



BE A STAR



**CUSTOMER**

**Abigail Kinsey**

**Business Development, Healthcare**

**Nominated by: Sarah Fleming**

Abigail works in the Inside Sales team for Healthcare and is "*a real steady ship and voice of reason*". She helps position Compass as a thought leader, proactively grows our business and has helped streamline internal processes - acting as the glue between the differing subsectors of Compass One during a period of transformation.



BE A STAR

**CUSTOMER**

**Alexandra Nicu**

**RA Group**

**Nominated by: Emilie Regnier**

Alex was respectful, thoughtful and empathetic when she found a distressed customer who had received devastating news. Alex took her to a quiet, private location and calmed her down before ordering and paying for an Uber. She then contacted her manager, before emailing the lady to provide extra support if required.





BE A STAR



**COLLEAGUE**

**Alice Carlesso**

**ESS (EGI)**

**Nominated by: Lee Cartwright**

Alice recently helped introduce 'Change Please' coffee at a client's head office. 'Change Please' helps people experiencing homelessness by training them to become baristas, while supporting them with everything they need to turn their lives around. Alice's work means a barista has been recruited from the Change Please Academy - helping to endorse the client's work in supporting local communities and reducing inequalities.



BE A STAR

**CUSTOMER**

**Andrew Parker**

**Levy UK&I**

**Nominated by: Adam Wicks**

Since joining the culinary team 7 years ago, with no kitchen experience, Andrew has worked his way up to Chef de Partie, and recently led a team of 15 that produced 13,500 individual meals for issue on one day. *"I genuinely believe Andrew to be a true inspiration who demonstrates that no matter your background or circumstances you have the power to succeed".*





BE A STAR



**CUSTOMER**

**Anne Walker**

**D&T**

**Nominated by: Kerry Crompton-Harris**

Tax year-end, the company incurred what could have been a catastrophic system error in creating P60s. Anne remained unflustered throughout, acted conscientiously and remained dedicated to identifying the root cause. Ultimately, system corrections were identified and implemented, but this would not have been possible without Anne's innovation and commitment.



**CUSTOMER**

**Arkadiusz Michal Gala**

**RA Group**

**Nominated by: Olivier Fasolo**

Arek's dedication and hard work helped ensure our greenhouse team was able to continue their work without interruption. *"His willingness to go the extra mile and support his fellow colleagues is a testament to his exemplary work ethic and team spirit".*



BE A STAR

**CUSTOMER**  
**Ben Runacres**  
**ESS (DMA)**

**Nominated by: Luke Webber**

Bar person Ben is hard-working, dedicated and has a great rapport with clients and customers alike - a skill set that became invaluable when the site needed cover for the Main Reception Office. Although a daunting task, Ben stepped up to cover the night shifts to ensure ESS provided the service required. *"Ben demonstrated our company values of commitment, integrity and can-do attitude in abundance".*

**CUSTOMER**  
**Charlie Bell**  
**Foodbuy**

**Nominated by: Carrie Howes**

Charlie supported with 2 key innovations: 1) he identified the way savings are reported was too complex and created a new reporting suite to pinpoint accurate savings analysis. 2) he generated a report identifying over £60k savings from purchases that would have gone undetected. *"Charlie has enabled us to articulate a clear financial understanding to our NHS Trusts".*



BE A STAR

**COMMUNITY**  
**Chloe Ailles**  
**Healthcare**

**Nominated by: Courtney Clark**

Chloe volunteers at a local youth club, keeping children and young teens off the street and supporting them. *"She works really hard, is driven and focused but adds a spark to every shift. She's an asset to the company and I'm so proud she is a part of my team"*.



**CUSTOMER**  
**Craig Nicholson**  
**Chartwells**

**Nominated by: Joe Sackett**

When dedicated chef Craig was tasked with re-imagining the salad and protein counters, he really took the opportunity to shine - showing great creativity and making a real impact with his seasonal, fresh food. His innovative ideas for re-using food have a huge impact on reducing food waste and the client and students are delighted with the changes.



