

Tracey Smith and Karen Cowling

Community Award, South West



“I don’t know anyone else
in the village who went so
far beyond the call of duty”

Boscastle Parish Council Chairman George Findlay

THE unique local knowledge of postman Tracey Smith and postwoman Karen Cowling proved vital after devastating flash floods deluged the Cornish village of Boscastle. Tracey helped with the rescue and then worked with police to identify dwellings and confirm who lived in them after the floods overwhelmed the ancient village.

Karen and Tracey were working up to 20 hours a day during the first few days.

The pair went to enormous lengths to deliver mail – and food parcels, clothes, tools and cleaning materials – to almost impossible delivery points, knowing that insurance claims were amongst the post, urgently needed by villagers left only in the clothes they stood up in.

Karen and Tracey are still helping to rebuild the village and get people’s life back to some normality.

Jim Anderson

Bravery Award, East of England



“I thought he was a goner
when I saw him”

Jim Anderson

While out on his daily deliveries, Brentwood postman Jim Anderson, spotted a customer collapsed on the floor of his kitchen, having fallen into a diabetic coma. When Jim found the man it seemed he had been trying to eat a biscuit to avoid falling unconscious, when he collapsed.

Quick thinking Jim called an ambulance and roused the customer by giving him a glucose drink to get his sugar levels up, and waited with him until the emergency services arrived, before continuing with his normal deliveries.

Jim said: “I thought he was a goner when I saw him collapsed between his kitchen and his hall.”

Ian Lloyd

Bravery Award, East of England



“I want to say a heart felt thanks from myself and my two boys, who could have lost their mum that night.”

Dorothy Stewart, who was saved by Ian Lloyd.

Ian Lloyd, a Chelmsford postman, showed tremendous courage when he came to the aid of a mother who was being savagely beaten by two people, while her two young children could only watch on in horror.

Ian rescued Dorothy Stewart and fought off the attackers, a husband and wife,

who had kicked Dorothy unconscious with steel toe-capped boots. Dorothy suffered a broken nose, wrist and ribs.

When the case went to court, the judge praised Ian's intervention and labelled him as 'outstanding' as well as awarding him with a reward for his bravery.

Graham Frood

Fundraiser Award, South West



Helping the Mustard Seed Trust

Graham has been an enthusiastic fundraiser for the Mustard Seed Trust since seeing a television appeal for help.

This Christmas he supported the charity by sending 130 shoe box sized parcels of donated gifts and goodies to orphaned children in Ukraine. Graham spent a lot of his spare time raising awareness of

the charity and encouraging people to fill one of the boxes. Graham is full of enthusiasm and is a great motivator.

Graham is now raising funds to improve washroom facilities in one of the homes by organising sponsored head shavings and leg waxings.

Melvin Wilkinson

Bravery Award, South West



“You saved my life”

John Collins, customer

Melvin Wilkinson, Warminster postman, rushed to the rescue when he heard a smoke alarm and saw a neighbour with a fire extinguisher running towards the home of pensioner John Collins.

The bungalow's kitchen was alight following a gas cylinder explosion and Mr Collins' hair, hands and face were

badly burned. Melvin called the fire brigade before rushing into the burning building to rescue the pensioner.

Melvin who, previously worked in the gas industry, was able to isolate the cause of the explosion and managed to get the kitchen fire under control.

Steve Lyon

Bravery Award, South West



“Postman saves drowning tot from river”

Daily Mirror, 25 September 2004

Steve Lyon threw down his postbag and stripped off his uniform jacket before plunging into water after hearing the boy's mum screaming for help.

The 18-month-old fell into the fast flowing River Avon while feeding ducks and was being swept towards a dangerous weir 150 yards away.

Dad of two Steve said: “The air inside the little boy's jacket had puffed up and was all that was keeping him afloat. He was swallowing mouthfuls of water and being dragged to the centre of the river.”

Steve grabbed the boy and passed him up to people on the bank, which is four feet above the level of the river before being helped out himself.

Mohammed Younis

Fundraiser Award, South East



“Royal Mail can be justly proud of having people like Mohammed Younis within the organisation”

Lord Clarke of Hampstead

Mohammed Younis set up the Alma Hospital Trust three decades ago, after visiting family in Pakistan; his young son was hurt in an accident but medical help was unavailable. Six months later his mother developed leukaemia, but without access to medical treatment she deteriorated very quickly.

The remote region of Pindi Bhattian has no hospital in the area, the nearest being

50 miles away – an uncomfortable five hour drive. Determined to make a difference and build a new hospital, Younis set up the charity in memory of his late mother, Alma Bi.

Now almost twenty years later Younis, helped by a growing band of supporters, have raised over £250,000 for the centre; building is well under way with the Alma Bi Hospital due to open in 2006.

