

### Customer Testimonials

Debbie is simply an incredible events manager. Her attention to detail is second to none, she cares deeply about people and making any event the best it can possibly be for her audience, and she treats company money as if it were her own - negotiating hard but fairly, then holding suppliers to account to deliver what's been agreed.

On the day of events, she is a constant presence behind the scenes working with the venue to ensure everything runs like clockwork, and never betrays any of the stress or complexity she's managing. And she does all of it with serenity and a smile, making her an absolute pleasure to work alongside.

Debbie and I have worked together on projects as varied as family fun days for over 4,000 people; high profile conferences; annual award ceremonies and an industry leading 'Ideas Hackathon'.

Flawless execution and exceeding customer expectations are consistently her hallmarks and it is always a joy to sit down and start planning an event together.

Very few people have any idea just how much work goes into arranging even the most straightforward event, and that's mainly because Debbie is like the proverbial swan – you never get to see how energetically she is paddling beneath the surface. She is never satisfied and always pushes the bar higher.

She is without question the nicest, most compassionate and most modest person I have the good fortune to work with.

**Seb Hearmon - Director, Internal Communications - Executive Functions, Centrica**

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Debbie is an accomplished event manager and leaves no leaf unturned to ensure that her events run as smoothly and efficiently as possible. In the first half of 2014, Debbie helped managed a number of coffee with Mark sessions across the country, as well as the comms capability courses. She also event managed a number of divisional conferences.

But a key highlight for me was the role Debbie played helping to deliver a highly successful CE Way Awards night. The project was complex as it involved managing the award nomination process, as well as the event itself which was streamed live to Trinidad and Canada. The night was a resounding success; the venue looked beautiful, the streaming ran without a hitch and everyone had a great night. Debbie should be really proud of the role she played in creating such a special night. Debbie is a great team player, and a very positive member of the team. Debbie regularly receives feedback from event customers complimenting her on a job well done.

**Jane Mullins – Director, Internal Communications**

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It has been a pleasure working with you. You are a very skilled events manager and showed your talent for organisation, logistics, with real flare at the Hackathon and the Energy Matters events at the end of the year. You operate quietly behind the scenes, with every element catered for; your calmness is infectious and reassuring for all the stakeholders and endows events with a sense of order and confidence. We have benefitted hugely over the years from your terrier like negotiating skills but never overstepping the mark.

Debbie and the team are a fantastic addition to any team. As an events manager, she's incredibly organised with great attention to detail - always two steps ahead in anticipating the needs of everyone involved.

She has a friendly, but firm and effective negotiation style which results in great deals and the ability to deliver to a high standard whatever the budget.

More than that, Debbie is simply a pleasure to work with. Whatever challenge comes her way, she deals with it in a calm and professional manner and always manages to find the time to care about everyone around her.

Events is her true passion and that comes through in her delivery.

Whatever the size of the event you're planning, large or small, from the most senior stakeholders to wide and diverse audiences, Debbie and the team will ensure that it's a great success!

**Suzanne Edmond - Deputy Director, Strategic Communications & External Affairs, Department for Transport (UK)**

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Debbie and the team arranged the conference venue and logistics for the commercial conference back in January and did such a fantastic job.

Debbie exceeded our expectations of support by not only helping prepare well but also by being proactive in mitigating risks on the day (the venue was close to the Thames and was at risk of flooding that day).

Throughout this interact, the team suggested ideas, was proactive in solving problems and a real pleasure to deal with.

Thank you!

**John Hartley - Head of Distributed Energy Mobilisation, Business Development**

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Thank you for your support!

You care about what you do, you have high expectations of suppliers and conveying this to them and think creatively about what can be done within a budget.

Your attention to detail helped to make me aware of the risks for interims, so I could then feel confident knowing the event would be a success.

**Catherine Cook - Internal Comms Business Partner**

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It was obviously a total pleasure to work with you and you are clearly excellent at your job, but some things I particularly noticed were:

- Your attention to detail – everything was so clearly documented; you had prepared for every eventuality!
- How good you are at sub-managing people calmly and efficiently
- That you work really well under pressure

Thank you!

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## **Cordelia Hay - Britain Thinks**

A short note to thank you for supporting our Commercial Excellence conference.

Clearly, you're a pro at these things but in particular what we valued was the way you are commercially minded, so cost is controlled well, you fixed things before we even thought of them and you dealt with changes in a pragmatic (and calm!) way.

I couldn't have asked for more, thank you.

I had almost all of the programme's SteerCo come up to me afterwards to acknowledge a great event and all made referral to the organisation. Your support is consistently excellent.

Thank you.

**Phil Hoey - Commercial Excellence Programme Manager**

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I just wanted to say a personal thank you. I know I said it yesterday, but I couldn't have done it without you! You are incredibly supportive, beyond what your role requires. You not only do your job, you do it extremely well and you go the extra mile. I will be buying you a coffee next week!