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**CUSTOMER**

**Dana Bsharat**

**RA Group**

**Nominated by: Elizabeth Watson**

Dana manages the catering operation with passion, excellent customer service and great teamwork. She adds value by driving key environmental and other ESG events throughout the year including Stop Food Waste Day and Global Recycling Day - even releasing a vibrant newsletter highlighting the great work we do each month.



BE A STAR

**COLLEAGUE**

**Danielle Gilis**

**RA Group**

**Nominated by: Leanne Turk**

Danielle joined a Compass Group panel discussion on International Women's Day, sharing the story of how she developed her career while dedicating time to her children and other passions. *"Dani's a great role model to women who aspire to be in leadership roles with the right work/life balance, so all their passions can be realised".*





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**CUSTOMER**  
**Debbie Edwards**  
**Healthcare**

**Nominated by: Christopher Barron**

Despite challenges with staff shortages, Unit Manager Debbie always makes sure her patients, team and other sites are served and supported to the highest standards. She even drove 2 Ward Hosts to a different site for a 6.30am start when rail strikes prevented them using public transport.

**COLLEAGUE**  
**Ellister Paragas**  
**Healthcare**

**Nominated by: Amanda Dunn**

Ellister is a chef at a hospital where we've all been through some very tricky times with Covid. Ellister has not only supported our unit, but has travelled and stayed overnight to work in other hospitals. While I was on annual leave, 5 staff went down with Covid - Ellister (who was alone), got help sorted and guided them to provide a great service. He also checked in on the poorly staff!



BE A STAR

## CUSTOMER

# Esteban Ignacio Ibanez Corrales

**RA Group**

**Nominated by: Scott Main**

Esteban is always able to spot when a customer needs help and then goes above what's expected of him - he can even speak 3 languages! He's built up a great relationship with a customer in a wheelchair and helps support them with lunch service. *"Esteban is truly a legend - I cannot thank him enough".*



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**CUSTOMER**

**Flickson Pereira**

**Healthcare**

**Nominated by: Maria Rosato**

When a colleague's baby fell ill and was admitted to hospital, Flickson went out of his way to help make their stay more comfortable. From making fresh cups of tea, to moving food closer so she could eat while her baby was asleep on her, Flickson's attention to detail made a real difference. *"He was always so supportive, not just towards me, but also to my fellow mothers on the ward".*





BE A STAR



**COLLEAGUE**

**Hannah Cartwright**

**HR Learning & Development**

**Nominated by: Amanda Scott**

Hannah's commitment to the Career Pathways development programme (and all the back-end detail behind it) is reflective of her overall approach to her role. She is constantly looking for ways to enhance and evolve the courses and has presented to different country's HR teams across the globe. She is even developing her own skills as a trainer so she can support learning delivery.



**COLLEAGUE**  
**Hellena Wellington**  
**Chartwells**

**Nominated by: Sharon Pasquale**

No matter what life throws at Hellena, she always puts everyone else before herself. She's either on the counters or the tills talking to students, putting herself on the weekly cleaning rotas – all this ahead of her own work - as well as studying for her business apprenticeship exams.

**COLLEAGUE**

**Jasmine Hewitson**

**Retail**

**Nominated by: Courtney Clark**

Jasmine went the extra mile by providing our new team member (who is from Ukraine and currently learning English) translated training materials so he could understand the Costa brand and how to make all the drinks. We can see the impact this has as he understands how to do his job correctly. He feels very supported by Jasmine and has said it makes him feel a part of the team and not isolated.



**CUSTOMER**

**Jeanette Smith**

**Levy UK&I**

**Nominated by: Oluwakemi Ikumelo**

Jeanette has been a staple in the canteen for years and always goes the extra mile for the client with her friendly and open demeanour. The client always sends positive feedback about the service Jeanette provides, so much so that they even wanted to have the area renamed after her!



