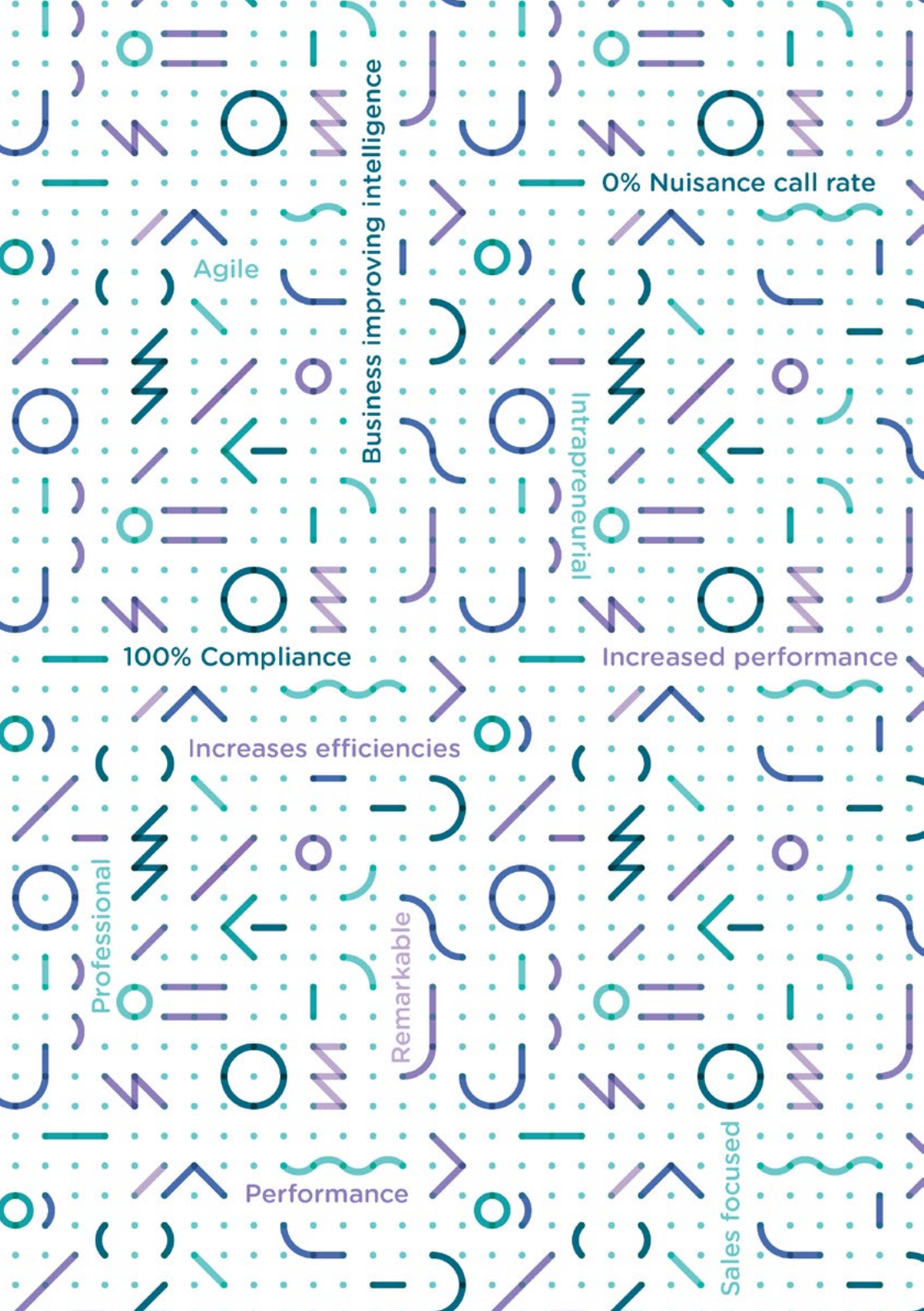




«
Changing contact centres
with every conversation
»

Remarkable People

It's who we are and who we aspire to be



Business improving intelligence

Agile

0% Nuisance call rate

Intrapreneurial

100% Compliance

Increased performance

Increases efficiencies

Professional

Remarkable

Performance

Sales focused

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Foreword

ResQ is a contact centre, we provide specialist services, we support clients to grow their businesses and we help end customers get their queries answered, buy products easily, be better informed and save money on competing products or services. We help our team to grow to their true professional potential and we provide lifetime training to improve social skills, boost future career opportunities and help them earn a good living.

