



**SES**

**REWARDS & RECOGNITION**

**November 2019**

**Winner: Aaishah Shaw**

She was nominated by her supervisor for her work at this year's Christmas Markets in Birmingham. He wrote;

*"Aaishah has been performing her role as one of the roaming/response teams in the main zone since the Christmas markets opened. with over 5 million people expected to pass through the markets during its time in Birmingham and saying it can be challenging at times is a bit of an understatement. Aaishah has been a shining example of how this role should be undertaken.*

*During the opening week of successful evacuation tests, the West Midlands Police Head Licensing Officer Praised Aaishah for her exceptional conduct and thoroughness every day which helped SES towards a very good report. Birmingham City Council have also singled out Aaishah for outstanding work dealing with a wide range of incidents ranging from lost children, diffusing incidents at the 4 bars within her area to dealing with medical emergencies.*

*Frankfurt Christmas Market representatives and stall holders have also praised Aaishah for being so welcoming and friendly towards the visiting German staff. She has gone above and beyond and proved that language barriers are no obstacle when building working relationships if you're willing to put the effort in.*

*I would like to thank Aaishah for her exceptional work and for being a true ambassador for SES".*

**Aaishah is highly commended for his initiative and professionalism.**

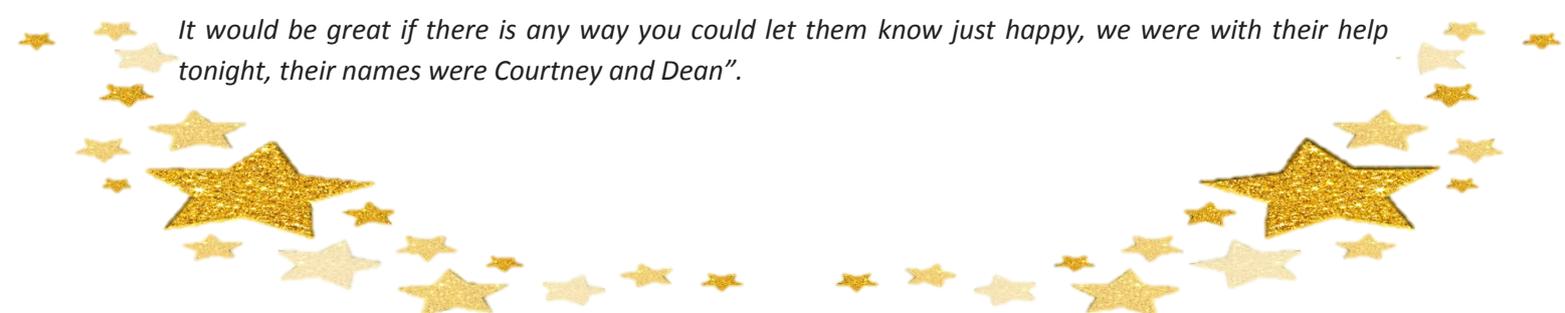


**Nominees: Dean Gamble & Rhea Howell**

Nominated for their work across the Virgin Train network including Stockport, Manchester Piccadilly and Stoke railway stations on the evening of Saturday 23<sup>rd</sup> November.

Our client at Virgin trains wrote; *"I was team leader on duty this evening, your officers were fantastic when helping us deal with this serious incident, fighting on train and platform at Stockport"*

*It would be great if there is any way you could let them know just happy, we were with their help tonight, their names were Courtney and Dean".*





Their SES manager wrote; *“This was a really busy evening across these stations with numerous incidents occurring involving football supporters and Christmas Market visitors.”*

**Both Courtney & Dean are highly commended for their professionalism in very difficult circumstances.**



**Nominees: Danielle Roberts & Rhea Howell**

Nominated by our client at West Midlands Trains for their actions at The Hawthorns railway station following the WBA v Charlton football match on 26<sup>th</sup> October.

There was serious disorder involving 2 groups of fans and the client wrote,

*“Overall really good results with SES working as a good team with no arrests we did have about 100 at risk supporters travelling back towards Birmingham with police.*

*2C60 delayed due to Charlton fans blocking/ forcing doors. RPSM’s Were present by the doors and everybody did get abused by the Charlton fans.*

*Due to having a high risk fans on the platform for this who were quite rowdy I had held some back upstairs so when the train had approached the platform I then allowed for them for another hundred to come down onto the platform - hence the delay on fans coming down to the platform. Police were present for the door incident but were not terribly proactive.*

*Station clear by 18:00hrs.*

*May I add that I was incredibly impressed with Danielle and Rea- these two ladies outshone every one- especially Danielle- she was proactive and completely on the ball.*

*If you have a company awards scheme, I do think she is worthy of a nomination.*

**Danielle & Rhea are highly commended for their professionalism in a very difficult situation.**

