



**SES**  
**REWARDS & RECOGNITION**

**December 2018**

**Winner: Simon Singh**

Simon was nominated by one of his Supervisors for his actions at Alexandra Palace at an event in November 2018. He wrote:

*“At Alexandra Palace last month there was a death on site. This is something that I haven’t dealt with during a show before. Simon Singh was on site at the time and once I made him aware, he took control of the situation and dealt with it in a very professional manner. I felt the way he spoke to me and the Venue Managers was calming and I felt I took a lot of experience through what had happened. Simon has also contacted me out of office hours to make sure I am OK, as he knew how traumatic the event was.*

*Although it was a team effort, I really feel Simon stood out and took control of a really difficult and unfamiliar situation. The venue staff and SES staff all took Simons lead and it is clear to see why his professional attitude is respected throughout the industry.”*

**Simon’s professionalism and leadership is highly commended.**

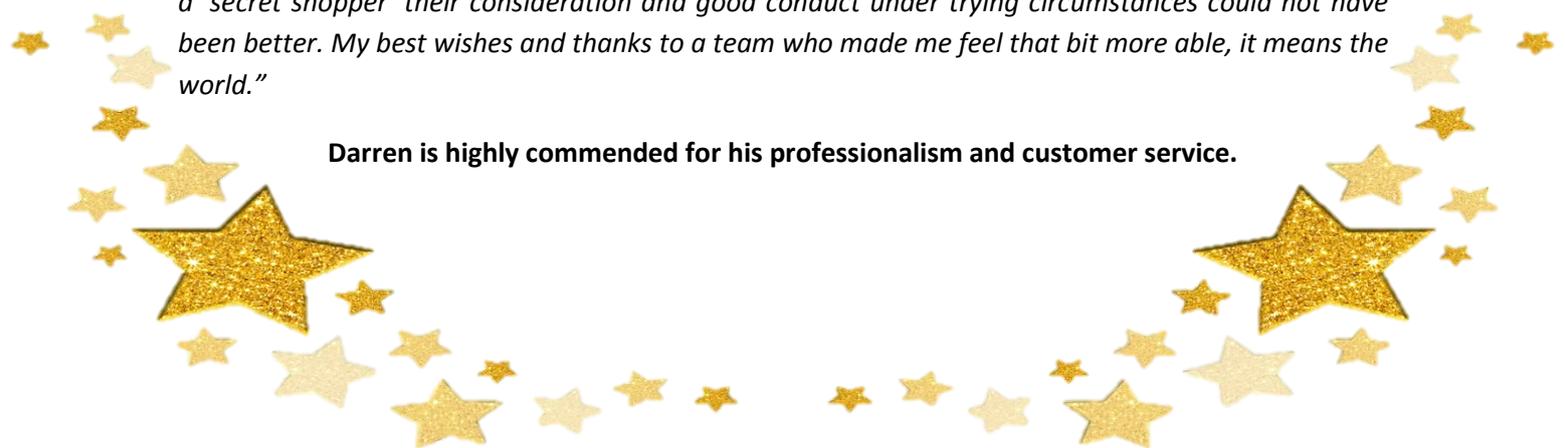


**Nominee: Darren Brogdan**

Darren was nominated by a member of the public to Network Rail for their actions whilst working at Manchester Piccadilly Railway Station on 19 November 2018.

They contacted the NR National Helpline and informed the following;

*“Please send my sincere thanks to all the Platform Safety Officers on Platform 14 who ensured that I got a disabled seat on the late Newcastle Train. I was in considerable pain due to the cold and standing waiting for a delayed train, I have ankylosing Spondylitis in my back and crumbling knee joints, one of which is disjointed. What they didn’t know is that I am the Health and Safety Manager for Transport for the North and feel compelled to let the Platform Safety Team know that had I been a ‘secret shopper’ their consideration and good conduct under trying circumstances could not have been better. My best wishes and thanks to a team who made me feel that bit more able, it means the world.”*



**Darren is highly commended for his professionalism and customer service.**



**Nominees: Samantha Howe & Richard Poole and the team**

They were nominated by the client at Manchester Piccadilly Railway Station for their work on 8 December 2018. He wrote;

*"Hello All,*

*Just a quick note to say thank you for all your efforts on Saturday, the joint plan with all the Train Operators worked well, as did the use of the replacement buses. There's some adverse media going around, especially in the MEN, which refer to the crowd of people on the concourse awaiting delayed trains towards London, however this was managed well, both from a VT and NWR perspective, as well as the integral help from SES and BTP, so thank you very much.*

It was a testing evening with a lot of passengers trying to get reduced services, however I thought we all worked well as one team and ensured all passengers left safely. We'll review the plan and make any required alterations for next week, but once again thank you very much for all your help. It's appreciated."

**The Manchester Piccadilly Team are commended for their professionalism.**



**Nominee: Jonathan Clayton**

Jonathan was nominated by a member of the public to Network Rail for his actions whilst working at Manchester Piccadilly Railway Station on 27 November 2018.

They contacted the NR National Helpline and informed the following;

*"I fell while ascending the stairs from Platform 13 at Manchester Piccadilly Railway Station at about 09.35 on 27 November. I hit my head on the stair, and the cut started to bleed profusely. I reached the top of the stairs and asked a staff member for First Aid. Someone arrived within only about one minute and started to examine and treat my wound. Very soon, there was several staff on the scene, checking how I was and also arranging for the blood that had dropped on the stairs and floor to be cleaned away. I was very impressed by the speed, concern and care that was shown by all the staff involved. Their response was exemplary. Unfortunately, I did not get everyone's names, but would particularly like to thank Jonny and Vicky for their help. They were a great example of how to respond calmly and considerately, and I really appreciated their support. I will be grateful if you could pass on my thanks and this message not only to them, but to their Managers, as they deserve recognition."*

**Jonny is commended for his quick thinking and professionalism.**

