



**Ward**

*Star Awards*

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**2022 WINNERS**

# Service Excellence



## ▶ Reg Omamogho Service Excellence

First up we have Reg Omamogho, our Service Excellence Star Award Winner.

There was a major flood at the site that Reg covers, and despite the response team being aware and dealing with the emergency, Reg insisted on going to site and assisting in anyway he could. He was key to managing the situation, contractors and tenants on site, even outside of his working hours, and whilst he was due to be on holiday. Without his attendance and site knowledge, the flood would have continued for much longer and more damage would have been caused.

Well done Reg, well deserved!

## ▶ Service Excellence Finalists

### Karen Jones

Karen came across a car accident on her way home from work, she stopped and moved her van into the middle of the road – blocking the road and alerting others to the situation. Karen stayed there until the emergency services arrived, her actions secured the scene and helped preserve life, further damage or injury.

### Sam Kemp

For the second time in under a week Sam and his dog have disturbed potential burglars at the site he works, displaying vigilance, professionalism, and the value of having a trained dog and handler team on site.

### Yaya Sallah

Yaya has hit the ground running. He has excelled in doing his role, due to this he has now become a fundamental member of the team. Has a great can-do attitude with a high level of professionalism. It's a pleasure to have him as part of the team!

### Kesav Gurung

An email was sent to the security office asking for a Nepalese translator, Kesav came forward and offered his services. This took a lot of time due to the difficulties of translating to a different language. Kesav was praised for his work and efforts by the client.

### Shoaib Butt

Shoaib played a vital part in protecting the site and preventing protestors breaching the London Stock Exchange. It was clearly evident that without the quick actions of the officer the situation would have escalated more severely.

### Elliot Williams

Elliot shows initiative and excellence in all that he does. Elliot has shown pride and responsibility in the estate, he has devised new processes to overcome prior issues, he has engaged with suppliers to achieve a much-improved service – sharing clear objectives and monitoring progress. Since Elliot has led the security team, there have been no complaints, only praise.

### Paul Horrocks

Paul is one of, if not, the most hard working and dedicated members of the Ward site teams I work with. He always strives to be the best and is always going over and above his duties. He is always there to answer any queries from tenants, client or ourselves.

### James Martin

James' professional, kind, and thoughtful ways in which he carries out his duty of care and security makes him a standout. He has shown exceptional standards, professionalism and integrity, James has the respect of all tenants, contractors and managers alike.

### Martin Burnett

Martin has committed himself to systems installations and embraced the new challenge of CCTV towers. Martin has been involved with a lot of new research and development projects and continues to push the boundaries of Ward's offerings to our clients which shows innovation and initiative.

## ▶ Service Excellence Finalists

### Richard Montgomery

Richard took the opportunity to learn something new (WIDS Installations) and the set-up of CCTV Towers along with the logistics elements. He took the opportunity to further his knowledge and skills and this has massively helped with scheduling, absences and ensuring full delivery of all quoted systems, increasing revenue and maintaining client relationships.

### Nicola Burch

I cannot thank Nicola enough for her hard work and extra support. Nicola is reliable, trustworthy and goes above and beyond to help and assist our tenants by providing a friendly and high level of customer service. I receive positive feedback from the tenants about Nicola and we are very grateful to have her as part of our front of house team.

### Matthew Dalton

Matthew has provided excellent service to the client, picking and packing PPE, labelling desks, placing signs around the building and a few requests directly delivered from the client. Matthew took on additional responsibility requested from the client, he went above and beyond his role as a security office.

### Amerjit Grewal

Amerjit has been invaluable over lockdown, nothing seems to be too much trouble and he is happy to do anything we ask. He often goes outside his remit which is always appreciated when we do not have a building manager on site.

### Daniel Birch

Daniel stepped up into a new role in an exceptional way, ensuring there was no effect on service provided to us as a client when another staff member went on maternity leave. He has taken on a lot of tasks which he had no knowledge of previously and excelled in them. Daniel has made an impact to both his team and us as a client with his organisational and leadership skills and should be proud of the service he has delivered.

### Richard Vere-Compton

During our joint mobilisation we challenged Richard to change the way he has worked over a number of years, and he embraced the change. Richard has continued to attend his planned shifts without issue or concern throughout the pandemic.

### Helen Hall

Helen has put so much effort and time in over the last 12 months getting payroll correct and on time. With furlough in place a large amount of the workload for this seems to have fallen to Helen. To keep up with her workload she regularly works late into the night and at weekends, not asking for time in lieu or overtime. She is passionate about her role and Ward and is an asset to us.

### Qumar Aziz

I would like to express my praise and thanks to Qumar for the part he played in handling the incident. He remained calm, followed instructions clearly, was quick thinking and supportive of all involved. This was not an easy situation to be a part of but he exceeded all expectations and went above and beyond. Qumar deserves real appreciation for the role he played.

