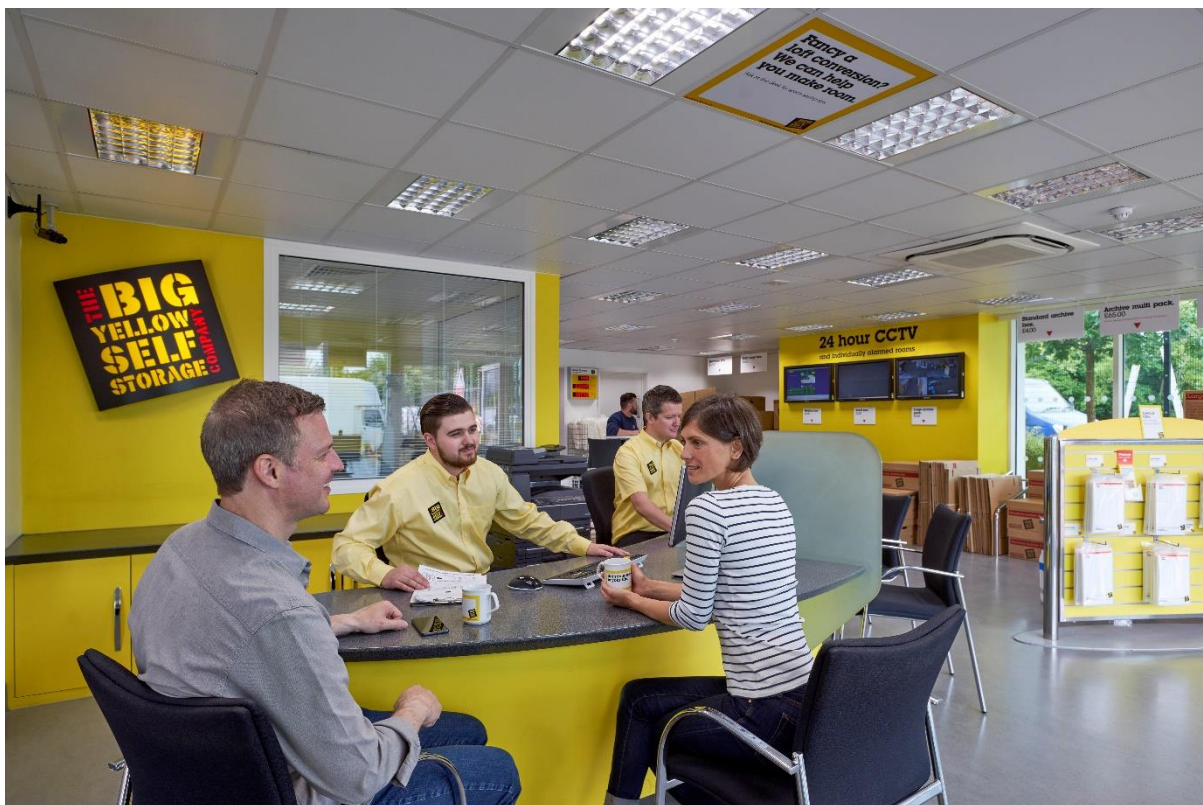


June 2018

Work experience and work placement opportunities are central to how we engage with our charity partners. Breaking Barriers for example, offers a unique approach to helping refugees in London find meaningful employment. They provide relevant training to the refugees, such as English classes and Customer Services workshops, in the hope that this will provide them with the necessary tools to obtain jobs.

At Big Yellow we take great pride in our excellent customer services skills, as evidenced by our company's strong 9.5 out of 10 customer service rating on Trust Pilot. We know we have a valuable skill and are keen to share this with the refugees. It's the kind of support that Breaking Barriers find invaluable as we are well placed to share our experiences when recruiting and employing individuals.

Consequently when Breaking Barriers invited us to support part of their 3-day Customer Services Training programme, we jumped at the chance.



At Big Yellow, Customer Services is top of our agenda – sharing that skill should help refugees make a move into a permanent role easier.

Our In-house Learning and Development team, Alice and Matt attended the first training course – in their words:

'The day itself consisted of completing various exercises to help build the confidence of the participants and improve their interview skills when applying for future roles. We were often paired with a participant in order to complete a series of exercises and provide feedback.

It was very apparent that all of the participants were desperate to gain employment, they just wanted to be given a chance. Many had heart-breaking stories and hadn't seen their families since leaving their homes. In nearly all cases each of the refugees were in good jobs in their home countries, but due to circumstances out of their control, had to leave everything behind when they

came to the UK. Since arriving, due to language, confidence and experience, they are all now struggling to find work.'



Breaking Barriers already run Customer Service courses for the refugees they support, inviting our employees along adds a real-life dynamic which enriches the programme and allows our employees to engage in a rewarding volunteering opportunity.

It is great to see Breaking Barriers provide this much needed support and to see directly how the refugees are benefiting. We look forward to supporting Breaking Barriers going forward and making this an ongoing part of how we support our charity partners.

For more information, visit <http://breaking-barriers.co.uk/> or csr@bigyellow.co.uk