

Recyclebank awards 2 year contract to Contact Centre with a Social Mission

Submitted by: Call Britannia

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Call Britannia (<http://www.callbritannia.com>), a contact centre based Croydon, is delighted to be providing customer service support (<http://www.callbritannia.com>) for Recyclebank's current members as well as the many new customers that will be joining the, soon to be launched, partnership with TFL (Transport for London) that rewards people for cycling and walking around the capital.

Call Britannia recruits people who have been unemployed for 6 months or over and aims to provide opportunities in areas of high unemployment. This was a significant factor in Recyclebank appointing Call Britannia as the social ethos and personality of both businesses are a perfect fit. Both companies have a commitment to make a contribution to make society better and demonstrate this through their social policies and actions.

There have been over 200 agents who, having been long-term unemployed, are now trained and experienced in delivering excellent customer services, quality assurance and sales programmes on behalf of UK organisations. As a result of the new partnership with Recyclebank, Call Britannia can offer yet more opportunities to those impacted by the current challenging economic climate and its impact on jobs.

As well as Recyclebank, Call Britannia clients include TalkTalk and Kidney Research UK.

Recyclebank provides services to the Royal Borough of Maidenhead and Windsor, Lambeth and Holten.

Sarah Anderson CBE, chair of Call Britannia said: "The new relationship with Recyclebank is a great example of two like-minded organisations working together to support communities through their business partnership."

Rob Crumbie, marketing director, Recyclebank said: "The partnership with Call Britannia is an important one for us. We like to ensure new members get up and running with ease and that queries of existing members are dealt with quickly and seamlessly. Call Britannia is excellently placed to do this job and support us during an exciting growth phase."

Notes to editor:

About Call Britannia & Recyclebank

For more information please visit www.callbritannia.com and for press enquires please contact Shiona.Naylor@callbritannia.com or 0845 0500 363

For more information please visit www.recyclebank.com and for press enquires please contact rcrumbie@recyclebank.com