If we were to look at our business at it's most basic function and ask the question why? The answer is quite simply we exist to help. To help all those who come in contact with ResQ.

Remarkable people live to help. This book provides insight into what makes a remarkable person at ResQ.

Welcome to ResQ, the ~~contact~~ help centre.

Nic Marshall
CEO



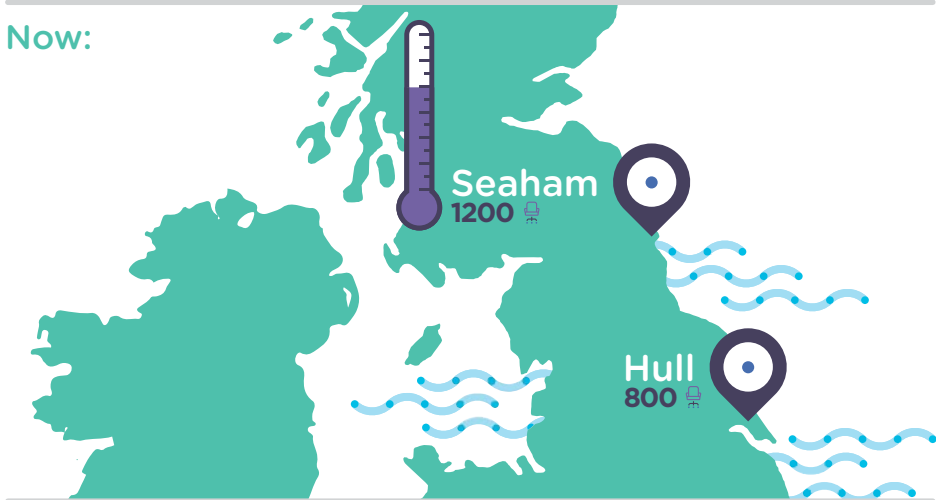
ResQ at a glance

Founded in:
2005

Company growth:

Then:
2005
10  seats

Now:



“

Ask the boss

Want to know more? We have an open door policy. **Just ask.**

”

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Our purpose



What difference are we trying
to make for contact centres?

“To make the industry **better**
for all involved”



Our Purpose

To help: All those who come into contact with ResQ. Teaching, leading, listening, supporting, collaborating and competing.

Our Mission

The World: We aim high. This inspires us to grow and compels us to continue developing market leading services.

What We Believe

Better: Whatever we do, we should do it better than our competitors and better than we have done in the past. Everyone who interacts with ResQ should **expect more** and we will deliver on that.



Our **core** values

Collaborative

Do more great things, more often, together.

Innovative

Search for a better solution and repeat.

Honest

Make us proud, be yourself.
Hold your head high.

Competitive

Work fair, work hard, work for success.

Enjoy

Make work fun!





Our **business model**

ResQ makes money by providing an outsourced contact centre function for leading companies trading in the UK.

As the trusted team for some of the world's most recognised brands, we take the time to listen and work in partnership with clients to excel in delivering outbound calls, inbound calls and blended strategies.



Our remarkable people and remarkable services mean our clients can always expect more from us and we continually deliver real measurable results.



Our **services**



Outbound

- Customer acquisition
- Direct sales
- Retention and win back
- Sales leads and follow up
- Lead generation
- Appointment setting
- Information gathering
- Market research
- Welcome calls



Inbound

- Inbound sales line
- Customer services
- Internet response
- Support for comparison sites
- Media response (DRTV, Radio, Press, Direct Mail)
- Customer helplines and support lines
- Dealer and branch look-up
- Donation lines
- Disaster recovery

What **we are** (and what we strive to be)

INTRAPRENEURIAL

You don't always need to be told what to do. We don't always hold your hand, we let you generate your own great ideas and bring new thinking to the team.

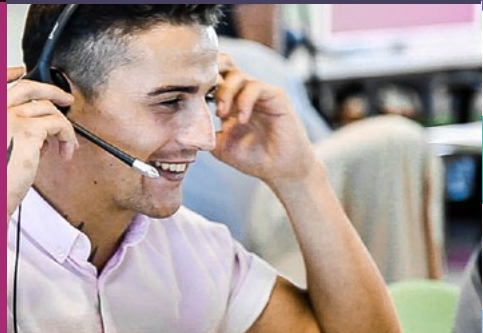


AGILE

If you always do what you've always done, you will only achieve what you have already achieved. Keeping up with trends, changes in behaviour, opportunities in technology or, as simple, as finding more ways to make your customers smile. Responding quickly to change is what keeps us one step ahead.

