



Values Awards

**MORGAN
SINDALL**
PROPERTY SERVICES

This certificate is proudly presented to

G&D Higgins

who truly lives our value of

The customer comes first

and goes above and beyond for our
clients, colleagues and communities.

12-Sep-2018

Date



Alan Hayward
Managing Director

Dear G&D Higgins

Congratulations on your recent values award!

I would like to congratulate you on being nominated for the 'The customer comes first' values award.

Enclosed are further details of who nominated you and the reason why.

Recognising and rewarding our people is important to me, which is why I would like to reward you with a £25 voucher to say thank you for embracing our company values and for the brilliant job you do for Morgan Sindall Property Services.

Please find enclosed a values badge representing the award category that you were nominated for. I hope you display it with pride!

Once again, well done for epitomising what it means to be Morgan Sindall Property Services and continue doing a great job.

Yours sincerely



Alan Hayward
Managing Director

Nominee details (individual or team)

| | |
|---------------------------------------------|------------------------------|
| Full name | G&D Higgins |
| Job title | Supply Chian - Subcontractor |
| Contract | CityWest Homes |
| Which category are you nominating them for? | The customer comes first |

Your details

| | |
|-------------------------|-----------------------------|
| Full name | Gary McFarlane |
| Job title | Partnership Director |
| Contract | CityWest Homes |
| Relation to the nominee | Director - not line manager |
| Date submitted | 10-Aug-2018 |

Please tell us why this person or team deserves an award for the category you chose above?

Describe the achievement/project/behaviour.

How did the nominee's achievement/project/behaviour demonstrate the value?

Background

Following a fire in the intake cupboard to two blocks, caused by a leak, a lot of the equipment in the intake seems to have been smoke, water and heat damaged. The Electricity Board had isolated the electrics to these blocks and informed our client that they had about 10 hours worth of work before we could gain access with the client and other term contractors into the intake cupboard due to the damage caused. The leak was still occurring into the intake cupboard.

Our OOHs Contact Centre Pinnacle dispatched David to assist with the outage, and to help find the source of the continual leak.

What they did?


Following a request to attend site at short notice to assist MS operatives on site to locate and stop a leak, the subcontractor mobilized a small team, who stayed on site for circa 4-5 hours (after 12am) assisting, providing regular feedback (inc. photos) to management from site, sourced the leak and reassured residents that were concerned.

Their actions helped to provide calm in difficult situation and enabled the partnership management to take measured decisions e.g. deploying other resource specialists resource to site.

Outcome?

G&D Higgins engineers on site, based on their investigation found the leak to be coming from a cast iron soil and vent pipe located within the ventilation room. There was heavy corrosion present on the pipework which indicated a longstanding issue. The client completed the repair with specialist contractors and restored the electrics on the 2 days later.

Thank you, G&D Higgins





Values Awards

Nomination form

Do you know colleagues who, through performance, attitude, behaviour or actions embrace the Morgan Sindall Property Services core values?

If so, we want to recognise them!

Submit details about their efforts via the form below to nominate them for a values award.

An employee can nominate another employee, or a team, for one or more of the award categories.

The award categories are:

- **The customer comes first**
- Consistent achievement is the key to our future
- **Talented people are the key to our success**
- **We must challenge the status quo**
- **We operate a decentralised philosophy**
- Property Services Stars (bonus category)

To do this you must provide a short summary explaining the reason for this nomination and how this person/team meets the award criteria.

The full criteria for each category is on the next page.



Values Awards

Award criteria

The customer comes first

A successful nomination may highlight how the person has supported a customer with a project or task, met a customer's need, or gone above and beyond to ensure the safety and wellbeing of our customers.

Consistent achievement is the key to our future

A successful nomination may demonstrate how this person or team deliver on their promises, or even take a proactive approach to driving continuous improvement within the business.

Talented people are the key to our success

A successful nomination may highlight our rising stars, our employees that are making a real difference in helping to shape our business. This could be at a local level or across the business as a whole. It could also be an individual who is mentoring or supporting other employees and their talents.

We must challenge the status quo

A successful nomination may demonstrate how an employee or team have challenged a process, procedure or workflow and suggested or implemented a better, more effective way of working that has/will deliver tangible results for the business.

We operate a decentralised philosophy

A successful nomination may demonstrate how an employee has encouraged autonomy within their business parameters and how this is working to deliver a more customer focussed service and/or enhanced profitably.

Property Services Stars

A successful nomination will have done something amazing; they will have gone above and beyond their day job, it might be helping a member of the public or consistently volunteering their time to a good cause.