BE A STAR

**CUSTOMER**

**Joshua Gamble**

**Foodbuy**

**Nominated by: Kirstin Morris**

When their second-largest supplier of Delivered Ready Prepared Meals went into administration, category buyers Josh Gamble and Kathryn Browne (nominated separately) swung into action – demonstrating exceptional planning and detailed analysis to ensure NHS England have the best information possible to ensure strong and accurate decision-making.





# **CUSTOMER**

# **Joshua Hooker**

## **Retail**

**Nominated by: Nicole Denton**

Although Josh sometimes finds things challenging due to his autism, he is always one of the first to offer to cover shifts or stay longer if needed. He's always willing to learn new things - even asking to be cross trained on other brands - and a credit to the team. Josh makes everyone feel so welcome and is always getting NPS and mentioned by our customers - one week even getting an amazing 16!



BE A STAR



**CUSTOMER**

**Julie Ashby**

**Chartwells**

**Nominated by: Kerry Mitchell**

Julie stepped up and supported a region whilst recruitment was ongoing to find a replacement for a colleague. *"She supported clients, the team and the wider business by being dependable, flexible and a team player - going above and beyond to ensure the absence left no risk or shortfall to the business".*



BE A STAR

**COLLEAGUE**

**Karen Dunford**

**Chartwells**

**Nominated by: Jo Jackson**

Operations Support Manager Karen is also a HSE Champion - a true ambassador for Health and Safety who lives and breathes our See Care Share safety behaviours. She recently committed to audit all schools in her area, ensuring See Care Share is embedded in our business. *"Karen's passion for H&S is exemplary and she truly deserves to be recognised"*.





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**CUSTOMER**

**Kathryn Browne**

**Foodbuy**

**Nominated by: Kirstin Morris**

When their second largest supplier of Delivered Ready Prepared Meals went into administration, category buyers Kathryn Browne and Josh Gamble (nominated separately) swung into action – demonstrating exceptional planning and detailed analysis to ensure NHS England have the best information possible to ensure strong and accurate decision- making.



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**CUSTOMER**

**Kelly Wilson**

**RA Group**

**Nominated by: James Brocklehurst**

Kelly joined a team of 4 around a year ago. For a variety of reasons, all 3 of her colleagues left in very quick succession - most recently her Chef Manager with only a day's notice. Kelly is holding the unit together with her enthusiastic and positive outlook, while maintaining high food quality and customer service standards.





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**COLLEAGUE**

**Leia Simpson**

**Healthcare**

**Nominated by: Todd Turner**

Leia is the main People Support Administrator at our hospital. She consistently goes above and beyond to support not only her colleagues, but those on other contracts too. From making sure we can access Connect, Perks at Work and the EAP, to supporting managers with consultations and welfare meetings, Leia does all of this while doing her own day job.

*"She's committed and completely selfless".*



# **CUSTOMER**

# **Lorraine Arscott**

## **D&T**

**Nominated by: Kerry Crompton-Harris**

Tax year-end, the company incurred what could have been a catastrophic system error in creating P60s. Lorraine remained unflustered throughout, acted conscientiously and remained dedicated to identifying the root cause. Ultimately, system corrections were identified and implemented, but this would not have been possible without Lorraine's innovation and commitment.



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**CUSTOMER**  
**Milosz Zurawski**  
**RA Group**

**Nominated by: Bernadett Czerlyenacz**

When AV equipment needed upgrading in the meeting rooms, external suppliers quoted £18,000. Milosz took ownership and found the same equipment online for £544, before installing it himself. He even used his own money to ensure there were no issues. Not only did it work, it was also delivered much faster and significantly cheaper, much to the client's delight!



