EMPLOYEE OF THE YEAR 2020

Aaron Rickets – Security Officer at Croydon Health Services NHS Trust

Many congratulations to Aaron who has been selected as our Employee of the Year 2020.

Aaron has been a Security Officer at Croydon Health Services NHS Trust for two years, one of which as an employee of ICTS. Aaron is part of a close-knit team who play a significant role in keeping the Trust safe and secure.

Back in July 2020 Aaron was asked to escort a mental health patient who had been discharged and was being violent and verbally abusive. Aaron was familiar with the patient as he had been called to assist with an incident involving this patient earlier in the day.

"I always remain calm and professional" said Aaron, who himself was subjected to awful racial abuse by this individual. As they stepped outside the Hospital, the individual started to direct his abuse to two young passers-by who got very upset and threatened an attack. Aaron was quick to step in - "I had to explain to the young people that the individual suffered from mental health and that they should ignore him. I managed to calmly defuse a potentially violent situation outside the Croydon Hospital.

Unfortunately, the area is notorious for gangs and just this weekend there have been reports of multiple stabbings. I am grateful for the opportunity to help people and to make a difference to the area I call home."

Aaron, together with the rest of the ICTS Security team, takes part in annual Conflict Management and Physical Intervention courses. "The courses are really valuable and equip us with the tools to handle difficult situations, which unfortunately are all too frequent, especially during the pandemic."

When asked whether he manages to switch off when he is not working, Aaron replied, "once I take my uniform off, I do manage to switch off and I enjoy my time with my two young daughters. I enjoy my job and work to create a better future for my daughters."

All of us at ICTS would like to congratulate Aaron for his hard work and contribution.