



SES  
**REWARDS & RECOGNITION**  
April 2018

**WINNERS: Darren Leach & Tina Leach**

Nominated by a member of the public and the client for their work whilst working at a BBC film site at Hessle.

The member of public wrote – *“Hi Richard*

*I feel I must drop you an email to say how impressed I am with Daz and Tina. They always arrive early and over the past week have got to know the people in the neighbourhood well and chatted to a lot of us.*

*My 12yr old grandson was staying overnight last night when he woke suddenly in the early hrs of this morning with severe abdominal pain. A call to 999 told us there would be a 2hr wait and we found no taxis were available leaving me and by now my daughter who had by now walked over to my house in a dilemma. I remembered Daz and Tina were nearby and asked them if they could help. Without any hesitation whatsoever they agreed Tina could transport us to A&E at Hull Royal Infirmary which she did despite not knowing the area well. I cannot thank them enough for their help and kindness as they certainly went above and beyond the call of duty for which I am so very grateful.*

*They are both without doubt a credit to your company  
Kindest Regards. Wendy Robinson “*

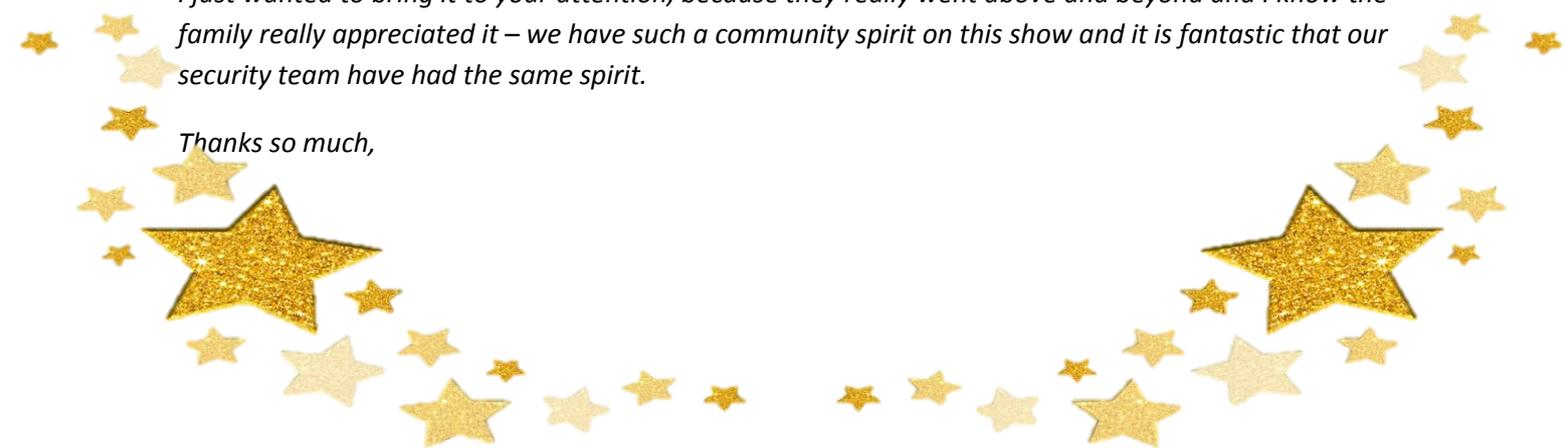
The client wrote – *“Dear Steve,*

*Whilst I have a moment of calm on site today, I just wanted to write and let you know how please we have been with Tina & Darren on site in Hessle.*

*They have been super – but in particular, they went above and beyond this week, when a neighbour in the street had an emergency overnight. Her son was very unwell and needed to go to hospital but the ambulance wait was 2 hours. Tina kindly took her and her son to hospital late at night whilst Darren continued his shift.*

*I just wanted to bring it to your attention, because they really went above and beyond and I know the family really appreciated it – we have such a community spirit on this show and it is fantastic that our security team have had the same spirit.*

*Thanks so much,*





**Amy Willett**

**Production Co-ordinator – DIY SOS”**

**Both Darren & Tina are highly commended for their customer service and professionalism.**



**Mr. Ghaffar Khan - 100175**

Nominated by his manager for his work at Harrow & Wealdstone railway station on the 9<sup>th</sup> April.

