



SES REWARDS & RECOGNITION

May 2023

Winner: Rachael Allen

Nominated by her Manager in the Property Management department at Head Office.

"A normal, typical Friday in the office. I had asked Rachael if she could hold the fort as we had to leave the office, no problem she replied.

4 hours later I received a phone call from Rachael explaining we had received a phone call regarding a high-risk escalation which Rachael does not normally deal with. I went through the procedure checklist of what to do and she had ticked every box before contacting me. I was 1, grateful and 2, super proud that she took control of the situation and dealt with it swiftly, knowing that she hadn't had to deal with an incident like this before.

At 9.30pm that evening I received a voice note from Rachael stating that our 24-hour control room had contacted her as they had received a call from our client asking for Rachael as she had dealt with the escalation and needed more information, which Rachael provided to assist the ongoing investigation. At the end of the voice note, she jokingly, but with a serious undertone said never to leave her in charge of the office again!

Our procedures in the property team are drilled into every member of staff and this situation showed that by constantly sharing knowledge, refresher training and asking random questions like what would you do if this happens? Proves it works. Communication is key and to be surrounded by a strong and dedicated team is priceless.

Therefore, I would like to nominate Rachael Allen for this month's Reward and Recognition.

Rachael is highly commended for her professionalism and initiative in dealing with this critical incident.

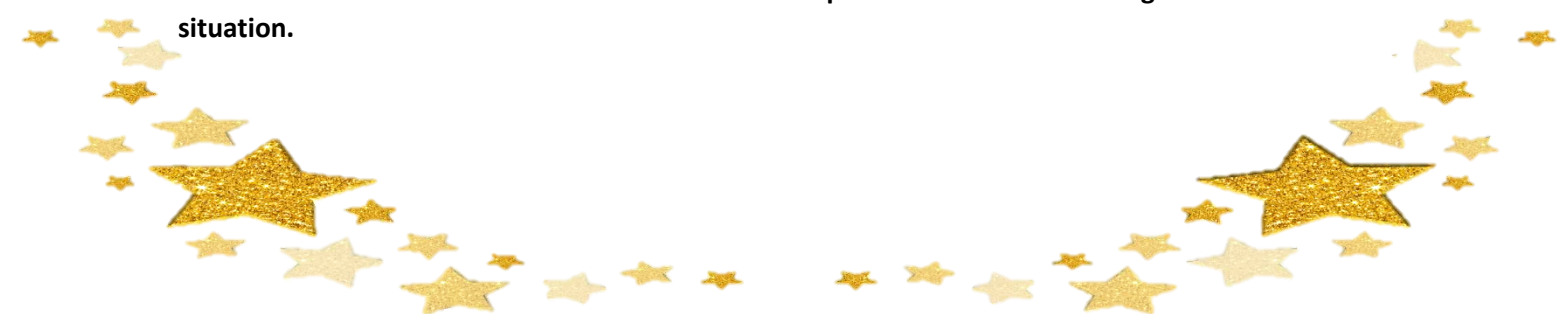


Nominees: Michael Watts & Mohiminul Fardin

Nominated by a member of the Network Rail Management Team at Kings Cross Station on 8th May.

"Woke up a vagrant in ground floor toilets and asked him to leave premises, however he didn't comply, so they escorted him hands on, but he got aggravated and grabbed them by the vest and trousers. Therefore, the Response Team pinned him up against the wall. I attended and called BTP, and they arrived after approx. 12 mins placing the male in cuffs and taking him away. The BTP sergeant returned and said, "well done lads, that was excellent work, and you did it to the standard I expect."

Michael and Mohiminul are commended for their professionalism in dealing with the difficult situation.





Nominee: Management Team – BBC Concert Site – Windsor

Nominated by a member of staff.

