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ISSUE 2 : APRIL 2016

f AspireAsOneTeam

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# One

*The voice of the Aspire Team - Bringing our community together*



## WHAT'S INSIDE



ASPIRE PLAYER  
OF THE MONTH

*March '16*

See page 3 for more on  
this month's winners.

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# ALL NEW

# ASPIRE

APRIL 2016 SEES LAND SECURITIES  
REACHING NEW HEIGHTS IN  
CUSTOMER SERVICE.

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# AspireAsOne

APRIL 2016 SEES THE RELAUNCH OF ASPIRE. OUR AIM IS TO REINFORCE AND RECOGNISE THE IMPORTANCE OF THIS INITIATIVE. ASPIRE IS TOTAL COMMITMENT TO A **one** COMMUNITY IDEAL AND IS ALREADY REVOLUTIONISING THE WAY EVERYONE IN THE LAND SECURITIES ESTATE WORKS.

## AIN'T NO STOPPIN' US NOW

**Right now, Aspire members are encouraging and inspiring their fellow workers to do better, to work smarter and to be the best.**

The **Aspire Player of the Month Awards** reflect just how important the team ethic is with comments such as "She makes every day a better day", "He never fusses or complains" and "An important member of the team". But it takes you and the other team members involved to turn the Aspire idea into a reality.

The early issues of this newsletter have covered stories where employees from different service providers have pulled together to achieve great things. Every day of the week, team members that look after Land Securities' buildings and their customers are turning the Aspire idea into a reality.

*"Coming together is a beginning; keeping together is progress; working together is success."*

**Henry Ford**

## ASPIRE: WHAT'S IN A NAME?

**It seems like a simple idea. The concept of Aspire is that by working together as a cohesive team we achieve greater things. This ensures that the team members in each location and the service providers they work for operate as a tightly knit community.**

We want the Aspire service to be so good that our customers do not even have to think about building and facility issues. To them, it simply means they experience an excellent seamless service that allows them to get on with their work.

## SO WHAT IS AspireAsOne?

**More than just an idea, it is a way of operating that ensures collaboration at every level in the organisation.**

From the Steering Group that develops working policies, through the management communities that liaise at location level, to the stars - yes that's you, that make it happen in every building, every day.

**AspireAsOne is a culture of togetherness - and it works brilliantly.**

## ASPIRE VALUES ARE YOUR VALUES

**Every month a 'Player of the Month' is selected from nominations by you and other Aspire team members. Winners receive some well-deserved prizes.**

It is a credit to everyone that each month lots of nominations are received, illustrating just how good the Aspire team is and how Aspire members are held in such high regard by the people they work with.

In fact, on many occasions the nominations have been so compelling that multiple awards have been made.

### *How do your workmates excel in the Aspire Values?*

#### RESPECT

Treating fellow workers, customers and visitors in the way we all expect to be treated ourselves.

#### INTEGRITY

Being honest with each other, and with others and doing what we say we will do.

#### INNOVATION

Looking for ways to improve how we go about our business because even the smallest improvements and efficiencies all add up to create a better service.

#### CUSTOMER SERVICE

At all times focusing on the customer and remembering that our business is to allow them to get on with their business.

#### EXCELLENCE

From the way we look, to the way we handle ourselves, to the outward impression we give and, of course, to the exceptional service we provide.

#### ACCOUNTABILITY

Measuring ourselves and the team against what is expected of us and setting and achieving our own performance goals.

## VOTE NOW

**IS YOUR WORKMATE A GREAT TEAM PLAYER?**

Email your nominations for the Aspire Staff Recognition Awards to [aspire@landsecurities.com](mailto:aspire@landsecurities.com)

**WE'RE LISTENING!** Please don't be put off if your nomination is not mentioned first time as all your comments are noted. **Please keep those nominations coming in!**

## ASPIRE PLAYER OF THE MONTH *March '16*

MARCH SEES THREE PEOPLE RECOGNISED BY THEIR FELLOW WORKERS FOR EXCEPTIONAL PERFORMANCE AND FOR SIMPLY MAKING THE LIVES OF THOSE AROUND THEM 'BETTER'.

### “THE PORTLAND HOUSE TEAM WOULD NOT BE THE SAME WITHOUT **OLGA FULLER**”

WINNER: **Olga Fuller**, Office Concierge, Portland House.

ASPIRE  
PLAYER  
OF THE MONTH

**O**lga gives 110% contribution to customer service' was how Lewis O'Brien of Ultimate Security described working with her.

In his nomination, Lewis used one example of how Olga had dealt with a distressed visitor, calmly and professionally defusing the situation and avoiding a scene. 'Olga deals with situations like this on a daily basis,' Lewis explained, adding '...the Portland House team would not be the same without her'.

Phil Matis of Not Just Cleaning also nominated Olga and was full of praise adding 'Olga is always willing



to help and her customer service skills are second to none. She's a great example of excellence and teamwork'.

