



SES
REWARDS & RECOGNITION

June 2024

Winner: Ryan Tidman & Emeka Mba

They were nominated by the Suicide Prevention Manager from West Midlands Trains as follows:

“Thanks for your staffs intervention today, the actions of staff have almost certainly saved a serious incident at the station. The staff should be very proud of their actions today and they have made a real difference.”

The Incident Log Reports as follows:

“While at University working on Platform 2 barriers at approx. 9am, I, Ryan Tidman heard a train sound its horn just outside the station. As I made my way out onto the platform, I noticed an IC1 female on the track. I shouted at her to get off the track as she made her way up onto the platform. I then shouted at my colleague to keep hold of her and then told two West Midlands Revenue Protection Officers what I had seen.

The two West Midlands staff and I made our way over to Platform 1, where we met the girl and informed the on-duty Manager. BTP were called and took a statement from myself. The female was spoken to by BTP and it was decided that no further action was necessary.”

Ryan and Emeka are highly commended for their professionalism and initiative in preventing a potentially serious incident.



Nominee: Aaron – Centre Circle

Aaron was nominated by a member of the public as follows:

“We attended the D-Day 80 event in Portsmouth today with some military veterans. We were seated on one of the accessible platforms where one of your contractors, Aaron was working. He was cheerful, helpful and respectful throughout, which was great.

These details were passed to Centre Circle for action.





Nominee: Chenice Noel

Chenice was nominated by Network Rail staff as follows:

“On Saturday 8th June, ATL was faced with a challenging situation due to shortage of staff at reception and we had lots of mobility assistance bookings. We were desperately looking for cover to no avail.

However, we found a star in Chenice Noel, who was able to step-in to assist and make a difference on the day. She jumped behind the desk with the only available NWR staff (Tajah), together displaying a professional attitude under pressure. It would have been a very difficult day without her. So, as a team, I would like you to extend our gratitude to her.”

Network Rail Management then wrote, *“I, too, echo Gibril’s appreciation and gratitude for Chanice’s intervention and selfless attitude in coming to help out in a time of need. This is truly an example of teamwork and collaboration, which was greatly appreciated. Please pass on my thanks, which I shall convey the next time I see her.”*

Her Manager then wrote, *“Chenice is one of our assistants in the assisted travel lounge, she is a good all-rounder who helps customers with additional needs from pushing wheelchairs, moving luggage, putting ramps onto trains and even driving mobility buggies. She went that extra mile on 8th June when she jumped onto the desk in the travel lounge and kept a very important team organised so the station was able to provide a vital service to the customers. Well done to Chenice, she is a credit to SES and NWR.”*

Chenice is commended for her professionalism and excellent customer service.



Nominees: Mohammed Ali Abbas & Blake

They were nominated by a member of the public at Anfield Stadium on 19th June.

“I was at the Pink concert at Anfield last night and there was an incident involving a drunk and abusive woman that was harassing me, my wife and 2 children. Your staff were amazing in dealing with it. I wanted to speak to someone to commend them because this last eventually kicked off with another man and his wife before getting moved out. Could somebody please contact me to discuss as I am really impressed with your staff.

These were sub-contracted staff.



Nominee: Osman Sow & Sam Okello

Osman was nominated by Network Rail staff as follows:

“Special thanks towards all the Response Team, especially Osman Sow & Sam Okello, whom last night when we were closing the station dealt with a young female who kept running towards the tracks and potentially suicidal.”

Their Manager wrote, *“Osman Sow and Sam Okello have both worked nights on the response team for a long time and have always been reliable team players, they did a great job stopping this vulnerable young girl from potentially attempting suicide. Some might say this is part of the job, however the adrenaline rush having a young persons safety and future in your hands would be beyond any expectation of any job. Well done to both of them.”*

The were called by station staff to assist with the vulnerable female and assisted them and ambulance staff to calm the lady in question. She later attempted to run to the platform and they had to chase after her and detain her. The MPS arrived and took over dealing with her.

Osman and Sam are highly commended for their professionalism and initiative in resolving a potentially serious situation.