Nathan Henderson

Bravery Award, South East



“We will not forget your actions, you were very cool and courageous in a very difficult situation”

Letter from the family of rescued woman

While out on his round in Gravesend, Nathan Henderson discovered an elderly customer who was covered in blood, and lying in her hallway having fallen through a glass door in her home.

Nathan helped the woman up from the floor and sat her down to calm her, before fetching towels and sheets to stem the bleeding and make her comfortable.

Unfortunately her telephone wasn't working, so Nathan ran outside to where a builder was working and used his mobile phone to call an ambulance. Nathan stayed with the woman until the paramedics arrived, before continuing with his deliveries as if nothing had happened.

Ashley Packer

Community Award, South East



“He’s a credit to Royal Mail”

Customer nomination

Ashley has been praised by the customers on his round, for his outstanding customer service and great attitude.

Customers commended Ashley’s positive approach to his work, and the effort he makes getting to know his customers by name, taking the time and courtesy to say hello and pass on his greetings,

and offering help with services such as the re-direction of mail when people move house.

“It’s rare to find someone in this day and age who is as cheerful, professional and friendly as he is, and I hope that you treat him well as he is a credit to the Royal Mail.”

David McHaffie

Community Award, Scotland



“David is very genuine; he can bring a smile to even the grumpiest of faces”

Jean Humphrey, nominating customer

David McHaffie is a well liked and valued member of his local community in Stranraer, and was nominated with a letter of appreciation signed by many of his customers.

Having walked this round for over fifteen years, David has a great rapport with his customers, and plays an integral part of

the community as he runs errands, collects groceries and offers help whenever he can, which he sees just as part of doing his job.

David said: “I like to treat customers as well as I possibly can. It’s good to be able to cheer people up in the mornings.”

Gillespie Cameron

Bravery Award, Scotland



“There is no doubt that his prompt response saved this patient’s life”

Dr. M. F. Buchanan

During his morning round, Gillespie Cameron, a postman with 31 years service, noticed that one of his regular customers wasn't up and around as he normally is, so knocked on the door to make sure everything was alright.

Knowing that the customer had a serious medical condition, when there was no response, he contacted the community nurse to express his concern.

The nurse went to the customer's home, and after some difficulty, was able to rouse the individual and administer the necessary medical treatment.

Gillespie's manager, Kenny Rigg said: "When I heard about this action, I was not surprised – I couldn't ask for a better member or staff."

Steven McColl

Fundraiser Award, Scotland



“I can’t think of anyone more deserving of this award.”

Jeanette McCulloch, appreciative customer.

Steven McColl is a popular character on his rounds, and is never without a wave or smile for his customers.

A few years ago, Steven and his family suffered a family tragedy, when their beloved young daughter Rachel, died after a long battle with cancer.

Determined to turn this unfortunate event into something positive, Steven

and his wife Lynn have raised thousands of pounds in memory of Rachel on behalf of charities involving children and research into childhood cancer.

Customer Jeanette McCulloch said: “He doesn’t think there is anything remarkable about what he does – the people of Darvel would disagree.”

Anthony Morgan

Community Award, Northern Ireland



“Everything about Anthony exudes an air of professionalism and enthusiasm”

Gerry Brady, Delivery Office Manager

Anthony Morgan, a postman with 16 years service and based in Newry, is highly thought of by customers and manager, for the pride he takes in his job, and his courteous and considerate attitude.

Mrs Delargy wrote to, “congratulate Newry Delivery Office on the best employee one could possibly have to

deliver letters with cheerfulness and a business like attitude which would be the envy of any industry”.

Anthony is also involved in the office's Community Action Team which has been fundraising for Newry's hospice for many years. Most recently Anthony did a 4 hour sponsored 'spin' to raise money for the tsunami appeal.

Michael McGreevy

Community Award, Northern Ireland



“He is just so much part
of this rural community”

John & Cynthia Wilkinson

Michael McGreevy has been a postman in rural Dromore for nearly 15 years. His courtesy and sense of humour are a hallmark, appreciated by customers in this declining farming area.

Michael has a wider impact on the community working with young people across all divides to create a thriving athletic club, with members travelling from far afield to be coached by him.

For the past six years Michael has organised an annual race in memory of John and Cynthia Wilkinson's daughter, a member of the athletics club, who died aged only 18. “What a healing process this began – bringing us back into contact with the young folk.”

