

**PRESS RELEASE**  
**November 2013**



### **Unicom Continues its Celebrations as Employees Achieve Apprenticeships**

Logos and photography available at [www.unicomimages.co.uk](http://www.unicomimages.co.uk)

Unicom employees celebrated completing apprenticeship qualifications at Damar Training's annual awards evening, held at Stockport's Masonic Hall.

Committed to its staff and the Investors in People standard, Unicom partnered with Damar Training four years ago, providing employees the opportunity to gain work based qualifications, developing their skills and increasing their overall career prospects.

The successful partnership has seen employees gain qualifications in Customer Service, Business Administration, Team Leading and Management. Sixteen employees completed a qualification in 2013.

To celebrate their achievements learners were invited to attend Damar's annual awards evening. They were welcomed with a champagne reception before being congratulated by Managing Director Jonathan Bourne.

Speaking to Jonathan at the event he said "I am immensely proud of the learners we've had from Unicom this year. I hope they enjoy the celebrations this evening."

There were two guest speakers at the event, Linda Stokes, from the National Apprenticeship Service and Billa Duggal, from Greater Manchester Police, whom both expressed the growing importance of Apprenticeships in today's economy.

Commenting on working with Damar, Unicom's Head of Training and Development said "Working with Damar has enabled us to offer our staff high quality vocational courses, motivating them to work hard in their daily job roles as well as giving them a greater sense of achievement."

"It's good to be able to give something back to our staff. Investing in them on a personal level has shown employees feel a greater sense of value within the company, serving with the company for longer and progressing to greater positions of responsibility."

The awards evening followed celebrations at Unicom, having recently received confirmation that it had maintained the Putting the Customer First®, Customer Service Excellence® and ISO 9001: 2008 standards.

Stockport based Damar works with a wide range of clients including some of the North West's largest organisations in both public and private sectors as well as many professional and owner managed businesses.

For more information on Damar Training please visit [www.damartraining.com](http://www.damartraining.com)

## About Unicom

**Website:** [www.switchingon.com](http://www.switchingon.com)

**Photography:** [www.unicomimages.co.uk](http://www.unicomimages.co.uk)

Unicom, a trading name of Universal Utilities Ltd, is a telecommunications and utility service provider specialising in the small business market. It offers a one bill solution for telecoms and utility services providing telecoms, broadband, mobile, gas and electricity services and supplies over 100,000 small businesses throughout the UK. Unicom has an annual turnover of £70m, and employs 500 people at its 12 regional offices situated around the UK.

Unicom has attracted its business customers by offering discounts of up to 60% off BT's prices, at the same time as keeping customers on the BT network. Unicom currently supplies in excess of 450 million minutes of call time to its customers each year. Unicom differentiates itself by offering a high standard of personal customer service, with no premium rate 0845 or 0870 numbers, no recorded messages or menus, and no overseas call centres.

Unicom has a directory enquiry service, 118 777. Based on calls from a BT or Unicom telephone line, 118 777 is 35% cheaper than 118 118, and 53% cheaper than 118 500. Calls from other networks may vary.

In October 2009 Unicom became ISO 9001:2008 certified and was also awarded the Customer Service Excellence, the Customer First and the Investors in People certification by independent assessors, all of which have been maintained up to date.

For the year ending April 2013, Unicom reported pre-tax profits of £25m (an increase of 25% on the previous financial year) on a turnover of £70m.