REMARKABLE

Sometimes life is tough, work is hard, a curveball is thrown your way. Each day we may deal with something unexpected. We learn from these experiences and we take the positives away from every interaction and situation. As each day passes we become better, more innovative, and we continue to be hungry for success. This is why we are remarkable.



Phrases we like...



Small team, big impact



Be remarkable



1 remarkable person
= 3 OK people



Integrity. Without it
we can't be a team



Debate, don't
discourage.
Don't be a fun
sponge.



Work hard and be nice to people



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> Greater **than...**

Trust > Rules

We believe trust is much greater, more powerful than rules. We employ brilliant people and over time our people become remarkable. Our goal is to help our team to grow to their true professional potential. We provide lifetime training, which improves social skills, career opportunities and the ability to earn a good living.

You won't find a thick rule book here, we work to a simple list of non-negotiables and we trust you as an intelligent adult to make the right decisions and ask for help when you need it.

Just because someone made a mistake years ago, it doesn't mean we need a policy or a rule.


We don't penalise the many for past mistakes of the few. **We do, however protect the big stuff.**

Good judgement & Freedom > Control & Red tape

Use Good Judgement

Solve problems for the customer, client and your team. Don't solve for your personal interests to the detriment of others.

Non-negotiables




BE A SPONGE. BE OPEN
TO LEARNING NEW THINGS,
TAKE ON BOARD, TAKE
ACTION. REPEAT.

DON'T OVERCOMMIT
YOURSELF. CHALLENGE
YOURSELF, MAKE IT GREAT,
BUT MAKE IT.



ASK QUESTIONS, DON'T BE
AFRAID TO SPEAK UP.

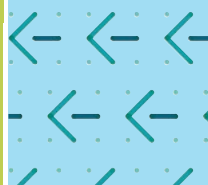
WORK HARD, BE KIND,
BE PROFESSIONAL.



DON'T ALWAYS
AGREE, IF THERE
IS A BETTER WAY,
TELL US.



DEBATE, DON'T
DISCOURAGE.
DON'T BE A FUN
SPONGE.



Non-negotiables

LIFE CAN BE TOUGH,
TAKE THE POSITIVE FROM
EVERY EXPERIENCE.

PUNCH ABOVE YOUR
WEIGHT CLASS,
NEVER BELOW
THE BELT.

BE THE BEST VERSION
OF YOURSELF.

SHARE GOOD IDEAS.

VALUE YOUR JOB,
YOUR WORK FRIENDS
AND THE OPPORTUNITIES
IT PROVIDES.

AND FINALLY...

HAVE

F

U

N

!

Lifelong learning

Being remarkable doesn't happen over night, nor do we ever consider remarkable to be done, complete, finished as an exercise or a one-off exam, test or fixed term of employment. Being remarkable, for us at least, means always looking to improve, always looking to find better ways of doing something, better ways of improving relationships, hitting targets, making people smile...

So we provide and support you in lifelong learning. As long as you work for us you will always have the best training available, no matter what level you join us at.



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It's OK to make mistakes

Better to try and ~~fail~~ learn, than never to try at all. Remarkable people are motivated to do something new and different.

It's OK to make mistakes. However we do all we can in order not to repeat them.

Each mistake carries a lesson, **we learn from it.**

**You've heard the saying about
what it takes to make
an omelette!**

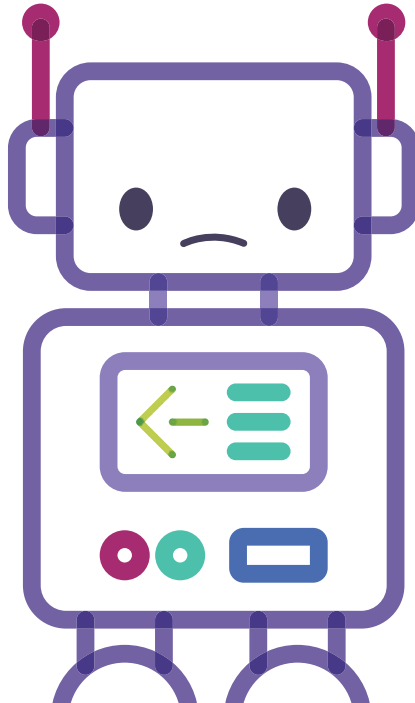
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Yikes!
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We strive for **different** (with one thing in common)

To think different we need to **be different**, which is why we welcome diversity of age, backgrounds and beliefs.