Alan Reed

Bravery Award, Northern Ireland



“A very good ambassador
for Royal Mail”

Jeremy Foster, Delivery Office Manager

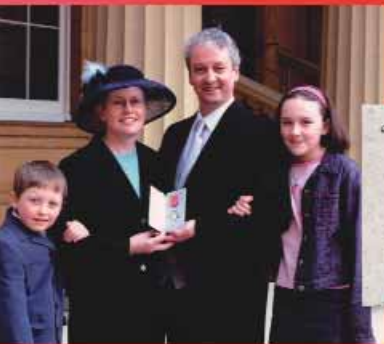
Alan Reed, has worked for Royal Mail in Londonderry for 33 years, and is well regarded by his colleagues. An unassuming man, Alan always looks out for others while on his daily round, but never mentions what he has done.

A recent example, Alan was out on his rounds when he came to the aid of an elderly customer.

Mrs Kelly has impaired mobility and could not get to the door to let in her carer. She appeared to be in distress, and the carer was anxious to get into the house to help but for some reason didn't have her keys. In a panic she turned to Alan for assistance. Alan went to the back of the house, found an open window and managed to clamber in. He reassured Mrs Kelly that everything was alright and unlocked the door.

Eddie Drury

Fundraiser Award, Northern Ireland



“Huge personal commitment and initiative raising many thousands of pounds for charity”

Harry Wilson, Delivery Office Manager

Eddie Drury, a Craigavon postman for 20 years, was awarded the MBE in 2004 for his fundraising activities, which must take up all his spare time.

Eddie has put enormous effort into organising the now well established 'toy run' at Christmas; Royal Mail staff collect gifts donated by generous local people for redistribution to less well off families.

Eddie runs a local cross-community youth club, runs a year round charity initiative with colleagues that raises £5000 per event, is involved with the Glenavon Football Club and is the resident 'dame' for Portadown's annual Christmas pantomime, and also finds time to undertake sponsored walks.

Colin Braithwaite

Community Award, North West



“A genuinely valued helper,
way beyond the call of duty.”

Mrs Rankin

Colin Braithwaite, a postman based at the Mossley Hill Delivery Office, was nominated by BBC Radio Merseyside, after a customer contacted a phone-in show to express her gratitude during a recent blackout in the area.

Mrs Rankin told how Colin had previously given her his mobile number, and told her to phone him should she ever be

in difficulty. During a power failure throughout Liverpool South, Mrs Rankin phoned Colin who was able to come and help her. Colin had genuinely been a very valued help to her, way beyond the call of duty.

Sadly, Mrs Rankin died a few days after phoning the station.

Jane Ewing

Community Award, North West



“Always cheerful, helpful and a credit to the organisation.”

Happy customer

Postwoman Jane Ewing, from Birkenhead in Cheshire has been praised for her outstanding approach to her work, and her happy, outgoing personality which customers say, cheers them up.

The customer contact is what led Jane to become a postwoman, and she loves the

job. Jane said: “I always make an effort to talk to people and do things for them, like putting their bins back after the bin men have collected them, and posting mail for those who are housebound. Sometimes you are the only person they are going to see all day.”

Graham Phillips Clarke

Fundraiser Award, North West



“Suppose my girls had to do the same in order to live?”

Graham Phillips Clarke

Graham Phillips Clarke, a postman from Manchester South is currently away in the Indian state of Goa , using a six month career break to help build a hospice with his wife, for children suffering from HIV who have been abandoned by their families. Graham also teaches impoverished children living

in the slums, as well as looking after a girl who suffers from cerebral palsy.

Graham, who has four grown up daughters of his own, was inspired by a leaflet he was given whilst sitting on the beach during a holiday to the region, spurred on by the thought of his own children.

Nigel Morris

Community Award, North East



“A real pleasure to see a smiling face on a morning!”

Nominating customer

Nigel Morris, from the Whitwood Delivery Office in Castleford, received a collective nomination from a host of customers on his walk, who all took time to sign a friendly ‘petition’ to back Nigel as a truly 1st class postman.

Residents heaped praise on their helpful postman, and labelled him “The best in

manner, and rendering the vital service of safely delivering our post over the years.”

One customer said: “Nigel is always cheery, very friendly and extremely helpful when asked, and he always has a wave and a smile for you in the morning.”

Diana Simpson

Fundraiser Award, North East



“Surviving cancer changed my whole outlook on life”

Diana Simpson

Having beaten breast cancer over ten years ago, Doncaster postwoman Diana Simpson has been fundraising for the Macmillan Cancer Relief, who gave tremendous support throughout her illness.

Diana undertook a gruelling cycle trek in February 2004 across the Mexican jungles, from the Atlantic to the Pacific Ocean, covering over 600 km in 8 days.

While the whole group raised £200,000 collectively, Diana raised over £6000 on her own.

Diana said: “It was tough at times, but a little bit of effort is nothing compared to what people go through when they are fighting cancer.”

