



SES
REWARDS & RECOGNITION

May 2019

Winner: Paul Hadfield

Paul was nominated by a Manager at Virgin trains for his actions at Warrington Bank Quay Railway Station on 4 May. She wrote:

"I am writing to you regarding young Paul, the new SES security guard who has recently started working for you.

Due to engineering works all last weekend we had some trains but also rail replacement buses from the station front. Paul decided to spend some time downstairs in the Booking Hall as well as platforms to help out passengers. A train had terminated on platform 1 around 7.40pm and Paul was downstairs watching passengers leaving the station from this platform. He noticed a young man hiding something behind his back whilst walking through the station and then stopped him to ask what this was. The young man was concealing a cricket bat covered in blood. His hands were also covered in blood. Paul very calmly brought the man upstairs to the Team Leaders office constantly talking to him in a calm manner asking him where he had been, where he was going and very obviously what he had done with this bat to be blood stained. The young man complied very well and was happy talking to Paul and then my colleague James alerted the Police for me. Whilst we awaited the Police to attend, Paul also asked the young man if he had any other weapons and the young man produced a very sharp knife from his pocket which Paul persuaded him to put down on the table. It was at this point the Police turned up and took over. The Police knew of an incident which had occurred which did involve this young man and he was handcuffed and arrested and the office for a few hours became a crime scene until we had further details and this was then cordoned off.

The point of this email is to say that Paul's vigilance was outstanding and he dealt with this incident in a very calm and professional manner. This could have potentially ended very differently but the fact Paul took over until we had police attention and kept both himself and the young man away from passengers and staff members in a safe environment was commendable. It cannot go unsaid that this highlights the need for security as staff cannot see everything, but a huge amount of credit to Paul first and foremost as well as your team for keeping the station, staff and passengers safe.

My Manager Mike Byrne is aware of this and I had to pass this information on to you as we want to show Paul and the rest of your team our appreciation. Please pass our thanks to Paul for his hard work. He was a courageous man. Thank you".

It transpires that the person in question had earlier attempted to kill his mother.

Paul is a new member of staff having only been employed about 3 weeks earlier.

Paul is highly commended for his bravery and professionalism in very difficult circumstances.





Nomination: Martin Crane & Scott Carlile

They were nominated by a member of the public who was also employed by Network Rail for their actions at Manchester Piccadilly railway station on 16 April. She wrote to the Deputy Station Manager at the station as follows;

“At around 4pm on my way home from Square 1, I misjudged the stairs on the way to the platform and fell over. A passenger picked me up and dusted me off and I made my way to platform 14 for my train. When I got to the bottom, I almost blacked out due to the pain in my foot and thankfully Martin Crane and Scott Carlisle ran to grab me. They got me some water, reassured me and got me a wheelchair to sit in while I came round. They also organised for a wheelchair to be ready at Blackpool North so I could get off the train.

I appreciate that the individuals said it was just part of their job, but without their quick thinking and care I’d hate to think what sorry state I would have ended up in.

Anyway, just wanted to share my gratitude for the care they showed to me as I know our teams don’t always get the praise they so rightly deserve.

Please pass on my sincere thanks to the two members of your team”.

Both are highly commended for their excellent customer service and professionalism.



Nomination: Mr Haroon Mahmood

Haroon was nominated by his manager for his actions at Birmingham New Street station on 25 April.

He was working with a colleague as travel-safe ambassadors for Virgin Trains when they were informed that a young female was sitting with her legs dangling over the platform edge. They made their way to the location where they met other NR staff who was unsuccessfully trying to engage with the female.

Haroon offered to help and after a few minutes she responded and started to talk. This led to Haroon persuading her to come away from the platform edge and she was taken to a nearby office. Haroon was able to continue the conversation until BTP arrived and took the incident over.

Haroon is highly commended for his professionalism & customer service.





Nomination: Chelsea Poole & Tina Leach

They were nominated by their supervisor for their actions at Manchester Piccadilly railway station on 1May.