We don't want robots who just blindly follow our commands, we celebrate quirks and individual inquisitiveness. **Remarkable** is the one thing we all have in common.





Make it **count**

Work is a big part of your life,
it should be fun and fulfilling.
It should count towards a happy
and healthy life.

We help where we can.

Smile

ResQ Perks

Enjoy a range of attractive employee benefits by visiting the ResQ flexible benefits portal:

flexsme.youatwork.com

Health plans

Childcare vouchers

Bikes to work

Gym and personal trainer*

Social events

Nutritional advice

Money off retail vouchers

Onsite canteen with healthy options*

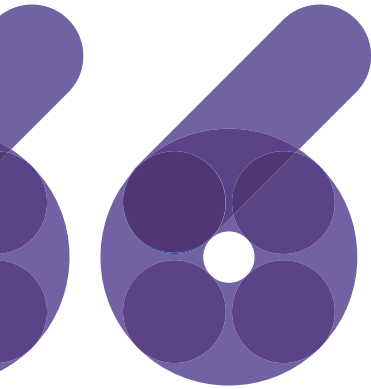
Don't be surprised to see an ice-cream van turn up on a hot day or a hog roast for days when we are feeling especially hungry (vegetarian alternative available).



*Coming Soon in Seaham

The team perspective

A collection of ResQ team quotes



“Strong vision and values, set by the management team.”



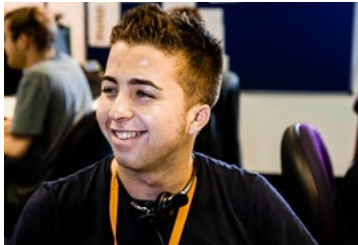
“Your chance to learn everything to be the best you can be.”



“Valued for being yourself.”

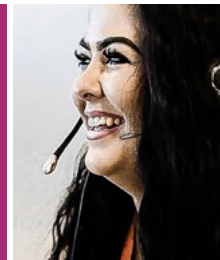


“A controlled circus of highly professional people.”



“There is a strong emphasis on helping one another.”

“If something is not working well, we have the opportunity to change it for the better.”

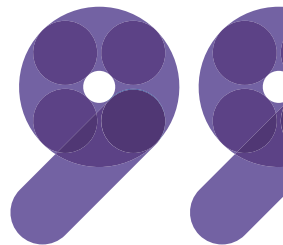


“If you show strengths, they will utilise those strengths and normally if you are good at something you enjoy it and get a lot of satisfaction out of doing that thing.”

“We see the vision and passion in the owners and we are treated as equals.”

“You are the master of your own destiny.”

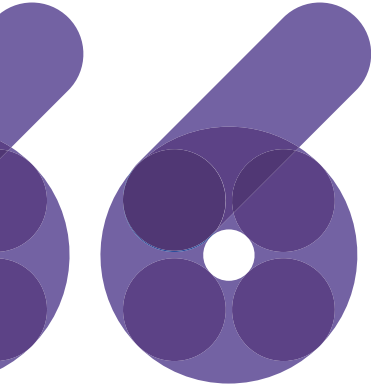
“We have a desire and self-belief in ourselves.”





