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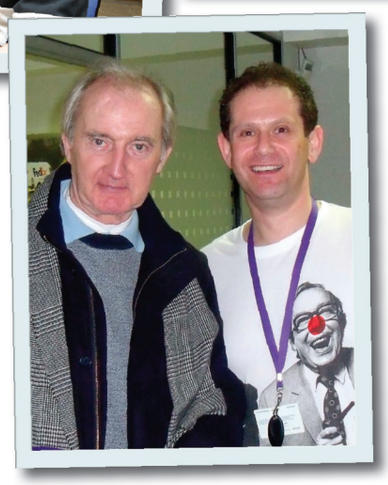
*Handling Comic Relief calls for the first time, 200 volunteers at **DHL Express** – call centre staff along with pilots, couriers and senior management – took nearly £200,000 in donations. Other events raised £5,000, including sales of bespoke T-shirts and sponsoring Sanjay Jalporte, customer service advisor, to shave off the 68 dreadlocks that had taken him three years to grow. Gary Redman Schaffer, customer services director, said: "Whilst it was a very busy night the atmosphere at the call centre was magnificent and it was humbling being part of such an important cause and speaking with people who, despite the credit crunch, donated what they could. Before the night ended we had so many staff saying they want to do it again in 2011, so roll on the next Comic Relief." **Pictured** – Jane Bishop, head of service excellence, and Mr Redman Schaffer with colleagues; Mr Jalporte, minus dreadlocks*

*Volunteers at **Direct Legal and Collections (DLC)**, in Brackley, Northants, were in a variety of costumes – from pyjamas to a Tasmanian devil – for the telethon. With 150 people on duty, donations totalled £110,000 from 3,370 calls. Other events included a quiz and the opportunity to "splat" the training department with custard-soaked sponges. **Pictured** – Dave Morton (red nose), senior operations manager; Steve Grima (white T-shirt), operations director; Mark Herlihy (blue striped polo shirt), collections manager; 80s theme for April Oakley, client services manager; and training officers Sarah Heathcote-Hacker and Dennis Bishop*

*Three **EDF** call centres – in Hove, Exeter and Doxford, Sunderland – took a total of 7,176 calls, resulting in nearly £234,000-worth of donations. Volunteers were entertained by clowns, balloon artists and caricaturists, plus events for their children. At Gadeon House, Exeter Business Park, staff were joined friends and family and by colleagues in Exeter and Plymouth to form a team of 185. There were more than 2,600 calls and donations of just over £81,000. Simon Green, director of customer services south west, said: "Everyone did a fantastic job.... Thank you to everyone who gave up their time, on a Friday evening, to get involved." Two hundred volunteers were on duty at Doxford International Business Park, Sunderland, to take just over 2,200 calls and £75,400 in donations. They took part in a wear-pyjamas-to-work day and fancy dress with a theme of 101 Dalmatians. More money was raised through fairground-type events, including a hook-a-duck and hoopla. Kevin Gatens, director of customer services north east, said: "We were delighted to have offered our services and facilities.... Our staff, along with their families and friends, are always brilliant in coming forward to help out, and this year was no different." Staff in Hove, joined by colleagues from Worthing, totalling 185 volunteers, handled 2,263 calls, resulting in donations worth just over £77,000. Staff at other EDF sites, including Ipswich and Bury St Edmunds, also held fundraising events. **Pictured** – Kate Benec and Glyn Rowland, in Exeter; Steve Perryman, Exeter City's director of football, paid a visit*



*Staff from **FedEx** depots around the country converged on the Stoke call centre to help handle 2,000 calls, which resulted in £78,000-worth of donations. Other activities included employees sponsoring Jim Hawkins, managing director of finance, FedEx UK, to have his hair sprayed red, which raised £225. Alan Hudson, former Chelsea and Stoke City FC star, provided celebrity support, taking calls and signing footballs and a book that all went into a raffle. **Pictured** – Alan Hudson (left) with Adam Koffler, managing director, customer experience, FedEx UK*

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