

making property work

An overview

inspire

Values into Action - what it's all about

Values into Action is important to the Land Securities Group PLC. It is an ongoing programme and one in which we hope everyone will get involved.

How does it work?

You can nominate a colleague, client, temporary worker, consultant and service partner if they believe that they demonstrate or embody one of our core values. Nominations can be made online at our values into action website - www.valuesintoaction.com

When you make your nomination, please select one of the core values or the team behaviour to nominate against. Giving as many reasons as possible or one detailed example will result in a stronger nomination.

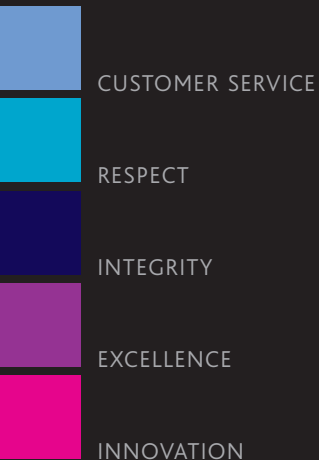
Why is it worth doing?

We think it's worth recognising ordinary people and teams who do the extraordinary without being asked.

All those nominated receive an elegant photo frame and a signed certificate from the CEO. If an individual becomes a quarterly winner they receive a Tiffany gift of their choice. Team winners will each be presented with a unique limited edition paperweight. These gifts are presented to them at a Values into Action lunch hosted by a members of the Senior Executive Group.

We like to thank the nominators too, because this programme would be nothing without them. So all nominators receive a personalised email thanking them for their time and effort. If their nominee is then selected as a winner at the quarterly judging session, both will be invited to the next judging session and lunch. All quarterly winners and their nominators are then invited to attend the annual awards dinner.

www.valuesintoaction.com



Our five core values can be identified by the following behaviour in the workplace.

Customer service

- Actively seeking to establish and agree service levels with customers, colleagues, suppliers, service partners and providers.
- Keeping the customer informed of progress and potential delays.
- Taking personal responsibility for service levels and keeping promises.
- Seeking and maintaining information to monitor customer satisfaction.
- Actively seeking ways to improve the level of service.

Respect for the individual

- Consistently showing respect for individuals by treating them fairly and with equality.
- Using coaching and support to enable individuals to develop personally and professionally.
- Demonstrating an open mind and listening to different viewpoints.
- Balancing a concern for getting work done with the goals and feelings of others.
- Seeking and giving constructive feedback.

Integrity

- Keeping promises and honouring commitments in an honest and responsible way.
- Taking responsibility for establishing and meeting professional objectives, despite setbacks.
- Showing consideration and the need for confidentiality when dealing with others.
- Consulting with people in a manner that encourages open, frank discussion.
- Behaving in a professional manner at all times, adopting and following business etiquette and rules of behaviour.

Excellence

- Demonstrating a commitment to high quality standards.
- Establishing and working towards high standards and encouraging others to do so.
- Paying attention to both detail and important issues.
- Consistently seeking new and better ways to complete work and achieve results.

Innovation

- Supporting the implementation of new ideas, methods or processes.
- Being open to, adding value to and building on other people's ideas.
- Generating new ideas and ways of doing things.
- Evaluating the cost implications and benefits of actions and proposals.
- Recognising and showing appreciation for positive performance and reviewing mistakes without recourse to blame.

Team

- 2-10 individuals representing all values.