

How we value our people

Making you successful

OSBORNE



How we value our people

This document captures the essence of what it is like to work at Osborne. It reflects our culture, our values and what truly makes us different from other employers.

Share in our stories by clicking on the grey boxes. 



Individual

Celebrating you for who you are and the skills and ideas you bring.



Opportunity

Providing you with the freedom and support to make a difference.



Collaborative

Working together to accomplish success and helping our great brand to flourish.



Challenging & supporting

Aiming to continually improve by inspiring change and wanting to be the best we can be.



Diverse

Valuing and encouraging contributions from everyone.





Individual

Celebrating you for who you are and the skills and ideas you bring.

Nominated two years in a row for the acclaimed RIBA Stirling Prize.



First contractor to be awarded the ServiceMark accreditation from the Institute of Customer Service.



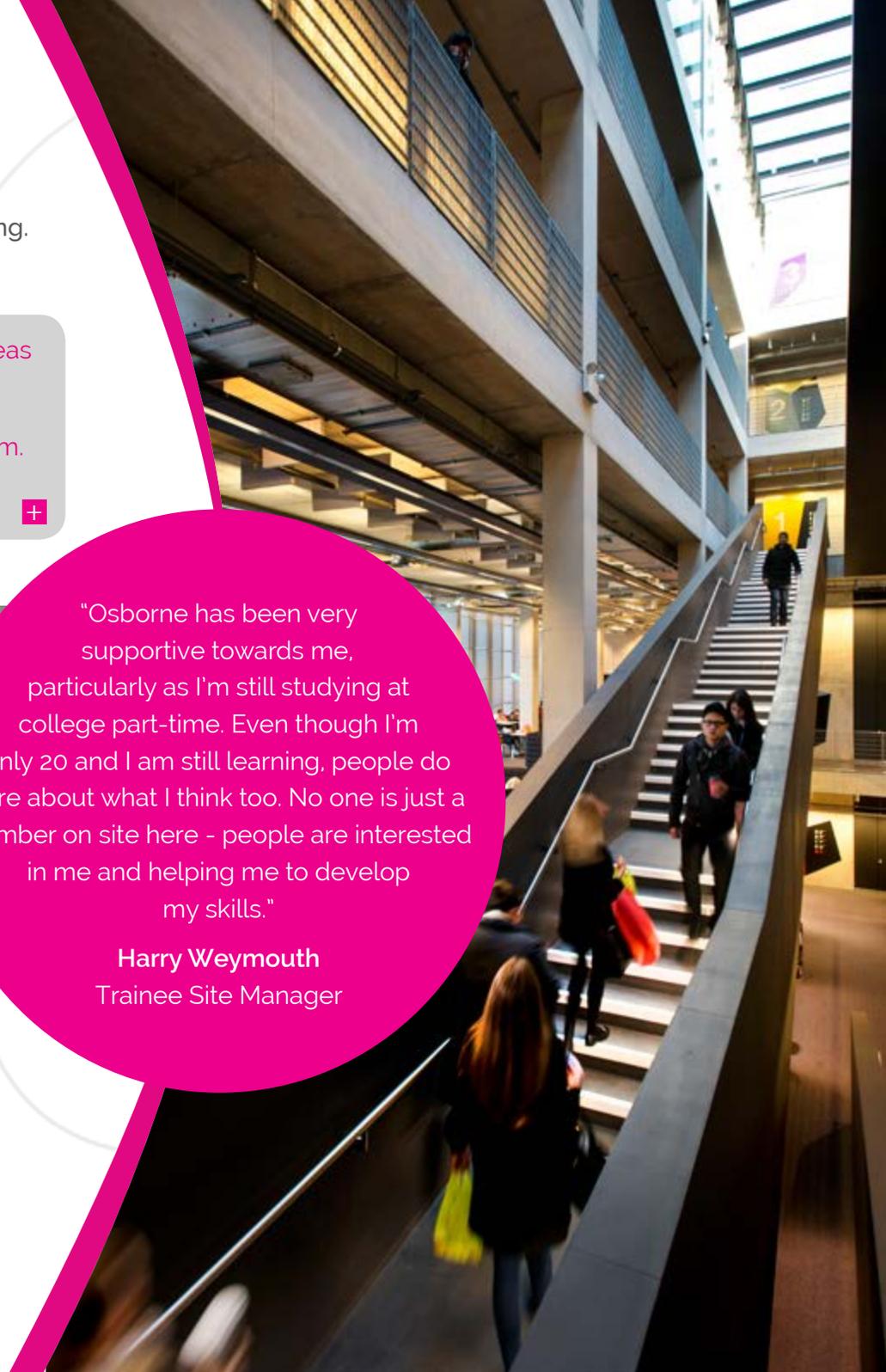
Over 18,400 new ideas submitted through our Improvement Opportunities system.



