



Joseph Merrell
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17th July 2025

Great Western Railway
HR Operations
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Swindon, SN1 1HL

HR@GWR.com

Dear Joseph,

Congratulations!

You have been nominated by Sharon Holloway for one of our prestigious Gold Awards under Dedicated to Safety.

I'm delighted to announce that our judging panel has approved your nomination and the GWR executive team is recognising your achievement by rewarding you with a Gold Award certificate and £150 worth of points, which you can spend in via our GWR Recognition platform.

Please see below for a summary of your nomination:

"Joe and Rebecca were on shift at St Austell, when they came across a female passenger who was on the stairs of the footbridge falling in and out of consciousness. Joseph Merrell, S7 and Rebecca wright OCS Cleaner were at St Austell train station, when a customer collapsed on the footbridge. Without hesitation, they quickly assessed the situation and began giving medical attention to the customer who was fitting and in and out of consciousness. Working together Joseph and Rebecca ensured that the customer was kept safe, to avoid them falling down the stairs. Joseph and Rebecca gathered the defibrillator and deployed it under the advice of the Ambulance call operative."

It was felt that your actions clearly demonstrated that you are Dedicated to Safety and you are helping us achieve our purpose of revaluing rail in the hearts and minds of the travelling public.

I'm also very pleased to tell you that your Gold Award nomination will be automatically entered for next Excellence Awards.

Sharon Holloway would like to express their sincere thanks to you, and I would like to add my own personal gratitude.

Next steps:

Your points will be available in your GWR Recognition account on Wednesday 30th July. You will then be able to exchange these for a reward of your choice, choosing from over 25,000 options, including vouchers, fashion items, leisure services and much more.

Yours sincerely

Ashley Bray
HR Director

