



Singing star Paloma Faith joined the music licensing company, PPL, London, when staff took more than 1,000 calls, resulting in donations worth nearly £42,000. Other events raised a further £1,200.

**Pictured** - (from left) Danielle Tilley, head of public performance, Gareth Jenkins, public performance trainer, Paloma Faith, Fran Nevrlka, chairman and CEO, Christine Geissmar, head of public performance operations and Lesley Hunt, customer service manager; Penny White, head of membership services.



The NHS Business Services Authority, Newcastle upon Tyne, took part for the first time. On duty were 118 volunteers from different NHSBSA departments. They took more than 2,700 calls and donations worth just under £92,600, the largest of which was £1,250. A small army of friends and family served refreshments and competitions were held. The chief executive, Nick Scholte, said staff had jumped at the chance to donate their spare time.

**Pictured** - David Roberts, contact centre manager; and Alison O'Brien, operations manager



More than 150 volunteers at the Shop Direct call centre in Preston took donation calls worth £80,000. Activities included performances from a local band, Juice, street dancing demonstrations - and a Shop Direct version of the TV show Take Me Out.

**Pictured** - goodies on the way.



Taking part for the sixth consecutive year, the Sage (UK) call centre in Newcastle upon Tyne was staffed by more than 100 volunteers. Events raised £500, including £300 from Chill, the on-site coffee shop. It was staffed by Kevin Thompson, head of customer services, Jill Telfer, head of internal communications, Kim Eyre, head of sales, Dawn Robinson and Leisa Docherty. Senior managers were pictured in Red Nose Day poses on posters and banners around the building.

During the evening there were competitions, tricks from a resident magician and visits from the England and Durham cricketer Steve Harmison

and Premiership footballer Titus Bramble. Volunteers took nearly 3,800 calls, resulting in donations worth just over £124,700 - including one of £1,000. Mr Thompson said: "The event always brings such a wonderful sense of achievement to our people"

**Pictured** - Mr Thompson; Louise Hall (red top), legal director; and Ms Eyre.

Volunteers at Sightsavers, the eye care charity based in Haywards Heath, West Sussex, took more than £100,000 in donations and fundraising events added £200. The largest amount taken, £2,764, was by Rachel Heald, media manager, who took part despite being on maternity leave.

**Pictured** - volunteers on the night.