"I hope you are well. I just wanted to give feedback about Windsor to say I am so happy with how it has been running with Phil, Phil, Jonah, and Adam. They have been absolutely wonderful and are so considerate of our welfare. I think they have been brilliant and I'm happy to be working with them. They are always there to listen to us and have been very accommodating. I already work with Phil Caley a lot at the o2, but I've been working more closely with him during this period, and I am very impressed."

A second nomination from the same member of staff then followed.

"I hope this email finds you all well. I wanted to give you more detailed feedback from my time at Windsor now that is all coming to an end. I believe that the job ran smoothly and effectively, and that is in big part due to our management. Though I work with Phil Caley on a regular basis, I have only worked with Phil Garnett a few times and I had never before met Jonah and Adam. I think that they are a fantastic team and the effect of having them as management has meant that we had a lovely group of people to work with.


There wasn't any bitching/backstabbing/gossiping that is sometimes present in the industry. And I wholeheartedly believe it is because we had a team that wouldn't entertain or allow it here. And it has made me so happy and comfortable at work as a result. There may have been the odd bicker here and there but on the whole, everyone got on so well and that is a testament to how amazing our leaders were. As well as being brilliant from a work perspective, they also have a wonderful sense of humour and make everyone feel included and settled.

Sharing rooms was a bit difficult at times, purely because having no space from each other could be testing. But considering we were here for 6-7 weeks; I honestly think everyone did so well and there were no major fallouts or longstanding issues.

From a personal opinion, I loved working with the guys because they were very attentive and accommodating in listening to peoples needs and helping where they could. Phil, Phil, Adam, and Jonah handled it perfectly because they allowed me an outlet when I needed one, but they were very straight up and direct in their approach, and I really appreciated their advice and support. They explained things to me when I needed further clarification, they gave me advice and told me what I needed to hear.

They are all hilarious and I have a unique mix with their personalities and humours, but it has been a pleasure and I'm extremely glad they were selected to be our management."

The team are highly commended for their professionalism and commitment throughout the prolonged deployment.





Nominee: The SES Team – Windsor – Windsor Royal Estate

Nominated by a member of the public as follows:

"I just wanted to drop you a line to say just how utterly professional, friendly, and frankly entertaining your team were at Windsor on Sunday. Virtually all the staff lining the walking routes were interacting exceptionally well, with their personalities shining through, no sign of any hi vis syndrome, just genuinely friendly team members who absolutely seemed to enjoy their job and the company that they work for.... welcoming us, some tried to sing, others made us laugh, and those ones in the area we were, in front of the Royal Box, were exceptionally professional.

Great job from the top down"



Nominee: Christian de Mel

Nominated by his Manager for his work at University Station – WMR – 23rd May

"As we were doing platform checks we saw someone sitting alone on Platform 1. We soon realised that they had a hospital blanket on their knee. We were on Platform 2 at the time. We exchanged good mornings etc and soon went across the bridge to speak to the person in question on Platform 1. As we went down to the platform we could not see the person in question. So, we hurried up towards the end of the platform when we found him standing in the corner looking tired and confused.

Sarah and I approached him in a friendly manner and simply said we are performing a welfare check to see if you are OK. At this point the person in question, a young male, said he was feeling suicidal due to family issues. We sat them down on the bench and in a friendly tone started to ask questions. They were stressed about family issues and their friends had stolen their phone that very night and left them to take themselves to the Queen Elizabeth Hospital as they needed to talk to someone.

I exchanged a few stories of my own and they were very responsive and cooperative. At this point Sarah invited him up for a cup of tea outside the station. They happily obliged. Outside the station they opened up more about their issues while Sarah went to make a cup of tea and call BTP.

The Police turned up around 6.45am and took over."

Sarah is a member of West Midlands Railways.

Christian is highly commended for his professionalism and outstanding customer service in dealing with this difficult situation.





