



Case Study



PURE OFFICES

**PURE
OFFICES**
A WORKPLACE FOR EVERYONE

CSR Limited - providing waste collection services for Pure Offices

Pure Offices own and manage office space in 21 locations across the UK. They provide serviced offices, meeting rooms and virtual offices. Pure Offices have clients from a wide range of industries and business sizes. With a number of different types of business in each location they need a reliable recycling and general waste collection service.

What services do CSR Limited provide to Pure Offices?

CSR Limited provide a recycling & waste collection service for Pure Offices location at Weston-Super-Mare.

After talking to Pure Offices it is clear they share similar values to CSR Limited with regards recycling and sustainability.

CSR Limited collect several valuable circular economy waste types such as cans, various plastics, paper & card amongst others from the centre.

The waste collection service is important to Pure Offices, as it forms a vital part of the overall service package for their new and existing clients.

CSR Limited also provide a bespoke personal service, with a single point of contact to enable any difficulties to be resolved speedily. No call centres!

What do Pure Offices have to say about CSR Limited?

We spoke with Sarah Venn, Centre Manager, at the Pure Offices location in Weston Super Mare and asked her what she thought about CSR Limited and here's what she had to say:

How did you hear about CSR Limited?

"It was a referral from my business network, one of our trusted contacts has recommended them.

We were looking at our recycling and waste collection service, since we had a few problems with the existing supplier at the time."



CSR LIMITED

What do you look for in a supplier?

Sarah explained that although cost is important it has to go hand-in-hand with trust and reliability.

“For Pure Offices cost is important, but we will pay more. A supplier that offers reliability, can be trusted and has a good reputation is vital.

Specifically, regarding recycling & waste disposal, it is key to have our bins emptied during office hours. This is because we are based in a residential area. If this is not adhered to, we get a lot of complaints from the local residents, who we try to keep a good relationship with.”

How do CSRB Limited compare to other suppliers in their industry?

“They are more personable than previous suppliers I have worked with. Chris Burn came and met with us at the centre personally. This was impressive, as it made sure CSRB Limited understood our needs from day one.

The main difference is that CSRB Limited are reliable, friendly and get the job done. We have had no issues at all since the recycling and waste collection service started.

I would have no hesitation in recommending Chris Burn and his team at CSRB Limited”



CSRB LIMITED

If you need further information on our products or services then please don't hesitate to contact us:

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“ I have a very busy job as Centre Manager at Pure Offices Weston-Super-Mare, covering most functions on my own and having a supplier that is both reliable and approachable is invaluable.”