"Osborne has been very supportive towards me, particularly as I'm still studying at college part-time. Even though I'm only 20 and I am still learning, people do care about what I think too. No one is just a number on site here - people are interested in me and helping me to develop my skills."

Harry Weymouth
Trainee Site Manager

- Listening and recognising that your contribution matters - you can make a difference and everyone has a voice.
- Having the freedom to express yourself and helping you to have a clear understanding of your talents and aspirations.
- Recognising that you have a life outside of work and that maintaining a healthy work/life balance produces the best in you.
- Encouraging you to do things differently to find better outcomes, and not being afraid to stand out from the crowd.





Opportunity

Providing you with the freedom and support to make a difference.

Great opportunities for new experiences and career progression across our business. +

Working with high-profile customers such as Network Rail and the Royal Academy of Music. +

Committed to developing our people - our current business leaders are internal appointments. +

"I've been working for Osborne for over 20 years and every day is different, bringing new challenges and opportunities. There are so many highlights, from working closely with customers on complex projects to seeing one of our most innovative challenges featured on The One Show on the BBC. For me though, it's all about the people that are here which really make my experience."

Jamie Harrison
Customer Programme
Manager



- A progressive organisation with a real commitment to developing and investing in our people.
- Working on complex, high-profile projects, with a diverse portfolio which provides opportunities at every level.
- Working closely with local communities to make a lasting and positive difference to people's lives.
- A family-owned company that you can trust, with strong values, a clear vision of the future and a strong sense of purpose.



Collaborative

Working together to accomplish success and helping our great brand to flourish.

Institute of Customer Service UK Customer Satisfaction Award winner for collaboration. +

Partnering with Dacorum Borough Council has led to an industry-first contract. +

Innovative collaboration with Suttle Projects on The Little Mermaid - a world-first underwater excavator. +

