



# BTR

# Making A Difference

*You are helping to enhance people's lives...*

WELCOME to your new bi-monthly Making A Difference newsletter.

We've called it 'Making A Difference' to reflect how you are helping us to enhance the lives of many people throughout Africa.

What you pass us as surplus textiles here in the UK, ends up on the backs of men, women and children in countries such as Nigeria, Ghana and Kenya.

Not only do they make good quality garments for those not privileged to afford new clothes, they help to enhance self respect and provide a livelihood to many traders and market stall holders.

I hope you will enjoy reading the newsletter and that it will inform, enthuse and inspire you.

Feel free to send your comments and suggestions on the newsletter to:

Haydn Piper  
Managing Director  
Bristol Textile Recyclers Limited  
Victoria Terrace  
St Philips Marsh  
Bristol  
BS2 0TD  
Tel: 0117 9717349

Or email me at [haydnpiper@btconnect.com](mailto:haydnpiper@btconnect.com)

## An Amazing Journey...

**So what becomes of your waste textiles? Where do they go? How are they handled? And how exactly do they get to help African families?**

- 1 Your waste textiles are collected by our friendly, efficient drivers.



- 2 They are brought to our vibrant factory in Bristol, where they are offloaded onto conveyor belts, and expertly separated into 'gradings' by the BTR team. There are over 100 'grades' for textiles. Similar types of garments are grouped together, according to their intended use and destination.



- 3 Grouped garments are then packed into bales to be shipped to Africa.



- 4 The bales are loaded onto 40ft containers, before being taken to the port to be exported. The bales produced by BTR usually set off from the port of Felixstowe in Kent.

- 5 Once the containers arrive at the African port, the local BTR customers get busy, moving the bales to a market warehouse.

- 6 Local traders and market stallholders rely on the garments for their livelihood, buying as many bales as they can afford to be sold in their shops or on street stalls.



- 7 Items are sold to the African public at a fraction of the price they were bought for in the UK. Within weeks of being donated to UK charity shops, the textiles you passed to us have acquired a new owner on the other side of the world!



*Our Mission: "To supply consistently graded high quality used clothing that enhances peoples lives & improves their self-esteem"*



## Our Mission To Serve You

The BTR Service Mission is:

*'To provide an efficient and professional stock collection service'*

Are we doing this? We asked you!

You provided us with your views on our service to you in 2005. Here's a summary of the results:

- Helpfulness of drivers Rated at 92%
- General attitude of drivers Rated at 92%
- Frequency of collections Rated at 92%
- General service Rated at 90.8%
- Average rating across survey Rated at 92.9%

Following this survey, we improved our drivers uniforms and reviewed the frequency of collections for some customers.

**The first customer survey for 2006 is included with this newsletter. Please take a few moments to complete the form and return it to us in the SAE provided.**

*We are listening...*

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## Meet The Team!



Jamie has worked for BTR for 3 years. He is a member of our popular team of highly efficient drivers. Together they collect in the region of 70 tonnes of materials per week!

All our drivers are committed to our Driver 'Code of Conduct' which includes:

- Being clean and presentable every day
- Being polite at all times
- Working as a driving team to provide our customers with an exceptional level of service
- Agreeing the no. of bags collected with the shop manager

- *Comment or suggestion?*
- *Got a story to tell us?*
- *Want your shop/charity to feature in the 'Making A Difference' newsletter?*

**Call Haydn Piper on 01179 717349**

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## Sharing Success

**Thank you** for using BTR collection services. We are very grateful for your support and feel it is very important you are aware we do not take this loyalty for granted!

We are therefore delighted to announce that we intend to allocate a percentage of our profits to be paid back to our charity stock suppliers during 2006.

We have called this bonus scheme "Sharing Success" and payments will be based on the overall collections made from each charity group.

**\*April bonus total = £5,000!\***



## Come and See Us!

Would you like to visit the BTR factory and see the recycling process in action? You'll be very welcome. Just call Haydn Piper on 01179 717349 to arrange a visit.

I have worked closely with BTR over the last 8 years. We have built up a strong and mutually beneficial partnership. I find the BTR service reliable, efficient and personal  
**Andrew Hufford**  
St Peters Hospice