

Which **team**
do you support?

CUSTOMER SERVICE

RESPECT

INTEGRITY

EXCELLENCE

INNOVATION

Values into Action

Tell us who and they could win a Values into Action Team Award

-  CUSTOMER SERVICE
-  RESPECT
-  INTEGRITY
-  EXCELLENCE
-  INNOVATION

The 2006 Team winner was the Bridges Shopping Centre
Team members: Richard Wilson, Gary Clarke, Mark McBarron, Neil Gowland
 Nominated by: Duncan Allen, Technical Services Manager, Land Securities

Reason for nomination:

After three and a half hours of working in icy wind and pouring rain, under flashlight conditions, at a temperature of 2 degrees, being soaked on several occasions, having to wade in toilet waste, working in some instances 4 metres below ground level, the entire technical services team emerged with a huge sense of satisfaction, summed up by the plumber's comment "I am absolutely chuffed we got that one away, it was a bad one".

The team's sheer grit, determination and positive attitude when dealing with the problem, their never hesitating to do what ever was needed, and working under all types of adverse conditions, got the justified result. I think after a twelve hour day and under the circumstances it would have been very easy for the team to concede and try again fresh the following day, when it was light, probably dry, maybe warmer and when there would have been more reserves to draw on. However, these people, realising that "failure to reinstate the public toilets would have probably resulted in being unable to open the shopping centre", were prepared to do whatever it took to try and resolve the situation.

This is the second year in a row the Bridges has won this category.