BE A STAR

**CUSTOMER**

# Munguntuya Navaan-Osor

**ESS (DMA)**

**Nominated by: Jennifer Ball**

*"Tuya's performance in the kitchen and towards customers has come on leaps and bounds - as English is not her native language her progression is even more admirable. The service she provides shows her dedication to the team and the company as she always wants to go the extra mile. I am proud to have her as part of the team".*





BE A STAR

**COLLEAGUE**  
**Natalie Lowe**  
**RA Group**

**Nominated by: Emilie Regnier**

When a colleague had a panic attack, Natalie answered the urgent call for a Mental Health First Aider without hesitation - despite it being her 'First Intervention'.  
*"Natalie dove headfirst into the situation and supported with class and dignity".*



BE A STAR

**COLLEAGUE**

# **Nuno Amaro-Pereira**

**Levy UK&I**

**Nominated by: Kerry Murphy**

Nuno is Lead Payroll Support Manager for Constellation; he is Constellation's biggest advocate and one of our biggest success stories. He performs above all expectations, always there to lend a hand or an ear to colleagues and always pushing for improvements within his own team and to support the wider business.





BE A STAR

# **CUSTOMER**

# **Paul Yabsley**

**B&I**

**Nominated by: David Mason**

When the client brought in a very expensive new piece of equipment, they needed Paul's assistance with the challenging installation. Paul worked hard to identify a solution and keep the project on track - even managing to complete ahead of schedule, much to the delight of the client's senior management.



