

High growth contact centre specialist ResQ takes two golds at industry awards

Call centre specialist ResQ has won two gold awards at its coveted industry awards.

The rapidly expanding Hull-headquartered business was celebrated for having the Best Health & Wellbeing Programme as well as the Most Effective Colleague Engagement Programme at the UK National Contact Centre Awards, held in London.

Chief executive and co-founder, Gill Marchbank, said: Winning even one of these awards is such a great achievement so to pick up two golds and a bronze is truly amazing.

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“Having a healthy and happy working environment for every one of our employees so that they can thrive and be the best they can be is at our very core and these awards reinforce that our approach to employee engagement and health and wellbeing is the best in the industry. It’s this unique environment that allows us to deliver a world-class customer experience for our clients and their customers.”

Bronze came in the Outsourced Contact Centre of the Year award category.

The celebrations came virtually a year to the day since [ResQ expanded into the prominent Hammonds of Hull building](#) on Ferensway, adding to premises already occupied in the city and in Durham.

In just three years the outsourced contact centre specialist has increased its turnover by 160 per cent, and expanded the

depth and breadth of its sector experience which now includes telcos, utilities, broadband, financial services and the public sector.

The last audited results showed a turnover of [£22 million in 2020](#), with 2021 tipped to smash the £50 million mark.

The 17-year-old company now employs almost 2,000 people.

2022 sees the UK National Contact Centre Awards mark 27 years of recognition for the sector.

ResQ takes residence at Hammonds of Hull



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