



# Making A Difference

## A Spring In Our Step...

I hope 2007 is going well for you and your charity. I am really pleased to be presenting your new 'Making A Difference' newsletter.

What an exciting time for the charity sector. The Association of Charity Shops Annual Conference is on the horizon and I'm delighted to tell you that BTR are one of the main sponsors of this event this year. The BTR team is really excited about being involved with the event and look forward to seeing you all in June. You can read more about how we are getting involved overleaf.

Thank you very much to those of you who took the time to complete the latest BTR customer survey. As you know, our policy is to be open about our work and we are therefore pleased to share the results of the survey with you.

You'll find further details of the survey findings overleaf. We've now set about acting on your comments in an effort to keep improving our service to you.

It takes dedication and a lot of hard work to collect and recycle the textiles from our charity customers, but the BTR team is passionate about the work we do and the difference it makes to people who benefit. Read more about one of our collection teams below.

Don't forget—BTR is committed to contributing for your charitable goals, so if we can help you further—please ask!

Any comments on your newsletter or suggestions for features gratefully received.

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## A Day In The Life...

### Meet our Cornish collection team

Chris Clarke, is one of BTR's hardworking drivers. He brings back the textiles collected in Cornwall to be processed. Having made the road safety checks on his truck at our Bristol factory, he sets out on the drive to Cornwall around 6am. Chris drives one of our new 38ft trucks on the long journey, which is loaded with an empty container.



He then brings the container back to our factory ready for the textiles to be graded and processed.



While Chris makes his way down to Cornwall, Arthur and Steven Best are busy on their round, making collections from our charity customers around the county.

The textiles are then exported to those who so desperately need them across the world.



When they finish their rounds, they load the collected textiles onto a BTR container located in Launceston. On arrival in Launceston, Chris swaps his empty container for the container which Arthur and Steven have filled with textiles.



Commenting on his work, Chris says "It's a long drive and a tiring day collecting from Cornwall. Sometimes it's a lonely existence but it's all well worth it when you consider that the clothing and garments we no longer want go to help sustain some of the most disadvantaged people in 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

We do not believe in standing still and are constantly looking for ways to improve our service to you. Which is why we systematically ask you for your opinion on how well we are doing every six months.

We would like to thank everybody who took the time to provide us with their views recently. We have already improved our drivers uniforms as a result of your feedback and are currently looking in detail at what you told us, to see if there are other ways we can improve our service to you.

Thank you again. And remember—we welcome your comments, good or bad, at any time. We are listening!



*New Customer Corner*

Since the last newsletter, we have welcomed a further Weston Hospice shop to the BTR fold. We are now making collections from the shop in Highbridge in Somerset, which is operated under the BIBIC banner (British Institute for Brain Injured Children). We are delighted to be contributing to the superb work of BIBIC.

We would also like to congratulate Prospect Hospice who have opened two new shops in the Swindon area.



## Waste Not, Want Not

**How we are selling textiles back into the UK market to help you**

Textiles we collect from you which can't be exported to help disadvantaged people overseas are not wasted. Instead we make them into industrial wiper cloths in our factory, to be used in many sectors, including commercial vehicle users and the engineering industry.



**We are delighted to announce that industrial supplies chain Mica Hardware is now stocking packs of our wiper cloths. These are being sold under the charity banner and we will be sharing out a percentage of profits to you, our charity stock suppliers.**



At present, the packs of cloths are being stocked in Mica's Bristol stores but we are confident that they will be offered more widely in the future.

**This initiative is in line with our pledge to give as much back to you as possible and help contribute to your charitable goals. All our customers will benefit, no just those in the Bristol area.**

## BTR sponsors ACS Annual Conference

We are very pleased to be a main sponsor of the ACS Annual Conference 2007 and playing a part in supporting what is the only tailor-made event for the charity sector.

ACS have just started marketing the conference, which will be held at Keele Conference Park, Staffordshire on 2nd and 3rd July.

The theme of this year's conference is 'Improving Performance' - something which BTR can certainly help you to continue to do. Visit our stand to find out more about how we can:

- Enhance and contribute to your operations
- Make life easier for you
- Give you more back and contribute financially to your charity

**You will find us at Stand 33.**