



Sept 2008

beCogent celebrates another victory after winning CCF Award

A leading Scottish-based call centre outsourcer is celebrating after landing yet another top award recognising its outstanding commitment to staff and customers.

beCogent scooped the Corporate Social Responsibility Award at the CCF European Contact Centre awards last week, after only recently having picked up Employer of the Year and Business of the Year accolades at the annual National Business Awards for Scotland.

beCogent's significant involvement in volunteering work with employees and the local community forms a major part of its award-winning corporate social responsibility strategy. beCogent staff contribute more than 500 hours per annum to local community projects which directly benefit hundreds of local people. As part of its Community Investment programme, beCogent - which employs 3000 people at its sites in Airdrie, Erskine, Glasgow and Kilmarnock - gives both staff time and financial help to local groups and charities.

Under the Healthy Working Lives programme for employees and their families, beCogent encourages staff to live healthily, take part in fitness programmes, exercise regularly and eat a balanced diet.

As well as careers mentoring and skills training from its other sites, beCogent has a one-hour volunteering slot every weekday on local hospital radio and is involved with helping more than 1700 primary school children in a community project from its Airdrie contact centre.

The CCF European Call Centre Awards were held on 16th September at the Hilton in Birmingham.

Jackie Lowe, HR director at beCogent, said: "Winning the CSR award is fantastic news and yet another wonderful testament to the hard work and efforts of our employees.

"beCogent is constantly working to create a fabulous working environment within which all staff members have the opportunity to realise their aspirations and potential.

"Giving back to our staff and to the local communities in which we operate is a fundamental part of our ethos which we aim to continue, and this award is a great incentive to do so."

Ends

Notes to Editors:

beCogent – founded in 1999 in response to the rapid expansion of the multi-billion pound call centre sector – has grown organically to become one of the UK's leading providers of outsourced customer contact services.

The Company has developed a portfolio of high-profile clients that includes Argos, Virgin Media, J D Williams, John Lewis Direct, Traveline Scotland, House of Fraser, Fortnum & Mason and the National Australia Bank Group.

beCogent has significantly increased its workforce in the last year creating nearly 1,000 new jobs, taking the total number of staff across sites to circa 3,000.

Press Release



Despite its rapid growth, beCogent – which operates contact centres in Airdrie, Kilmarnock, Erskine, and Glasgow – has never lost sight of its ethos of making the right recruitment decisions, continually developing its staff and instigating initiatives to sincerely engage with them.

Issued by Beattie Communications (www.beattiegroupp.com) on behalf of beCogent

For further information please contact:

Kimberley Hamilton 01698 787858
kimberley.hamilton@beattiegroupp.com

Press Release