BE A STAR

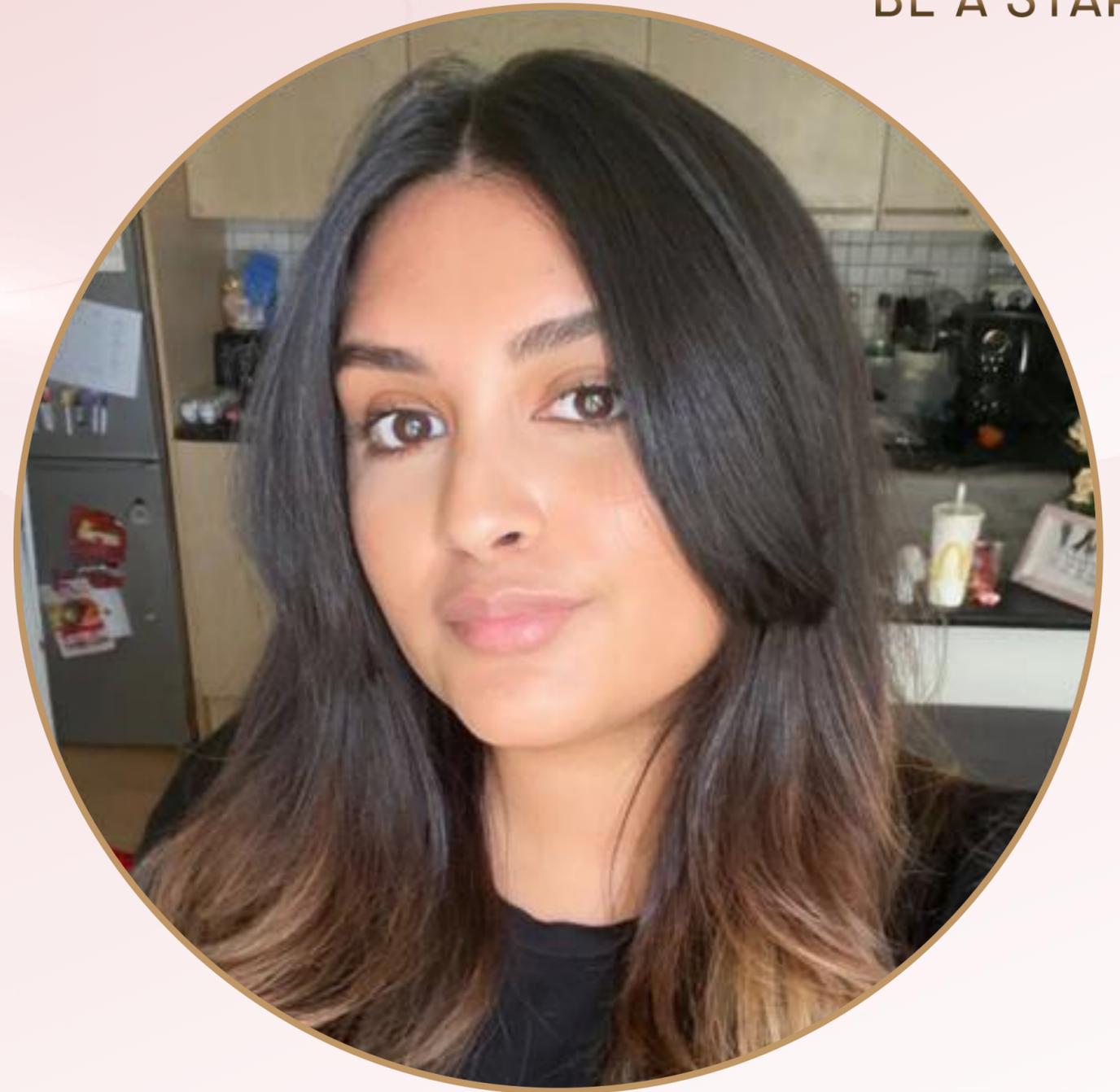
**CUSTOMER**

**Pooja Sengupta**

**Levy UK&I**

**Nominated by: Thomas Rhodes**

Since Pooja has taken on the new role as Kitchen Operations Manager, she has never been afraid to challenge herself and attempt something new. Through multiple matches and event days, Pooja ensures the food and service are the best possible standard. *"A true legend throughout this busy period and without her it would not have been such a success".*





BE A STAR

**CUSTOMER**

**Rebecca Allen**

**B&I**

**Nominated by: Nicola Davies**

It doesn't get much better than glowing client feedback, but that's the very reason Becky won this quarter. *"Becky absolutely wows our customers day-in, day-out, but the hospitality provided this time saw recognition not just from our on-site client, but also from the PA to the UK Managing Director!"*





BE A STAR



**COLLEAGUE**

**Samantha Habgood**

**Levy UK&I**

**Nominated by: Kathryn Fletcher**

Always being positive, working extra hours without complaint and helping others when they are struggling are the reasons behind Sam's nomination. Her attention to detail and organisational skills helped make sure her colleagues had everything they needed during the Brit Awards - a brand new event for us.

**COLLEAGUE**

**Samantha Pearce**

**Chartwells**

**Nominated by: Camilla Howard**

*"Sam is the backbone that holds our contract, with 17 schools, together".*  
Approachable, caring, knowledgeable and always on the end of the phone for all our teams and colleagues - as well as being professional, calm and driven. On top of that she goes out and investigates new ways of doing things so we gain new skills and learn as a team.



**CUSTOMER**  
**Victoria Flack**  
**RA Group**

**Nominated by: Anne Atkinson**

Vicky is very customer-focused and provides exceptional service in the cafe, with a positive attitude even when she is having a hard time personally. The Chef designed a special when our freezer broke recently and Vicky sold the entire offer in several hours.

*"She's a real asset to our team".*



BE A STAR



**COLLEAGUE**

**Victoria Hanrahan**

**Foodbuy**

**Nominated by: Leah Anderson**

Vicky has been central to a vast and complex project that has been ongoing for a number of months in Foodbuy. She approached the work with patience and openness, answering questions from senior stakeholders with knowledge and confidence. *"We honestly could not have done what we did without Vicky's professionalism and positivity".*



**CUSTOMER**  
**Wendy Trew**  
**ESS (EGI)**

**Nominated by: Alison Brooks**

Wendy showed exceptional organisational skills during the Kings' Coronation, by mobilising a team to continually pack boxes and bags in order to provide the 30,000 packed meals required to feed the MPS and Mutual Aid Officers.