



## OUTSTANDING TEAM AWARD

From Left to Right

- Salimbot Michelle Nacar • Haresh S/O Chandran | Certis Aviation Security Pte Ltd

On 26 January 2022, Service Operations Executive Haresh was stationed at a gate in Terminal 3 when a female passenger collapsed and shivered in pain. Haresh immediately attended to the passenger and alerted his colleagues to activate the medical team. Haresh and Service Operations Supervisor Salimbot found out that the passenger was travelling alone. The medic arrived shortly and arranged for her to be sent to the hospital. Without hesitation, Haresh and Salimbot accompanied her to the hospital. At the hospital, the doctor said that the passenger would need to undergo further checks before she could be certified fit to travel. Haresh obtained her consent to contact her next-of-kin about her condition. Upon the passenger's request, Haresh also bought her some necessities and obtained the necessary clearance to bring her luggage to the hospital. During her 10-day stay in the hospital, Haresh checked in with the passenger frequently and also liaised with the airlines to rebook her flight for 10 February 2022. On the day of her discharge on 9 February 2022, Haresh and Salimbot went to the hospital to pick her up. As she had to remain in Singapore for another day, Haresh offered to host the passenger at his sister's home. Haresh and his sister bought the passenger a meal and accompanied her to do her pre-departure test at the clinic. On the evening of 10 February 2022, Haresh sent the passenger to the airport and Salimbot, who was on duty, took over in escorting her to the boarding gate after she cleared immigration. Well done Team Certis for jumping through the hoops to assist the passenger in returning to London safely!

Nominated by:

Teo Sin Yang  
Certis Aviation Security Pte Ltd



From Left to Right

- Eddie Ahmad Rasyidie Ramli • Lee Wei Zheng, Sylvester • Suthagar A/L Sitha Raman  
Certis Aviation Security Pte Ltd

Assistant Operations Manager Sylvester received a call from Experience Concierge Eddie at about 8:19 PM. A family member informed Eddie that his father who is suffering from dementia had been uncontactable for a few hours. According to him, the guest had driven to Jewel on his own at about 2 PM earlier that day. Upon obtaining the details and his car plate number, Sylvester used the "Find My Car" function to check if his car was still physically located in Jewel. Seeing that his vehicle was still parked in B5, Sylvester went down to locate the car immediately. To his surprise, the guest was in his vehicle. Sylvester gestured at him to get his attention and informed him that his family was looking for him. Sylvester also quickly informed Eddie of the guest's location and asked him to convey the message to his family. When Sylvester asked him for his home address, he could not provide an answer. Worried for his safety, Sylvester invited him for a drink at a nearby cafe while Eddie contacted the family members to pick him up. At the cafe, Sylvester asked Experience Executive Suthagar Raman to look after the guest while he went off to buy him a drink. They accompanied the guest until his family arrived to pick him up. The family was very grateful for the team's effort and genuine concern. Excellent teamwork!

Nominated by:

Ira May Famador  
Certis Aviation Security Pte Ltd

