

# One

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



## WHAT'S INSIDE



ASPIRE PLAYERS  
OF THE MONTH

*April '16*

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

[READ MORE INSIDE >>>>](#)

# IS THERE A HERO

## NEAR YOU?

WE LIKE TO THINK THAT THERE IS  
NO BETTER TEAM ETHIC IN ANY  
ORGANISATION THAN WHAT  
WE HAVE CREATED IN ASPIRE.

[READ MORE INSIDE >>>>](#)



# IS THERE A HERO NEAR YOU?

WE LIKE TO THINK THAT THERE IS NO BETTER TEAM ETHIC IN ANY ORGANISATION THAN WHAT WE HAVE CREATED IN THE LAND SECURITIES ESTATE UNDER THE **AspireAsOne** BANNER. THE SIMPLE BELIEF THAT BY WORKING TOGETHER WE ACHIEVE A LEVEL OF SERVICE THAT IS FAR ABOVE THE EXPECTED, ALLOWING OUR CUSTOMERS TO GET ON WITH THEIR WORK WITHOUT EVEN HAVING TO THINK ABOUT THE FACILITY THEY WORK IN.

## WHAT IS **ASPIRE PLAYER** OF THE MONTH?

**A**ll around you are heroes - the people you work with - and you can nominate anyone from another service provider for a prize.

To do this you will need a **Player of the Month Entry Form** which you can get from your line manager or **Aspire Ambassador**.

## SO WHO IS YOUR **ASPIRE** AMBASSADOR?

### ULTIMATE SECURITY

Abdul Aziz  
Calvin Pillay  
Jef Adams  
Lawrence Merry  
Pawel Slabiak  
Richard King  
Steve Sillitoe

### NG BAILEY

Adam Reed  
Alma Kaplij  
David Sayers  
Francesca Bartlett  
Richard Miah  
Sophie Cox

### PORTICO

Lucy Dupre  
Elena Mickevica

### NJC

Adeniyi Fadiora  
Carol Wright  
Curtis Parris  
Daniel Moxham  
Despina Duzi  
Francisca Piedad  
Cumbicus Jaramillo  
Kristina Jakaityte  
Inga Rutkauskiene  
Phil Matis  
Greta Dvarvytiene

### OFFICE CONCIERGE

Anine Firing  
Barbara Rigano  
Stephanie Lewis  
Toma Olechniene

### LAND SECURITIES

Ben Thomson  
Kerry Whitebread  
Jasmin Byrne

## HAVE YOU HEARD THE WORD?

Every day more and more **AspireAsOne** people are joining the e-mailing list and getting involved in the communications hub where the stories are all about people just like you.

This newsletter is the focal point and we would love all of you to contribute to it as well as to enjoy reading it.

**Here's how you can**

**Make sure your name is on our e-mailing list.**

To do this go to the website [www.AspireAsOne.co.uk](http://www.AspireAsOne.co.uk), scroll down, add your email address then click '**Subscribe**' and you are in!

This means that every month you will be told when a new issue of 'ONE' newsletter is available, and you will also be sent other information relevant to you and everyone you work with.

**How can YOU contribute to this newsletter?**

**This newsletter is about everyone and we want to hear your stories and your ideas. Stories can be about work but also about the other aspects of your life.**

For instance, outside of work you may be involved in activities which are interesting, such as charity or community work? Maybe you are travelling to somewhere exotic which could be related to your past? Perhaps you have had success in an activity such as cooking, art, culture or sport? Possibly you run a team which wins a competition. In work, perhaps you have come up with a great idea to make a task simpler and more efficient?

**All news is good news and worth putting forward**

To turn your story into news, all you need do is make some rough notes on a **Player of the Month Entry Form** and add your phone number. Do not try to write up the story - your simple notes will do.

Next, talk to your **line manager** or one of the **Aspire Ambassadors**. They will make sure your entry form and story gets through for consideration. One thing which really helps is pictures so make sure you take some snaps.

**Planning something for the future - let us know what it is in advance and then take your pictures when it happens.**



## 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 *April '16*

APRIL SAW THESE PEOPLE RECOGNISED BY THEIR FELLOW WORKERS FOR EXCEPTIONAL PERFORMANCE AND FOR SIMPLY BEING A GREAT TEAM MEMBER.

### “THEY WERE THERE FOR ME”

WINNERS: **John Crump, Tim Hartley & Alwyn Semper**, Ultimate Security, Dashwood.

**It's when the need is greatest that Aspire colleagues come to the fore.**

So when Fhirdos Patel of Office Concierge was struck down by a very virulent panic attack, the care and knowledge of the security team was essential. “I could not breathe or talk but they understood something was wrong right away”, said Fhirdos, explaining how all three guards assisted her before calling for urgent medical assistance. “It is comforting to know that such trained and supportive security guards are by my side every day of the week”.



