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Your Red Nose Day photo album

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*Staff at **Rocom**, Wetherby, West Yorkshire, staged a number of events which raised more than £1,000. They included sweepstakes, a dance-off, extreme kayaking and fancy dress, ranging from police officers and criminals to superheroes, schoolgirls and characters from Fame. Phil Hambly, sales and marketing director, thanked suppliers, who donated auction prizes, and Rocom staff: "It was just a really fun day to be a part of. Well done all." **Pictured** – telephone account managers (from left): Andrea Loates, Leanne Baeza, Kerrie Jamieson, Viktorija Buzaite, Chris Jacob, Lorna Harie, Emma Dunnington and Sam Haggerty*

*More than 40 call centre staff at the **Solicitors Regulation Authority**, Leamington Spa, raised £423 with a week-long series of events. They included wearing pyjamas for a day, leg waxing and guessing the manager from their pictures as babies. Jane Langan, contact centre manager said: "It's great to have everyone joining in the fun and helping to raise money for a great cause. It brings the team together and is great for raising staff morale." And contact centre head, Tina Till, said: "With all the fundraising events, we still maintained our service levels on that day, and at 5pm, 100 per cent of calls had been answered. It just proves that you can have fun at work and still provide a consistent service to customers." **Pictured** – (left) Ms Langan and Ms Till with the team*

***Specsavers'** staff at its new call centre in Nottingham were joined by colleagues from stores across the region –- including Derby, Nottingham, Long Eaton, Belper, Arnold and Normanton – and volunteers from HBOS, HSBC and the Co-operative. A total of 100 people handled calls, resulting in donations worth £100,000. Jonathan George, head of call centre services, said: "I am very grateful to everyone who was involved to help raise this amount for a great cause." **Pictured** – from left: Lee Bennington (white T-shirt, standing), contact centre training manager, Jill McKenzie, product team, Kate Simmonds, customer service specialist, and Louise Fieldhouse and Joanne Hines, both product team; Kevin Bartlett (far right), retail director, with Emma Subbs, Mark Edwards (standing) and Aasiha Razzaq (bottom left), customer service specialists, and volunteers from HSBC, HBOS and Co-operative Insurance*

*Seventy staff at the head office of **Response**, in Glasgow, were joined by two of the Scottish Rockettes who handed out prizes, including iPods, champagne and DVDs. During the evening, the team took donations worth nearly £50,000. And they raised another £750 with their own events, including leg waxing, sponsored fancy dress and bake sales. Brian Bannantyne, newly appointed managing director, who took calls with other senior managers, said: "Everyone who took part on Friday night did a great job and the atmosphere was terrific. I have to say I'm really proud of all of the staff who gave up their time for such a worthy cause." **Pictured** – from left: Gemma France, Rockette, Keith Geddes, finance director, Claire Nimmo, Rockette, Mr Bannantyne and Chris Mclduff, operations director*

*Volunteers at **Res-Q Contact Services** benefited from their location – above an Italian restaurant, Luciano's, in Hull, which supplied them with 57 pizzas. During the evening, they also got through 200 cans of soft drink and 96 bags of crisps. Joined by all of the management team, the volunteers, all in fancy dress, handled 2,010 calls, which brought in nearly £78,500 in donations. Fund raising events resulted in a further £300, matched by the managing director, Nic Marshall. He said: "The whole team were thrilled to be involved...and we had a fantastic day. We thrive on an energetic and enthusiastic atmosphere...so with everyone in fancy dress, for such a terrific cause, the energy amongst the team was electric." Res-Q was founded three years ago, initially made telemarketing calls for British Gas and clients now include RIAS, Npower and JD Williams. **Pictured** – group (from left): Rick Loughran, outbound sales advisor, Gill Marchbank, director, Chris Newton, outbound sales advisor, Mr Marshall, and Chris Stubbs, outbound sales advisor, with young friends and family; Matt Gray, outbound operations supervisor*