They were carrying out security checks at the station when they noticed a male customer had left his luggage unattended on the platform. They approached the male on several occasions and asked him stay with his luggage advising him that his actions were causing security concerns.

He responded with, *“Don’t worry I have a bomb in there anyway”*. Chelsea then advised station management of the situation whilst Tina kept the male under observation.

Both Tina & Chelsea then put all required station protocols in place whilst waiting for BTP attendance. They imposed a cordon around the incident without alarming other station users and when the police arrived the suspect was searched and arrested.

Both Chelsea and Tina are highly commended for their professionalism.



Nomination: Devindra Mehlawat

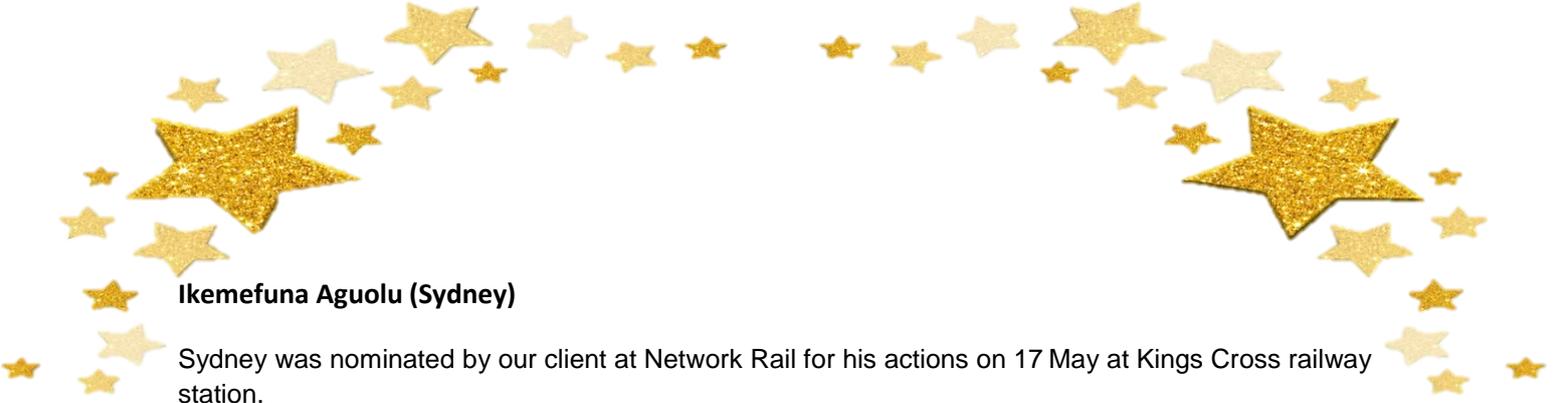
Devindra was nominated by a member of the public for his actions at Euston railway station on 8 May.

The lady wrote; *“Just a note to thank Dev for his help at Euston station May 8. My husband was ill while traveling and Dev was wonderful, helping with a wheelchair and luggage. I was not sure how I was going to manage it all and he was very kind.*

We are from Canada and we’re not at all familiar with the station or where we were going and needed help boarding. We did not arrange for assistance ahead of time as my husband was discharged from hospital the day before leaving and we did not know about mobility assistance. Our cab driver told us and dropped us off at the back. Dev just stepped in to help.

Thank you for making things much less stressful. We are grateful”.

Dev is commended for his excellent customer service and professionalism.



Ikemefuna Aguolu (Sydney)

Sydney was nominated by our client at Network Rail for his actions on 17 May at Kings Cross railway station.

She wrote; *“On Friday 17 May whilst assisting a passenger Sydney was assaulted by a vagrant. He was going above and beyond to help someone, and his actions were very restrained when dealing with the vagrant”.*

His manager wrote; *“Thank you Caroline for this update, it's always a pleasure to hear when one of our team have gone above and beyond their duties, it's just a shame that Sydney was assaulted whilst carrying out his duties on this occasion.*

However, I can confirm that SES has kept in contact with Sydney and that he is well and back to his duties”.

Sydney is commended for his excellent customer service and professionalism.

