the famous Tube map. Last August, Transport for London (TfL) announced it wanted to give the routes distinct identities to make it easier for passengers to navigate the network.

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#### King Charles back in London for expected cancer treatment

King Charles delivered his first message since the diagnosis over the weekend. However, he did not elaborate on what kind of cancer it was, the type of treatment he is receiving or what stage the cancer was at.

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## Wanstead Cricket Club Monthly Update

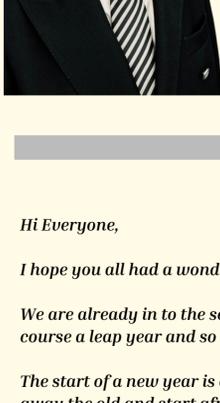
Dear Readers,

At WCC are really looking forward to the new season and with Bradley & Co's continued sponsorship and support we hope to have another amazing season.

We have some very exciting things in the pipeline that we're having to keep hush, hush for the time being. In the meantime, we are focused on getting the Club shipshape and ready for the new season.

We can't wait to tell you more about our exciting plans in the next issue.

All the best,  
Tony



Hi Everyone,

I hope you all had a wonderful Christmas and New Year.

We are already in to the second month of the year. How time flies. February 2024 is of course a leap year and so has 29 days rather than 28 - so don't forget!

The start of a new year is often seen as a time of new beginnings, a chance to sweep away the old and start afresh.

This not only applies to individuals, but to businesses as well; and Bradley & Co is no different. Eight years ago, I set up Bradley & Co to offer clients and businesses bespoke services in management consultancy and facilities management support. We have thrived by doing things differently, always looking for excuses to review, adapt and change, within a dynamic and everchanging marketplace. I look back at 2023 and can reflect on a remarkable successful year, but we must not sit on our laurels - there is more to do in 2024 with opportunities to expand our business further and hiring first rate staff who go above and beyond.

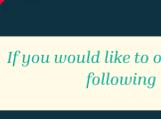
One of the first markers of change that you will see will be a full refresh of our business websites in the coming weeks, which we have been working hard over the past few months to update and rejuvenate. As the saying goes, New Year - New Broom.

As you will see from the newsletter a lot has been happening here at Bradley & Co. Liam O'Sullivan has joined the team as Head of Operations and we have mobilised yet another site. These are exciting times and with the Spring within spitting distance, we have a feeling it will be a prosperous year ahead!

I wish you all well - thank you for being part of the Bradley & Co. family.

See you in April.

Paul



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