

Winners: Carla Norman and Antonio Kapellas

They were nominated by our client Network Rail for their work at Victoria Station on 21st March 2023.

Antonio and Carla were deployed as Response Officers at Victoria Station on 21st March when they became aware of a male member of the public who has been taken ill. They immediately responded to the incident and were first on scene. It became apparent that he was having a suspected heart attack. They attempted CPR on the casualty and then used a defibrillator until the arrival of paramedics. Regrettably, all attempts by everyone involved to save the casualty were unsuccessful and he subsequently died.

NR management wrote as follows: "I just wanted to let you know we had a fatality tonight, a member of the public had a heart attack. Antonius was first on the scene and carried out CPR and used the Defibrillator on the gentleman until the arrival of the paramedics. He was a real star, and a credit to SES. I have carried out a welfare check on all your staff, and everyone seems fine. Everyone on duty played their part at a very difficult time."

His Manager also nominated also nominated Carla as follows: *"I think we should also nominate Carla Norman as she was also present and assisting Antonio."*

Both Antonio and Carla are highly commended for their professionalism in dealing with this very traumatic incident.



Nominee: Ibrahim Animashaun

Ibrahim was nominated by a member of the public for his work at Euston Station on 28th February 2023.

"I have received a call from a member of the public who wanted to give feedback on Response Officer Ibrahim Animashaun. She stated that she represented SES outstandingly and went above and beyond for her. A member of the public was taken ill at Euston Station and Ibrahim, even after being told she may have Norovirus, continued to support her in her needs.

Ibrahim helped her whilst being sick, assisted her to the toilet, held her bags and then helped her look and get onto another train after missing the original one.

Lucy stated that Ibrahim was very kind and caring and would like to say thank you."

Ibrahim is commended for his excellent customer service and professionalism in dealing with this difficult situation.

Nominee: Carla Norman and Lewis Collins

They were nominated by a member of the BTP regarding 17th March at Watford Station as follows:

"I have received a call from a BTP officer from Kent praising two staff members Carla Norman and Lewis Collins. On Friday 17th March a young gentleman had an epileptic fit, fell and knocked his head badly at Watford Train Station. Bill stated that both staff members were fantastic in what they did, how they handled the situation and themselves. They had their first aid kits and crowd screen in place.

Carla used her uniform jacket to support under the gentleman's head and dealt with the ambulance, whilst Lewis showed an incredible amount of knowledge to do with epilepsy.

It was a neat and tidy job which could have been a nasty situation without them."

Carla and Lewis are highly commended for their professionalism and excellent customer service in dealing with a difficult situation.



Nominee: Abdul Hadi (On behalf of the Alexandra Palace Team)

They were nominated by the client on 14th February 2023 as follows:

"Hi All,

It's not often I'm working a gig without a specific role, so I don't get to see all of what's happening without responding to radio calls or incidents across the site.

I must say, tonight, I thought every aspect of the delivery was spot on, from the briefings through to the cloakroom and bag drop, the security delivery, backstage bar, the pub and the whole catering operation and importantly the venue flowed really well.

I was showing James Allen around this evening, James was GM at Manchester Arena for 10 years and has worked at several high-profile venues prior to that. He had nothing but praise for the venue, the delivery and most importantly all of you, who were delivering it which made me really proud, so I wanted to say a massive well done to you all. We have a great team at Ally Pally and a fantastic venue which just keeps getting better. Thanks to you all for making that so!"

The team are commended for their professionalism and excellent customer service.