You are incredibly commercial, driving a hard bargain and delivering great value. You are very good at explaining what needs to be done, by when and how. I found your plans useful, and your direction on content for the conference useful and real value adds.

I feel that you are supportive not just with planning the event and all the logistics but above and beyond on a personal level – assuring.

I found working with you fun, exciting and I always felt assured you would take care of it. I can be open with you and appreciated your ideas and comments on themes/topics we thought to include. Planning and preparation was on key.

On the day you were extremely supportive, sorted out all the minor glitches and helped us tremendously. I would say you go above and beyond your role in the role you play planning.

**Tina Mann - Commercial Excellence Associate**

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You care about what you do, you have high expectations of suppliers and conveying this to them and think creatively about what can be done within a budget. Your attention to detail helped to make me aware of the risks for interims, so I could then feel confident working with others.

**Catherine Cook - Internal Comms Business Partner**

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As you know, you have provided me with a lot of guidance and advice in the planning and logistics for the Corporate Centre team day. I've found you to be extremely helpful and constructive in your advice. Based on your experience in this area, you have been able to suggest alternative approaches to make my event run smoothly which I have valued.

It has been a comfort to use the Event Schedule template to keep my planning organised, and to help communicate the flow of the day with senior stakeholders and suppliers. I think you are very knowledgeable on what makes a successful event, and I have appreciated your tips about remaining calm on the day!

**Supported Hannah Moderate - Human Resources Manager**

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I just wanted to feedback what an excellent job Debbie and the team did for the event. The feedback on the novel engagement techniques, the collaboration, etc. has been echoed in various emails and other media. Well done Debbie!

Fantastic feedback from Colette and Sarwjit - to which I can only add my thanks again for the whole hearted way you threw yourselves into today!

**Myrtle Dawes- Director of Projects and Decommissioning**

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Debbie arranged the conference venue and logistics for the commercial conference back in January. She did such a fantastic job that David Isenegger mentioned her as a "commercial hero" in his opening speech – not just for making the conference go smoothly (which it did) but by getting commercial value for Centrica by renegotiating the rate downwards (and I believe getting them to waive a cancellation fee in the process). Debbie exceeded our expectations of support by not only helping prepare well but also by being proactive in mitigating risks on the day (the venue was close to the Thames and was at risk of flooding that day). Throughout this interact, Debbie suggested ideas, was proactive in solving problems and a real pleasure to deal with.

**John Hartley - Head of Distributed Energy Mobilisation, Business Development**

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THANK YOU!!! – Debbie, your expertise and professionalism ensured the day ran smoothly, you did a brilliant job in managing the event. I've found you great to work with you; you demonstrate great focus and diligence. Your events support is fantastic with great attention to detail. You're great at pushing others to contribute and get the job done.

**Shelli Wilding – Internal Comms Business Partner**

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Thank you again for all your help. It was a great day yesterday and we really appreciate everything you did to ensure that the organisation of our ELT was flawless.

**Stuart Dalgleish - UK-NL HR Director, Centrica Energy E&P**

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I really enjoy working with Debbie, she has a strong work ethic and set of morals which means that she always puts safety at the forefront of her events and how she works. Debbie works tirelessly to consistently deliver outstanding

and successful events for her clients and is seen as the unsung hero by many.

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Debbie should shout about the success of her events, perhaps even entering some external awards because she always thinks of every aspect of the event which creates a great customer experience and doesn't have a full events team for support.

**Tracy Suff - Internal Communications Coordinator**

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I wanted to take this opportunity to thank you for your contribution to the CE Way to 2018 roadshow. Over 1300 people came along to the 27 events and feedback has been overwhelming positive, with participants saying that they walked away feeling inspired, excited and informed.

One of the key highlights was the marketplace. I realise that this required a significant time commitment from you. Hopefully the event provided a good platform from which to drive projects and our strategy forward. Thank you for your creativity and your energy. You played a major role in the event's success.

**Mark Hanafin - Managing Director Centrica Energy**

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I realise how super busy you are at the moment, and I just wanted to say thank you - for your help at last week's event, and for being all over the logistics and making sure that we are thinking of everything!!

You played a big role in making everything appear seamless and very professional. Well done. All your hard work paid off!

**Dee Seymour – Head of Internal Comms**

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Well done - you executed the day magnificently. Give yourself a massive pat on the back. I had loads of really positive comments about the chain reaction video - and the theme from all of them was how much it was in context with the day's message - as well as being a lot of fun. I really think it delivered. Hope you get a well-earned rest this weekend!

Thank you, Debs, - thank you a thousand times for being so amazing with your eventitude. You know this stuff backwards and I know that it absolutely could not have come off if you'd not played your hand!

You played a critical role in the delivery what is widely being talked about as the best Midstream conference ever. Thank you, Debbie you are amazing, (did I say that already?) and always a joy to work with!

**Matt Nicol**

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