## HONESTY IS THE BEST ASPIRE POLICY



GRATEFUL THANKS WENT TO BRIGHT AGYEMANG OF NJC, WHO FOUND A WALLET WITH A LARGE SUM OF MONEY INSIDE, AND IN TRUE ASPIRE STYLE BRIGHT HANDED IT IN TO SECURITY MUCH TO THE RELIEF OF THE CUSTOMER WHO WAS ABLE TO RETRIEVE IT.

### “EVELINA ALWAYS GOES THE EXTRA MILE”

WINNER: **Evelina Philis**, Office Concierge, 80 Victoria Street.

**Charles Walden of NJC was full of praise for the high level of customer service and communications skills shown by Evelina.**

“She recently assisted me liaising with interview candidates ensuring they were all in the right place”. “She always goes the extra mile in any dealings people have with her”, added Charles.



**GrooveAsOne**  
LIP SYNC MUSIC VIDEO CONTEST 2016

**f** **f** **WWW**  
150 PAGE 'LIKES' 4000+ MOVIE VIEWS 800+ WEBSITE VISITS\*

HAVE YOU SEEN THEM YET?

\* Total traffic since launch

## TOP VENUE KEPT SAFER



**R**ated in Trip Advisor's top London venues, Sky Garden in 20 Fenchurch Street hosts thousands of visitors every day and tight security is therefore vital.

The Ultimate Security team led by Grant Corson and Stewart King have to combine a welcoming approach with ensuring any threats are minimised. Jessica Trew of Land Securities nominated the team for player of the month supported by this picture of the potentially dangerous items confiscated from visitors in the last 12 months.

## WIN WHO AM I?

Which Aspire Ambassador is this lyrical genius?

*“Managing people from different countries is manic. They call me both for good news or panic. I walk outside in both sun and rain. Travel from City to West is never a pain. You can spot me in lobbies or in a board meeting. But most of the time I teach my team a five star greeting!”*

Send your answer to [aspire@landsecurities.com](mailto:aspire@landsecurities.com)  
First correct answer **WINS** 2 bottles of Prosecco.

Rob Trewick (left) and Paul Crilly (right) of NJC with Ian Burr.



## CELEBRATE GOOD TIMES

SINCE ASPIRE WAS LAUNCHED IT HAS GROWN TO BECOME A SYMBOL OF COLLABORATION AND TEAM ETHIC. SO DURING APRIL, AT THE ASPIRE CELEBRATION EVENT AT VICTORIA PAVILION - CARDINAL PLACE, ALL THOSE INVOLVED WERE THANKED FOR THEIR AMAZING CONTRIBUTIONS IN TAKING THE ONE COMMUNITY FROM A CONCEPT TO REALITY.

**Ian Burr, Head of Property Management, congratulated the team on achieving the aims of Aspire in reaching high levels of integration of the service providers.**

Rob Trewick and Paul Crilly of NJC were given tokens of appreciation for the sterling work they have done chairing the Operating Board and Steering Groups.

Amanda Hepplethwaite was thanked for her administrative work and David Wickens was singled out for being instrumental in making it all happen. Achievements included having all service partner personnel inducted by 31 March 2016, launch of "Aspire" website including Facebook and twitter links, and having quarterly social events for all the teams.

## WORLD DAY RECOGNISED

OFFICE CONCIERGE TEAMS TOOK SOME TIME OUT TO CELEBRATE THE INTERNATIONAL RECEPTIONIST DAY ON 11TH MAY.

Stevie Syme, Erin Dorgan and Erica Sirgo from 123 Victoria Street Reception Team.



Guests were invited to help themselves to cake.



Jade Halil from Portland House.

## CHARLES FROM NJC RECOGNISED BY NGB

**In a new initiative that extends the close working relationships between Aspire Service Providers, Charles Walden of NJC was invited to take part in an NG Bailey course on Service Management.**

Charles, who is Portfolio Manager for the City, underwent the comprehensive course which covered issues such as getting the best from his team and how to improve the service provision.



On completion Charles (left) was presented with his certificate by NG Bailey Director, Sarah Hotchen (right).

Terms & conditions apply.

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

**/ONE NEW/**  
**/CHANGE/**

HOW TO ENTER

Visit **f** [AspireAsOneTeam](https://www.facebook.com/AspireAsOneTeam) for details.

## CONTACT

For further information regarding the articles in this newsletter please contact Aspire at:

Land Securities Group PLC. 5 Strand, London WC2N 5AF  
T +44 (0)20 7413 9000 E [aspire@landsecurities.com](mailto:aspire@landsecurities.com)

One newsletter is keen to welcome points of view from Land Securities staff and service partners. Therefore, the views expressed in this newsletter are those of the individual contributor and do not necessarily reflect the views of Land Securities. We welcome contributions whether through social media, email, letters or stories. Please forward contributions to [aspire@landsecurities.com](mailto:aspire@landsecurities.com)

## WANT REGULAR UPDATES?

Simply join our e-mailing list at the website or follow us:

[www.AspireAsOne.co.uk](http://www.AspireAsOne.co.uk)

**f** [AspireAsOneTeam](https://www.facebook.com/AspireAsOneTeam)

**t** [@AspireAsOne](https://twitter.com/AspireAsOne)