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beCogent expands its operation to Cadogan Square in Glasgow

Leading Scottish-based customer contact centre beCogent is expanding its operations and opening a new 35k sq ft / 400 seat office at Cadogan Square in Glasgow.

The premises have been secured to accommodate beCogent's ever increasing workforce. With the building currently undergoing complete refurbishment, the first phase of the Cadogan Square operation will be completed late October and the site aims to be fully operational by December 2008.

The success of beCogent's operations has enabled it to commit to the large city centre property. It also currently trades from 120,000 sq ft in four properties in Airdrie, Erskine, Kilmarnock and Glasgow.

The building is located in a convenient position being only 10 minutes walk from both Queen Street and Glasgow Central railway stations.

David McCallum, Head of Facilities at beCogent, said, "We are delighted to have secured the premises at Cadogan Square which will provide first class facilities for our staff. With excellent transport links, the city centre provides the perfect location for those travelling from Glasgow and the surrounding areas.

Our management team has been involved from day one in the design of the internal space with extremely positive outcomes and a complete buy in to the overall vision for the premises."

beCogent, which last year posted a turnover of £37 million, was named Employer of the Year and Business of the Year at this years Orange National Business Awards for Scotland along with winning the Corporate Social Responsibility category in the CCF European Call Centre Awards. The Company are hoping to add to this trio by scooping the Employer of the Year award at the UK National Business Awards, which will take place in November.

Along with major investment in new premises, the company continues to invest significantly in its employees with the beCogent Fast Track and Academy programmes. The implementation of a new grading structure has created opportunities for horizontal as well as vertical progression. Staff are also treated to free fruit, massage, beautician treatments and non-vocational learning opportunities.

Ends

Notes to Editors:

beCogent – founded in 1999 by entrepreneur Dermot Jenkinson, 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, which turns over in excess of £40m, has developed a portfolio of high-profile clients that

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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 3 years, taking the total number of staff across all sites to circa 3,000.

Despite its rapid growth, beCogent – which operates contact centres in Airdrie, Kilmarnock, Erskine, and Glasgow continues to focus on development and engagement of its people resulting in a high-end customer service offering to its clients.

For further information about beCogent please visit www.becogent.com

Issued by beCogent Ltd

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