

ScotRail praise staff who “no doubt” saved someone’s life

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ScotRail has praised two members of its staff for coming to the rescue of a person in a possibly life-threatening incident.

The two Dalmuir station staff, Paul McElroy and Stephen Walsh, were alerted when someone approached them worried their friend’s welfare was in danger.

Paul comforted the person who had approached them and worked with them to identify where this friend was on the network; Stephen quickly contacted the control centre to make sure no trains had passed through the area in question.

Their rapid response to the situation meant there was time for the emergency services to arrive and prevent a vulnerable person from coming to any harm.

ScotRail supported yesterday’s ‘Brew Monday’ initiative, working with the Samaritans to highlight the importance of a cup of tea and a chat to people’s lives when they might be going through difficult times.

Shirley Courtney, ScotRail station manager, said: “Stephen and Paul acted quickly professionally and

compassionately. Their actions no doubt saved this person's life and I'm extremely proud of them both.

"The power of conversation can never be underestimated and can make a huge difference in someone's life."

Martine Gravid, ScotRail Fatigue Manager, said: "Paul and Stephen are a credit to ScotRail and this incident shows the importance of reaching out for a cuppa and a catch-up with the people you care about.

"Looking after mental health and emotional wellbeing is everybody's business and we all have a part to play in that.

"It doesn't matter whether that's a coffee with someone you know, or a smile and nod to a stranger. A moment of your time can change someone's life."