



# Interact keeps the community spirit up



Interact, a contact centre based in Wigan, is helping to provide great quality customer service during the current pandemic. They're going the extra mile: providing fruit and vegetable parcels to vulnerable members of the community, employees raising money for the NHS, and dropping Easter Eggs off at local care homes and children's residential homes.

During the difficult time, it's important to keep the employees safe too. Interact has been keeping a positive atmosphere in the office. Strong social distancing measures have been implemented in the centre, with a focus on providing excellent customer service to customers during this difficult time. "We've worked hard to keep morale high, providing free food and refreshments, and fun customer service focused incentives." -Katie Winstanley, Team Manager.

"It's nice to be part of a company that supports so many people"

The employees at Interact have pulled together not only within the business but to support the wider community as well, during a time of uncertainty, the Interact team have bonded together.

The employees have taken all new changes within their stride.

An Interact employee collected more than £450 in sponsorship in just a few days by shaving her head and donating the proceeds to NHS staff and volunteers caring for COVID-19 patients.

Delivering fruit and vegetable parcels has been a key element to the team pulling the community together. The boxes created and sourced by a local shop. The idea was to contact elderly and vulnerable people who couldn't access the shops for necessities.

So many people have been willing to help and over the course of two weeks, they've delivered parcels to people in need. Everyone has pulled together.

The idea came from the Salvation Army and their food parcels, but our team have taken the idea and helped vulnerable friends and family members in the Wigan community and will continue to do so over the coming weeks.

"We've been working hard to support our local community, delivering food parcels to those in need."

