

London Excellence!

Mulalley wins two London Excellence Awards for Customer Focus and Construction

At the awards ceremony on 16th July, at Carisbrooke Hall in London's West End, Mulalley & Co Ltd were recognised as industry leaders by London Excellence in two categories, Customer Focus and Property and Construction, and shortlisted in the Making Partnerships Work category.

In the **Customer Focus** category, sponsored by AWE, Mulalley's was praised by judges for "taking the lead in the industry with open and honest sharing of good practice" demonstrated by continued monitoring and survey of performance throughout projects, resident liaison teams and a culture of staff empowerment. Strong competition came from City West Homes, Kier Building Maintenance, Portico and Raj Foods.

In the **Property and Construction** category, sponsored by London Excellence, Mulalley was saluted for their "robust strategies" that encourage partners to strive for best practice and share an ethos that puts clients and end users at the centre of all projects. Competition in this category included Kier Building Maintenance, Gensler, Ringway and Costain.

In the **Making Partnerships Work** category, Mulalley was shortlisted for the award, sponsored by Business Link, the judges were keen to stress it was a close contest. Partnering has made a clear impact on Mulalley's business since 2000 and currently makes up 80 % of their current work load. The judges were impressed with how Mulalley's "processes developed and embedded across [its] business are used to monitor and review performance" to ensure the partnership moves towards a shared desire for excellence.

"These awards not only recognise that we are committed to excellence within construction, but highlight our drive for quality and innovation as a business in general. Winning two London Excellence awards and being shortlisted for a third is a powerful endorsement of how Mulalley's management, staff, operatives and subcontractors achieve results for our clients," says Brendan O'Malley, Managing Director,

London Excellence is a not-for-profit organisation whose vision is that "all organisations in London and beyond will be recognised as performing to world class standards." Each year it salutes outstanding organisations in housing, construction, facilities management, education and the law.



Martin Perry, Malcolm Bushell, John Moore and Vikki Emmine receiving the awards



London Excellence Awards for Property and Construction (Making Partnerships Work) and Customer Focus