## LAND SECURITIES SHINES IN THE CLEAN CITY AWARD

NEW STREET SQUARE, 140 ALDERSGATE, ONE NEW CHANGE AND 20 FENCHURCH STREET WERE ALL RECOGNISED IN THE PRESTIGIOUS CITY OF LONDON CLEAN CITY SCHEME 2015.

The Clean City Awards Scheme has been pioneering excellence in waste management since 1994 with its slogan:

**Reduce, Reuse, Recycle.**

The presentation was made at Mansion House with the Lord Mayor in attendance.

***Congratulations to you all and keep up the great work.***

## EXPECT THE UNEXPECTED

IT'S WHEN SOMETHING HAPPENS THAT THE EXCELLENCE OF THE ASPIRE TEAM ETHIC COMES TO THE FORE.

So when a sprinkler head accidentally went off and started to flood the 15th floor lobby of New Street Square, the potential of damage and disruption to customer areas was high, and quick thinking was essential.



“**ADAM READ'S LEADERSHIP WAS RESPONSIBLE FOR THE SITUATION BEING RESOLVED**”

WINNER: **Adam Read**, NG Bailey, New Street Square.

‘When he became aware of the situation Adam immediately made radio contact with security control’ wrote John Gibson when nominating Adam.

‘Dealing with the issue, Adam speedily assigned members of his team to stop the flow of water.’ ‘His leadership was responsible for the situation being resolved in a manner that had the safety of staff and the limitation of damage as a priority’. ‘Throughout the situation, he kept security control updated until it was resolved’.

ASPIRE  
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“**CUSTOMERS BACK IN THE BUILDING IN A RECORD 12 MINUTES THANKS TO JOHN GIBSON**”

WINNER: **John Gibson**, Ultimate Security, New Street Square.

One of the key aims of all Aspire team members is to allow customers to get on with their work with as little disruption as possible.

So when Colin Harvey, Service Delivery Manager of NG Bailey, alerted John Gibson to the situation requiring three floors in Building 6 to be evacuated, speed was of the essence. John took to the task in the manner that Colin would expect. ‘With the assistance of John, the customers were evacuated from the three affected floors, yet back in the building in a record 12 minutes’, explained Colin.

ASPIRE  
PLAYER  
OF THE MONTH

# GrooveAsOne

## LIP SYNC MUSIC VIDEO CONTEST 2016

### THE RESULTS



## YOU SURE DID!

THE STILLS FROM THE NOW INFAMOUS LIP SYNC MUSIC VIDEO COMPETITION TELL THE STORY. TYPICALLY, ASPIRE MEMBERS HAD VERY LITTLE TIME TO REACT BUT HEY, HOW WELL DID TEAMS DO TO COME UP WITH THE GOODS?

A TOTAL OF **ELEVEN GREAT VIDEOS** WERE ENTERED, FEATURING PEOPLE FROM ACROSS OUR VARIOUS SERVICE PROVIDERS. MOVIES WERE JUDGED ON A MIX OF CRITERIA INCLUDING CREATIVITY, APPEAL AND FACEBOOK 'LIKES' AND HERE'S RESULTS.

### THE WINNER IS...

In first place, those cool cats from **One New Change** who synched to Hotline Bling as well as calling each other "Nice, sweet, fantasteek".

### AND IN SECOND PLACE...

Not to be frozen out, the aptly titled 'Palace Princesses' from **16 Palace Street**, where the cast of six simply 'Let it Go'.

### PLUS A BIG THANK YOU TO...

The accolade for 'Best Cameo' was awarded to **New Street Square's** 'Original Prankster' spoof with full marks to **Chief Executive Robert Noel** for donning the black sheep mask.

As if that praise was not enough, yet another video from **New Street Square** gets a mention for the relevance of its content with the

use of that very appropriate Joe Cocker classic: 'With a little help from my friends', supported by a ream of print-outs on A4 paper!

Best use of Social Media had to go to **20 Fenchurch Street** with their video medley featuring the vacuum Freddie's being viewed more than 3,600 times.

The videos really are worth a watch with some outstanding creativity, great tracks and many Aspire members willing to make an exhibition of themselves.

### NOT SEEN THE VIDEOS YET?

You can catch up with all the great entries at

**f AspireAsOneTeam**

Terms & conditions apply.

'LIKE' + 'SHARE'  
**WIN**  
£50 GIFT CARD

HOW TO ENTER

Visit **f AspireAsOneTeam** for details.

/ONE NEW  
CHANGE/

## IMTECH INVIRON HEALTH & SAFETY AWARD

SERVICE PROVIDER IMTECH INVIRON AWARDED ITS ANNUAL HEALTH & SAFETY AWARD TO THE TEAM AT ZIG-ZAG AND KINGSGATE.

The award recognises good practice, performance and culture towards creating a safer working environment. Safety is a fundamental issue for everyone in the Land Securities estate as exemplified by the quote in the induction documentation by Chief Executive Robert Noel: "For a successful business it means you go home safely".



**Above:** Finance Director Dipak Chauhan, presenting to Sam Kent, James Jones and Allan Adams. Ben Harrison and Matt Foster were also part of the successful team.

## CONTACT

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