Whilst working as part of a suicide prevention team he was on point monitoring for vulnerable persons. He was actually watching a lone female who was giving concern when he became aware of a male walking towards the platform edge as a train approached. Regrettably the male took his life by jumping in front of the train.

He was powerless to prevent the suicide due to the other factors but he actually witnessed the entire event and subsequently he took charge in regards to contacting emergency services and station evacuation. He then assisted paramedics in locating the decapitated body.

**Ghafter is highly commended for his professionalism and initiative in a very difficult situation.**



**Mr. James Ajayi – 100031 & Mr. Yaw Mansah - 100011**

Nominated by their manager for their work at North Wembley railway station on the 23<sup>rd</sup> April, following a letter of thanks from the Customer Service manager at the station.

Details are brief but he reported – *“Just passing on thanks from the Supervisor at North Wembley last night regarding a customer who was unstable and a potential suicide. Racquel said that your staff were very supportive and did a good job in preventing this becoming a more serious incident”.*

**Both are commended for their initiative and professionalism.**





**Mr. Daniel Harvey - 40469**

Nominated by his manager for his work at Marston Green railway station on the 6<sup>th</sup> April when he became aware of a young woman running onto the platform in a distressed state. She ran to the end of the platform and appeared intent on jumping in front of a train.

She went onto the tracks as a train approached and Daniel waved his torch to indicate to the driver an SOS signal. He managed to stop the train. At this time a further train was approaching from the opposite direction and Daniel repeated the process and again stopped the second train. While this was happening he was also on the phone reporting to the police.

With both trains now stopped the distressed female's friend arrived and also tried to gain access to the tracks to join her friend but Daniel prevented this from happening.

The police arrived a short while later and took over and praised Daniel for his quick thinking and initiative.

**Daniel is highly commended for his outstanding professionalism in preventing a serious incident.**

**Mr. Alexandru Palada – 80439 & Mr. Msaad Elmenouar – 80440 & Mr. Bekele Wirtuu – 80441**

Nominated by the client for their work at Victoria station on the 20<sup>th</sup> March where they were involved in a total station evacuation during the evening rush hour. She wrote;

*“Dear colleague,*

*Thank you for your hard work and resilience in difficult circumstances on the morning of Tuesday 20<sup>th</sup> of March. It is not very often that a fire alert leads to a full evacuation of Victoria Station. In this case it was necessary to follow the procedure in order to preserve public safety.*

*The calmness and diligence with which you undertook your duties during the evacuation meant that the entire station had controlled and orderly evacuation, where no one was injured nor had their safety compromised. This is a testament to the training and professionalism you demonstrate in carrying out your role in the event of such incident.*

*Following the “all clear” from the London Fire Brigade, the speed and organised manner in which the train service was recovered was excellent, once again demonstrating the diligence, professionalism and resilience of the entire station team. On the railway we unfortunately have to deal with incidents of this nature and we have to be alert to the possibility of them occurring at any time.*

*Well done, keep safe and thank you to all.”*

**All are commended for their excellent customer service and professionalism.**



**Mr. Basil Robb – 3998 / Mr. Paul Miller – 3035 / Mr. Steve Cole – 8816 / Ms. Carole Cobham – 8402  
/ Mr. Lloyd Templeman – 8390 / Mr. Qamar Alam – 40509**

The above staff are nominated by their manager following booking issues where no staff had been allocated.

Basil Robb/ Paul Miller, who were working at Milton Keynes station drove 85 miles (round trip) to assist at Stanmore which had no cover, Basil also had to borrow the petrol money to do this.

Steve Cole – as the only CSAS person on site stayed on position for most of the day, having limited breaks and stayed on well over his time until no longer needed.

Carole Cobham – knowing where all Stanmore staff were working hard and stressed, went out of her way to buy bacon and bread and make us sandwiches in her break time and send them down on a bus from Hemel to Stanmore for the team.

Lloyd Templeman - worked at Stanmore covering the open positions by himself until the above team arrived to assist.

Qamar (yes Qamar in control) - drove several staff members to site in the morning to get sites covered at Hemel and Watford.

**All are commended for their dedication to duty and teamwork in getting the job done.**