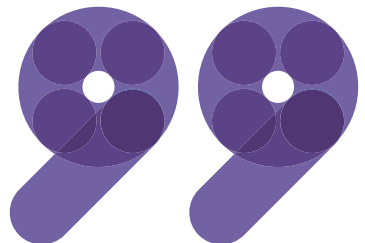
The team perspective

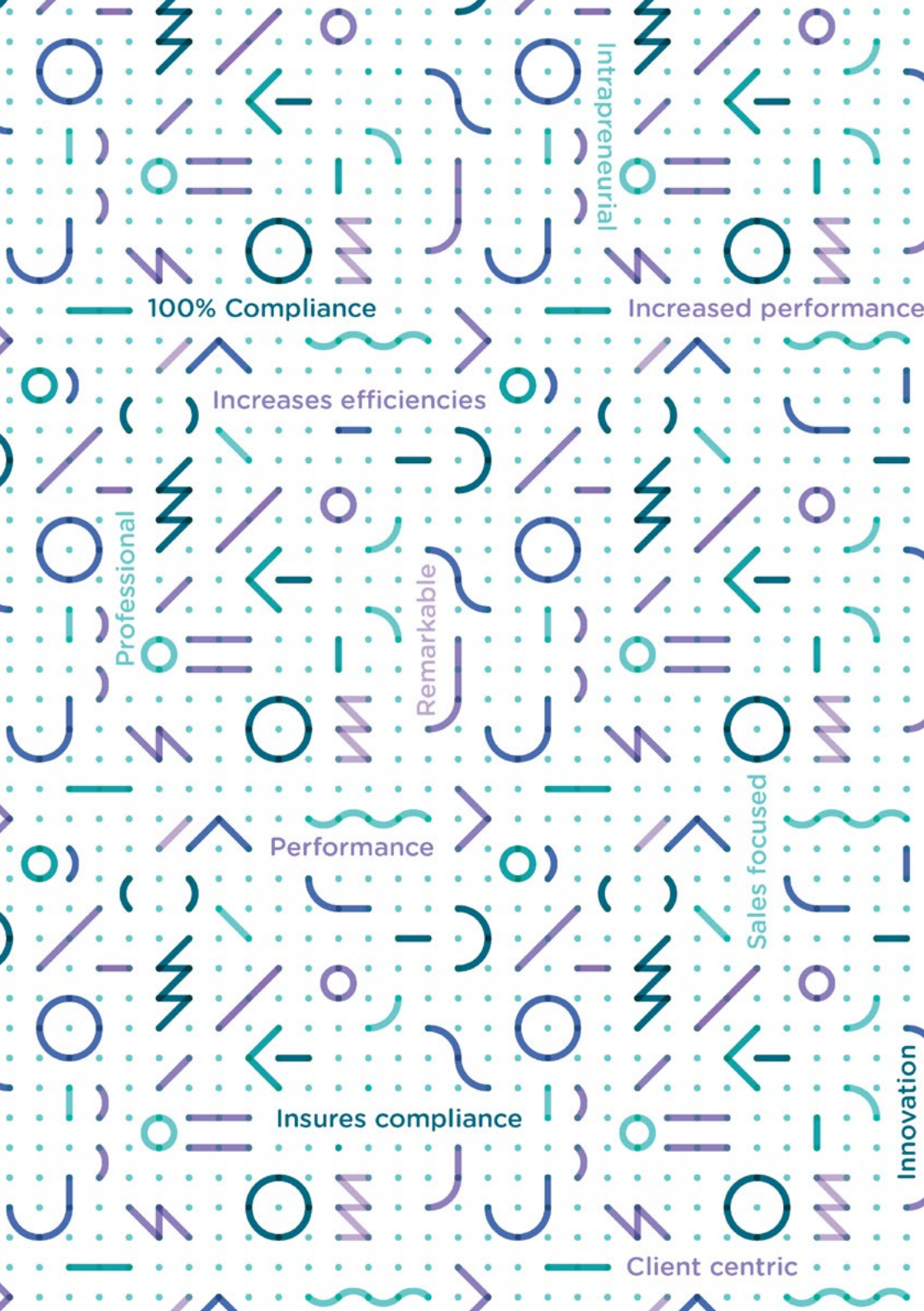
A collection of ResQ team quotes



"It's a rewarding job, not just in terms of money – because of the people, the friends you make, the fact you are celebrated for being you. The way you are supported, laughs, fun, treats and the acknowledgement you receive for doing a good job, not just from the management, but from your peers as well."

"We are always wanting to do the best for the team. If a target has been set you want to be one of the ones contributing to the team achieving that target or, in most cases, going above and beyond that target so your team, your manager and the organisation as a whole can look good for the client."





Intrapreneurial

100% Compliance

Increased performance

Increases efficiencies

Professional

Remarkable

Performance

Sales focused

Insures compliance

Innovation

Client centric



The first step of any journey is always the most difficult.



1



2



3

You're here so that's that one taken care of - the rest should be a doddle!

Let's get started.