Nominee: Management Team – BBC Concert Site – Windsor

Nominated by SES Management as follows

"I just wanted to send you all, especially if I haven't seen you since Sunday morning, a quick message to thank you all for your help in making the BBC concert at Windsor a great success for SES. I spoke to the production team (Jools, Chris (BBC) & Steve Nolan) who have nothing but absolute praise for all the work that went in by the dream team, covering all the positions from Day 1 through wind, snow and soooo much rain. I couldn't have done this without the help of you all, however there are a lot of people in the background who have made this work for me in addition to those on posts on site that need noted as well.

I wanted to firstly point out Phil Caley, Phil Garnett, Adam Cross, Nathan Welsh, Jonah Jones & Gaynor, who have all been instrumental in making this happen. To Ronnie Caley and Barker Garnett, 'The Two Phils', your management skills were tested and at times stretched to the limit. You continuously carried out your tasks with humour and so much wit, so much so, it mostly made the person asking to forget what they wanted. I acknowledge and bow down, on how you persuade staff to sleep for minimal hours to get the job done. I honestly could not have done it without you two gents.

The arrival point at Frogmore Gate under Nathan and Gaynor's stewardship has been exceptional. The accreditation and movement of vehicles onto site has been slick and expeditious. Management of the production area and Town Gate has been swift, secure, and always conducted by the staff very politely. I know the Master of the Kings Household, Vice-Admiral Sir Tony Johnstone-Burt & Castle Superintendent, Colonel Duncan Dewar have nothing but praise for the staff. Their professional, helpful, and courteous manner of carrying out the task of checking passes and stopping people they did not recognise has not gone unnoticed – especially by members of the Royal Family. Adam and Jonah. Top job.

To Tom Douglas, how you get bums on seats and Richard Lyons, getting all the right kit in the right place at the right time amazes me. Thank you. To Stephen and Amanda in Finance, thank you for processing all my requests. To everyone else, I wholeheartedly thank you all, for making this first major event of this type ever in the grounds of Windsor Castle, such a great masterpiece on how SES can deliver events.

I hope you all appreciate I cannot remember everyone's names, especially as I had about 9 Phils and Nathans, so please ensure that this is forwarded to your teams and please convey my appreciation for everything that they did, especially in the weather they endured and still are next week; especially 'Squeaky' who is now 'Croaky', Little Kenny and the Happy Bus Gang!

Here's to the next one, even if Tony says never again. You know he will....."

The team are highly commended for their professionalism and commitment throughout the prolonged deployment.





Nominee: Andrew Smith

Nominated by our client for ceremonial events in London who reported as follows:

"I just wanted to drop you a line with some feedback from Saturday of our experience in London. My husband (Rod), our daughter and I were very fortunate to have been given tickets by DCMS to watch the procession from the grandstand opposite QVM – despite the appalling weather, it was lovely!

Whilst my daughter and I cocooned ourselves under ponchos in our seats, Rod braved the queue for the café – it was pretty long and while queuing for nearly an hour he 'people watched' what was happening in the 'back of house' area of the grandstand.

When he came back to the seat, he couldn't speak more highly of the SES stewards, and suggested I write and pass on what he witnessed – with a massive shout in particular to SES steward 1876.

The queues for the toilets were extremely long, with some quite upset and frustrated at having to wait +45 mins for the WCs. From what Rod described, there were 4 x WC trailers (2 female and 2 male) plus an accessible trailer. Steward 1876 took control of the situation, he made a dynamic decision to convert one of the male trailers to an additional female trailer and then with the help of 2 or 3 other stewards, led and directed the queuing public to each of their respective trailers as they reached the front of the queue, maximising efficiency. While doing this he was also responding to frustrated members of the public – all this was undertaken in a very professional and courteous manner whilst keeping his composure – he was an absolute credit to SES. (Rods words, not mine.)

Unfortunately, he left his phone with me, otherwise knowing Rod, he would have taken a picture or recorded what he saw. Just wanted to share this with you, and I am sure you will pass on as you see fit."

Andrew is commended for his initiative and professionalism.

