

CALL CENTRE WORK TO TRANSFER TO LEICESTER

SembCorp Utilities UK can confirm that British Gas Business (BGB), the sole client for its OC5 call centre services, has given notice of an intention to transfer the work back to its Leicester contact centre.

OC5, which has around 150 full and part time staff at Wilton International, has had a contract to supply call centre services to retail customers of BGB since 2001.

Call volumes are predicted to fall following the implementation of a new and improved customer service model at BGB and as a result the service currently provided to BGB will cease later this year. SembCorp is now reviewing its options for the OC5 centre, one of which is to close it once the BGB contract comes to an end. SembCorp will however consult fully with staff and their representatives before making any decisions concerning the OC5 centre.

Kanat Emiroglu, BGB SME Director, said: “This decision has been taken purely for business reasons and in no way reflects on the excellent level of service we have received from OC5 and its staff over the past seven years.

“OC5 staff have valuable customer service and contact centre skills therefore we are offering attractive relocation packages to them and hope that many will consider moving to Leicester.”

Jon Rokk, Assistant Vice President of Fulfilment at SembCorp, said: “Understandably, this is disappointing news for the business and most importantly our people, who have done a great job. We will now be exploring every avenue available to find alternative employment for our people by working closely with Jobcentre Plus and other professional redeployment experts.”

The business expects to continue working at the same level until the transfer of work to Leicester later in the year.

Mr Rokk added: “OC5 is an award winning facility and there are a number of other much larger call centres in the area and I’m confident that the skills and knowledge of our staff are readily transferable.”

Communications with affected staff and their representatives have already begun and further meetings with all other employees are scheduled.

The announcement does not have any major impact on other parts of the SembCorp business on Teesside.

Notes to Editors:

OC5 was established in July 2002 having been created as part of the wider Enron Direct business in April 2001. The business deals with billing and other enquiries from retail customers of British Gas Business (part of the Centrica Group).

Employees have won a number of prestigious call centre industry awards in recent years including the prestigious Call Centre Management Association (CCMA) support manager of the year in 2003, 2004 and 2006.