### Rob McCartney

Rob has been a key part of the team and goes beyond his day to day duties to provide excellent service onsite and to the client. Rob's dedication to his job and the site is evident, and personally I don't know what I would do without him. He really helps to ease the pressure off and is always happy to help with tasks beyond his job.

## ▶ Service Excellence Finalists

### Harrison Ehikhamhen & Joseph Bockarie

The team work extremely hard, they are extremely vigilant, and I am pleased to have them as part of our team. Both Harrison and Joseph are incredibly diligent in their work and take great pride in the estate they look after. They have great people skills and make great efforts to ensure that everyone on the estate feels secure and safe.

### Usman Iftikhar

Usman distinguishes himself with outstanding professionalism in the course of undertaking his day-to-day duties. Not only is he a great team player and always participates to achieve One Team Goal, but also, he is an extremely respectful and thoughtful person. Usman is a very diligent and hardworking person who delivers excellent service daily.

### Daniel Jeffery

Daniel is an asset to the site and his performance and ownership in the past 20 years is outstanding. I have had the privilege of working with Daniel the past 10 months and I can vouch for his determination, hard work and effectiveness. I have rarely come across a person who carries out his duties without hesitation and no task is difficult for him.

### Faraz Bashir

Required to perform CPR/use a defibrillator on an elderly male whilst dealing with students/staff suffering with shock. Faraz was able to keep the male alive until paramedics arrived, they took over and tried to fully revive him but unfortunately, he did not survive. Faraz was thanked personally by the University, paramedics and family of the deceased for his efforts. I am proud and lucky to have him as part of my team.

### Jimmy Joseph

Jimmy sorted out all the waste and cleared the fire exit. His actions prevented a possible fire incident and avoided the risk to staff by freeing the fire exit route. Not only this but his actions saved the client more than £300 in labour and most importantly, he made the area safe and open to the other tenants to use.

# Outstanding Acts



## ▶ Neil Cobbin Outstanding Act

Here is our first Outstanding Act Winner for 2022, Neil Cobbin.

Neil was called to assist a colleague with a male who had become non-compliant and aggressive. Neil kept the male calm, even under threat of him using his knife, and kept the situation under control until the Police arrived. He stopped the incident escalating, ensured the potential suspect didn't flee the scene and avoided anyone getting injured prior to the arrival of the Police. Neil's actions led to the male being arrested for possession of a lock knife and class A drugs.

It later turned out that male involved was wanted by Police for kidnap and had previous convictions for assaulting Police and also for attempting to escape and threatening people with a knife.

Great work Neil!



## ▶ Aaron Page-Baldwin

### Outstanding Act

Our next Outstanding Act Winner is Aaron Page-Baldwin.

Aaron continued to search for a suspect with his dog long after the Police had concluded their search and stood their officers down. He searched an area already checked by the Police and his dog indicated the presence of the suspect.

Aaron's tenacity and diligence resulted in the arrest of a male for possession with intent to supply, reducing crime within the Westfield area and protecting the public from the actions of this male. This is just one example of the continued good work by Aaron who has been instrumental in a number of arrests of people in and around the Westfield area.

Congratulations Aaron!



## ▶ Eddie O'Neill

### Outstanding Act

Next up we have Eddie O'Neill, another Outstanding Acts winner.

Eddie has done an outstanding job in driving professionalism within his team and continually evolving service delivery to meet the dynamic needs of the site he covers. Eddie is considered as a member of the client's on-site leadership team and has successfully built a strong working relationship with the building management team, ensuring good communication at all time, and acting as the central point of contact. His experience, expertise and a keen eye for detail, along with careful auditing, has been integral to the successful operation of the building. He is hands on with managing the team, gives clear direction and has also implemented and delivered a bespoke training and progression plan for staff, among many other great initiatives.

Eddie is a highly experienced security manager that is a role model and mentor for other Ward site managers. Great work Eddie!



## ▶ **Matt Statters** **Outstanding Act**

Introducing Matt Statters, a winner of an Outstanding Act Award.

Matt came across a vulnerable male wandering in the road who was displaying strange behaviour, he approached the gentleman and asked if he was ok. Matt managed to encourage him out of danger to the underground car park of the site where it was much quieter and safer for him.

Matt then dialled 101 for assistance. After waiting more than an hour, and Matt staying with the person to ensure he was safe from any harm, the individual remained in a very agitated state. At this point Matt then called 999 for assistance. Police arrived within 10 minutes and took over the situation.

Well done Matt



## ▶ **Thomas Atley & Bernard Jones** **Outstanding Act**

Next we have Thomas Atley & Bernard Jones, both Outstanding Act winners.

