



SES
REWARDS & RECOGNITION
June 2018

Winners: Brad Pigney & Wayne Logan

They were nominated by the client for West Midlands Trains whilst working at Stratford upon Avon on 1 June.

Another train operator left a disabled passenger on a platform at the station that didn't have lifts and no onward connection for over an hour. Brad & Wayne dismantled the passenger's mobility scooter and carried it over a footbridge and then helped carry him over, all with his consent. To quote;

"They were absolutely brilliant and stayed with the guy while we tried in vain to get Chiltern to take control of the situation. In the end, if it wasn't for those two, the guy would still be sat there now! I am not sure if your Company does any kind of commendation scheme, but if it does I want to put them forward for one. As one of half of our regular team here, Brad is always helpful and does a fantastic job alongside Ryan and Wayne when he comes down. And today they have both been fantastic. Please pass on my thanks to the powers that be so these guys can get recognised for the work they do."

Both Brad & Wayne are commended for their professionalism and customer service.



Matthew Westwood

Matthew was nominated by his Manager for his work at Square One at Coventry University on 24 May.

He was deployed as a Security Operative for an event being held at the above venue when he was approached by one of the Organisers who directed him to a male customer. The male reported that he had been raped earlier that evening at an off-site location by a fellow student.





With the male's consent, Matthew reported the incident to the police and stayed with him until they arrived. During the time he provided the male with moral support and showed him all due care and attention. The police subsequently arrived and took the male away for further investigation.

Matthew is highly commended for his professionalism, integrity and customer service in dealing with a sensitive and difficult situation.



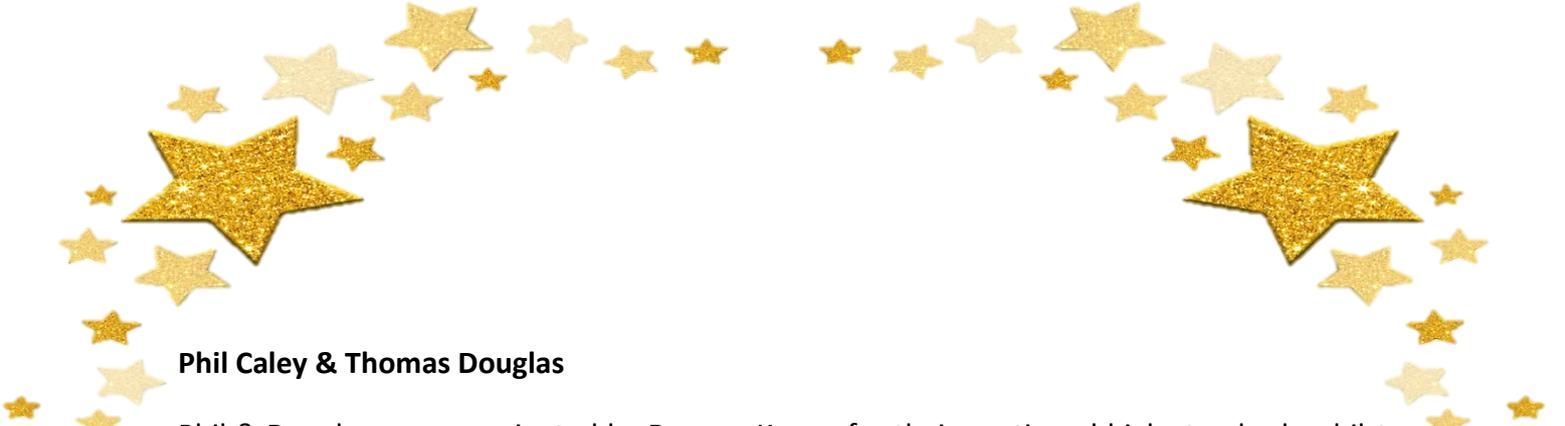
Ian Miller

Ian was nominated by his Manager following a nomination from a client who wrote the following;

"A belated email to say thanks for the service provided last weekend at the Dragon Boat Festival. Ian did a fantastic job on the Saturday managing the staff and controlling the car parking so that we got maximum number in; his help was invaluable so please pass on our sincere thanks to him and the team. If at all possible, can we please have Ian in charge again at the Milton Keynes event next weekend 22 and 23 June?"

His Manager then wrote; *"Ian is complimented wherever he goes and puts himself out for SES every weekend. He has even turned down the chance to go to Russia to watch England to work for us! I still think he bottled it, but either way it has helped us out massively."*

Ian is commended for his dedication and professionalism.



Phil Caley & Thomas Douglas

Phil & Douglas were nominated by Duncan Kenny for their continued high standards whilst working at the Queens Tennis Championships in London. He wrote;

“At the Fever-Tree Championships 2018 held at Queen’s Club, London, both Tom and Phil performed well beyond what was expected of them. Their sections suffered significant challenges with staffing levels and they adapted their sections and methods to maintain the integrity of the security function whilst under immense pressure of a high profile event.

The relationship between the client and Tom/Phil has been progressing over the last few years and they were asked in person to return by the client this year. Both Tom and Phil worked long hours under pressure over a sustained period and maintained professionalism throughout. Both managed logistical issues, continuous deployment shortfalls and operational challenges. These significant challenges were dealt with and overcome. I don’t know of any other SES Supervisors with the commitment and professionalism to effectively manage this as they have. In addition to this, Tom and Phil have been integral in maintaining the contract during the build period and are working together to continue this throughout the break phase of the contract. This spans a 9 week period.

This year, better than any other previous years, SES successfully and consistently delivered excellence and have received unprecedented compliments from the Lawn Tennis Association (LTA), the International Tennis Confederation (ITF- Wheel Chair Tennis), the tournament umpires and match officials, the ATP Director of Global Security and the Fever-Tree Championships Tournament Director. Without Tom and Phil, this would not have been possible”.

Both Phil & Tom are highly commended for their ongoing dedication and professionalism.