Diana will participate in a similar trek around South Africa next year.

Martin Hart

Fundraiser Award, North East



“He is very modest, and has a tremendous capacity to organise and encourage others to raise money.”

Judith Snowdon, Martin's sister

Martin Hart is a well known face around Whitby and is renowned for his generosity and work as a charity fundraiser.

Having served as a retained fire fighter to help save lives, he continues to organise, participate in and encourage others to get involved in his fundraising work for many beneficiaries including the

Fire Fighters Benevolent Fund, St. Johns Ambulance, local hospitals and hospices and numerous regional causes.

When Martin isn't delivering the mail, his charity work over 25 years has seen him raise thousands of pounds by pushing hospital beds around town, organising balls and parties or dressing up as wacky cartoon characters.

Dave McCallum

Bravery Award, Midlands



“Postman praised for saving boy on spike”

Express & Star

The quick thinking actions of Dave McCallum may have saved a young man's life.

Dave was off duty when he rushed to the aid of a teenager who was impaled through the chin on the metal spike on top of a garden gate. He grabbed the legs of Rizwan Hussein, 13, and was able to support his weight and kept pressure off his neck, which firefighters believe may have saved the young man's life.

Dave, who is a neighbour of Rizwan, helped keep him calm until the emergency services arrived.

Rizwan, who had been trying to climb over the back gate after being locked out, underwent emergency surgery in Birmingham children's hospital and is now recovering.

Kevin Lawrence and Paul Davies

Fundraiser Award, Midlands



A ray of hope for
Hope Hospice

Kevin Lawrence first began fundraising for Hope Hospice four years ago, and was joined 18 months ago by Paul Davies; between them they have raised more than £65,000 for Hope Hospice, and other local charities.

Kevin and Paul spend their spare time arranging themed dinners, with entertainment and after dinner speakers,

attended by local businesses. The entertainment may involve charity auctions, and celebrity speakers have included Christine Hamilton, snooker ace Willie Thorne and Welsh soccer star Joey Jones.

Hope House provides round-the-clock care for children in Cheshire, Powys, Shropshire, Clwyd and Gwynedd.

Harry Golding

Community Award, Midlands



“Our lifeline, friend and helper”

Mr & Mrs Webster, High House Farm

Harry Golding has been described as the original Postman Pat, helping everyone on his round, always cheerful and a good role model in Rugby Delivery Office.

A large number of customers on his round nominated Harry, who just retired this year after 42 years service. One wrote: “He provides a service way beyond the standard, a very important part of the community, goes out of his

way to help people in the village. Nothing is too much trouble, he is reliable, friendly, and even gives our golden retriever a biscuit.”

The Websters describe Harry as “Our lifeline, friend and helper. We live in an isolated area and it means so much to us to have someone who calls each day, and who thinks of our welfare.”

Barry Caven

Bravery Award, Wales



“I could see her shadow in the smoke - I kicked down the door and got her out”

Barry Caven

Holyhead postman Barry Caven was on his way out when he saw smoke billowing from the doors and windows of a nearby bungalow. He dialled 999 before bursting in, knowing an elderly lady lived there.

Barry said “I could see her shadow in the smoke. I kicked down the door and got her out.”

Having got the woman to safety Barry tried to put out the fire. He connected up a neighbour’s hosepipe and managed to control the flames until the fire brigade arrived, actions which probably saved her home, and definitely saved her life.

Sam Davies

Community Award, Wales



“Sam is a friend to all her customers”

Gloria Jenkins, Bridgend

Since she joined Royal Mail as a postwoman four years ago Sam has got to know all the elderly people on her round and checks every morning to see that they are alright, since many live alone.

Sam has developed friendships with her customers, including Gloria Jenkins a fan of the theatre, who can't get out to

shows any more. Sam, a member of the Porthcawl Operatic Society, heard about this and took Gloria to see a show she was in; now word is spreading and Sam has a number of customers she takes to her performances.

“If it carries on like this, she'll need a bus” said Glenn George, Delivery Office Manager.

Dave Hanson

Fundraiser Award, Wales



“Works tirelessly
for others in his
spare time”

Mark Hughes,
Delivery Office Manager

Dave Hanson has been a postman in Llandudno for 30 years and is well respected by all his colleagues. In his spare time, Dave runs the local disabled football team and takes the players all over the country to compete in a national league. Dave has also organised team trips to compete in Spain and Italy.

As part of town twinning activities, Dave organised a competition and took

an under 11 football team, chosen from poorer families in the area, to play against similar youngsters in Wormhout, France.

Over the past 10 years Dave has raised over £40,000 for charity through various sponsorships and fundraising stunts, and also finds time to be a town councillor.