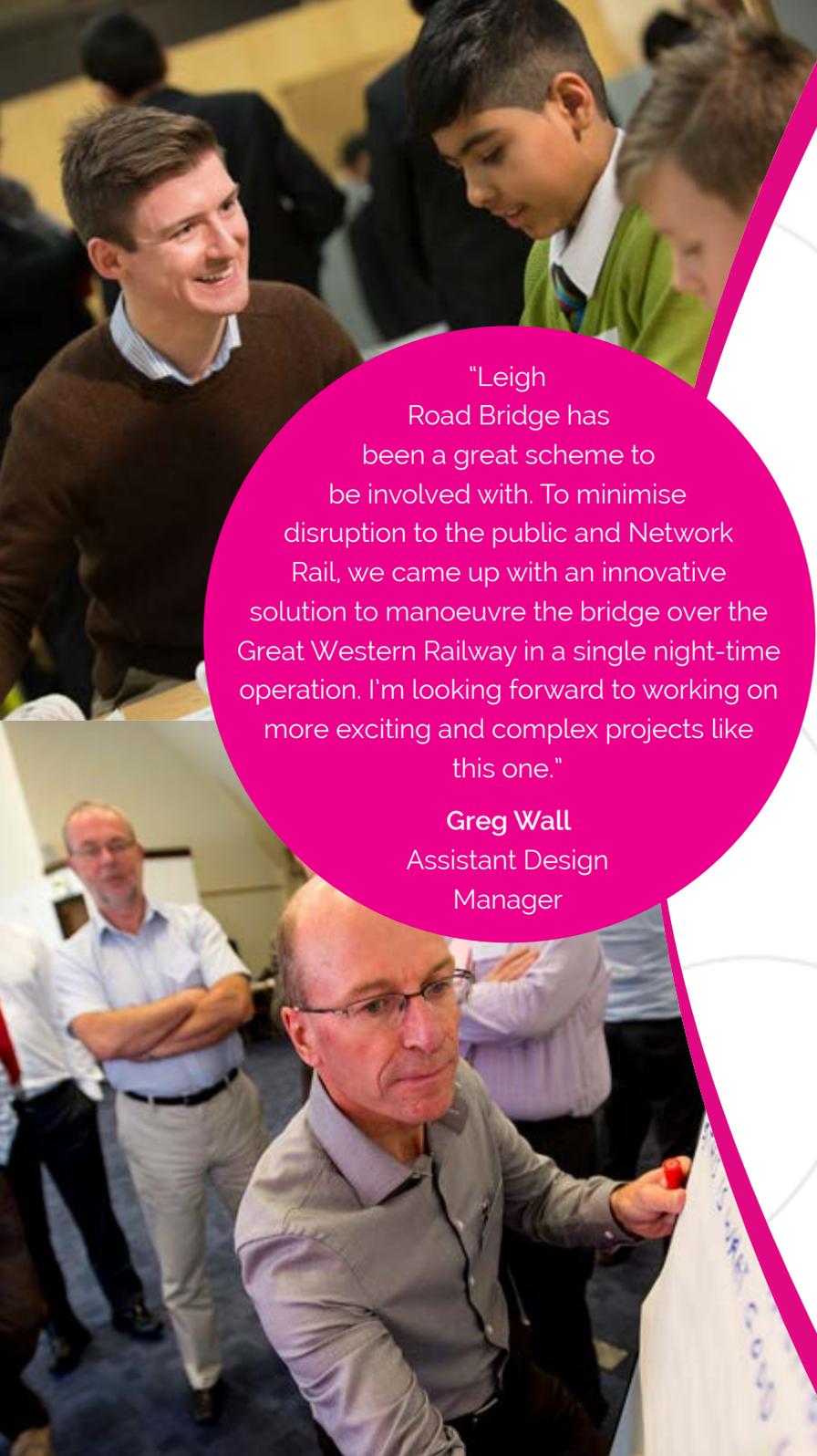


"Osborne has made the whole process as painless as possible. Henry and Liam from the site team were brilliant and became a valuable part of Tavistock. They were excellent role models for the children."

Joanne O'Connor
Head Teacher, Tavistock Infant School

- Taking a collaborative approach; working together with our customers and our supply chain as one team to create exceptional results.
- Building trust and respecting the needs and working styles of everyone we come into contact with.
- Drawing on all of our experiences and being adaptable, responsive and quick when implementing solutions that exceed the expectations of our customers.
- Being open to new ideas - encouraging innovation and doing things in different ways.
- Working together as part of something really special.





Challenging & supporting

Aiming to continually improve by inspiring change and wanting to be the best we can be.

"Leigh Road Bridge has been a great scheme to be involved with. To minimise disruption to the public and Network Rail, we came up with an innovative solution to manoeuvre the bridge over the Great Western Railway in a single night-time operation. I'm looking forward to working on more exciting and complex projects like this one."

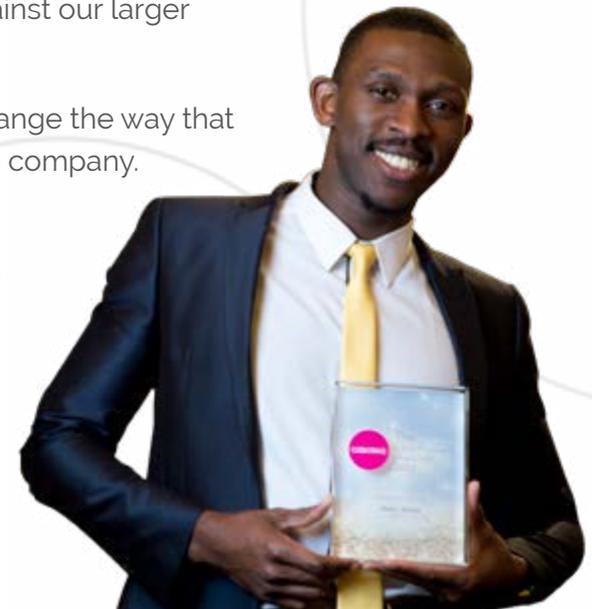
Greg Wall
Assistant Design
Manager

Working on technically complex projects such as the student centre for the London School of Economics. **+**

Exceeding our customers' expectations in testing conditions. **+**

Our customers have praised the efficiency of the mobilisation of our Property Services contracts. **+**

- Providing great roles that challenge you, allowing you to discover new things about yourself and your abilities in a supportive and encouraging environment.
- Competing and regularly winning business against our larger competitors.
- Giving you the opportunity to influence and change the way that we do things, regardless of your role within the company.
- Aiming to deliver our best at all times to our customers and business partners; building and maintaining lasting relationships.
- Recognising that sometimes things need to change and getting on with this even if we are not in our comfort zone.





Diverse

Valuing and encouraging contributions from everyone.

Helping people to learn new skills and developing a new government-backed apprenticeship. +

Offering site-based work experience and a permanent role to a young person with learning difficulties. +

Over 10,000 people have been engaged through our work in local communities. +



- Recognising that diversity embraces many things, including culture, gender, age, disability, sexual orientation, religion and thought, and knowing that everyone can contribute to our success.
- Working hard to develop a diverse workforce with a variety of skills to support the business now and in the future.
- Embracing difference and actively encouraging talent from all parts of society.
- Ensuring our responsibility to our people, the community and the environment is put into action on every project, every day.

"Without the support of Osborne, taking the children on a trip to Diggerland would not have been possible. You were fantastic; everyone was really open-minded, keen to get involved, kind and worked extremely hard. Our children had a wonderful day."

Gaye Studman
Service Manager, Learning Disabilities Experience



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