There was an explosion that occurred at the site Thomas and Bernard cover which injured 3 people, one severely. Thomas and Bernard took quick and decisive action, not only in assisting in the evacuation of the site, but also in their intervention and administering of first aid to the 3 injured people. They both remaining calm throughout, controlling the situation and contacting the emergency services.

They remained on site beyond their scheduled finish time to debrief site management.

Well done both!





## ▶ **Danny Sereaton & Kevin Easton** **Outstanding Act**

Danny Sereaton and Kevin Easton - Outstanding Act Winners.

Someone was attempting to commit suicide by wanting to jump from the upper shopping level where Danny and Kevin work. Danny was almost immediately on the incident following a radio alert from Kevin in the Control Room. Danny managed to grab her and coax back. They then walked her towards the exit and Kevin had in the meantime radioed for assistance from the Police.

This was the same woman that the Ward team had prevented almost a year ago. We are later informed that the woman had been dealt with twice before in other similar incidents elsewhere.

Well deserved awards, congratulations both.

## ▶ **Saraj Yaqub** **Outstanding Act**

And our final Outstanding Act Winner, Saraj Yaqub.

Saraj and his colleague Rizwan were informed by two students of an injured male. They located the male and brought him back to the campus and called for an ambulance.

An unknown group of people had tried to rob the 58 year old, who upon refusing to hand over his phone was subsequently beaten before being slashed with a knife. The male was bleeding heavily from the head and had become dizzy, he required first aid from Saraj who was able to apply pressure to the wound and slow the bleeding until paramedics arrived.

Great work Saraj, well done!

# Teams



## ▶ 3 Hardman Street

### Teams

Our winners of the Team Award, 3 Hardman Street.

This teams quick thinking and fast actions locked the building down in the face of around 200 protesters. One of the officers involved in this particular incident has been part of the Kickstart Programme in partnership with Knight Frank, the Dept for Work and Pensions and Salford City Council.

Congratulations team!

## ► Teams Finalists

### People / Mental Health Team

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The team created and implemented a comprehensive system to look after the mental health and wellbeing of all Ward staff. This team has not simply created something that ticks the corporate social responsibility box, they have brought to life a programme that will be of benefit to everyone from site officers to head office, to management, to executives. The team has created a mental health check sheet, now has 3 mental health first aiders across the business, a mental health support email, fact sheets on anxiety, depression, self-harm, eating disorders and suicide, in addition to the existing support tools of Perkbox and support systems in place with The Samaritans, MIND, Rethink and Calm. It is truly universal and is available to everyone at all levels in our organisation, and genuinely has a purpose and an output, not just an idea.

### VIRTUS LONDON 9

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The VIRTUS LONDON 9 Data Centre Team have been amazing in setting up the largest Data Centre Facility on the VIRTUS Data Centre Account built to date. From NEW Build Construction "GO LIVE" start date of 1st March 2021, the team have been awesome in their dedication and professionalism in setting up this facility. With 300+ Construction workers + VIRTUS Project Management Team constantly on site, all the while setting up and establishing the required Security Procedures and Protocols to get this site running as smoothly as it has and continues to do. The Team have been steadfast and dedicated to getting the "job done right" the first time and have succeeded where other teams would have failed. They have done a simply amazing job and deserve high level recognition for this. Outstanding effort by all at the facility.

### 55 Baker Street

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Since the commencement of the COVID-19 lockdown period there has been an approx. 60% reduction in staff numbers on site. Despite the reduction in staffing levels there has been no reduction in expectation of service provision nor standard of service from the officers. During this period there have been zero complaints about service from the tenants on site, the team have managed to respond to and resolve several incidents within tenant demises during this period including overheating of comms rooms and the discharge of fire suppression devices following erroneous fire alarm signals. Quick and responsible intervention in both of these incidents prevented long term and costly damage to infrastructure critical equipment within the building. I feel the team as a whole have gone above and beyond what was expected and asked of them every day and respectfully submit the above for consideration of recognition of what has been and is continuing to be achieved on site in very testing circumstances.

### Cash Collection Team / Credit Control

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Cash is the lifeblood of any business and our credit control and cash collection team have done an outstanding job of exceeding expectations and KPIs in terms of cash collected during the COVID-19 pandemic, helping to keep the business solvent. Cash collection every month has been ahead of KPIs and up on a year-on-year basis. This is against a backdrop of remote working for both the Ward team, but as importantly, client teams making communication more difficult than at any time.

# Managing Director's Award



## ► Managing Director's Award

Ward's Managing Director, Kevin Ward, also awarded 3 people with a Managing Director's Award.

Introducing Richard Vere-Compton, Abby Drysdale and Josiah Oyelakin.

Well done all, very well deserved.





CONGRATULATIONS  
TO ALL OUR WINNERS