



27/02/09

## beCogent raise funds for St Andrews Hospice

Leading Scottish contact centre beCogent have been continuing their award winning Corporate Social Responsibility strategy by helping Lanarkshire charity St Andrews Hospice.

beCogent, which has sites in Airdrie, Glasgow, Erskine and Kilmarnock has contributed to the hospice in a number of ways, the first of which was to donate £400 to Airdrie's 'Boulevard of Light'. This was set up in December 2008 and will run until March this year. The 24 trees, located near Monklands Hospital, have been sponsored by local companies and beCogent was one of the first firms to sign up to the scheme.

Staff at beCogent's headquarters in Airdrie also raised over £700 by holding a cake & candy stall for sweet-toothed staff at the beginning of February.

beCogent are also entering a team of five staff members to take part in penalty kick shootouts at Albion Rovers v East Stirlingshire on Tuesday 10<sup>th</sup> March.

Edna McElroy, Corporate Social Responsibility Co-ordinator at beCogent, said "We are pleased to be able to support this worthwhile cause, and wish the Hospice continued success. We are all members of the same community and beCogent actively encourages our people to participate in local charities and other community projects."

In 2008 beCogent were awarded with the prestigious CCF European Call Centre Award for corporate social responsibility due to their clear and focused strategy.

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

As part of the Community Investment programme, beCogent gives back to the community in a variety of ways including sponsorship and more importantly staff time to local groups and charities.

Alongside St Andrew's Hospice, the company is also involved with helping out over 1700 primary school children in a community project from its Airdrie site. As well as careers mentoring and skills training from its other sites, it also has an hour volunteering slot every weekday on local hospital radio.

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**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 includes 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 2,500.

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.

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