

March 2018

Card

Processing

We will be changing the supplier of our card processing terminals at the beginning of March. This means that we will be able to integrate the payment mechanism into our till systems. For our customers this will mean that you no longer have to wait whilst we key in the amount of the transaction into the card payment machine. We will simply touch a button on our till screen and the payment terminal will ask you to either insert your card or to make a contactless payment. You will only have one receipt to cram into your purse or wallet. A bit like the way you make payment in larger stores.

We will also reduce our minimum spend amount for card payment to £1.00.

This may take a little while for us to get used to the new way of processing payments and we thank you for your understanding.



If you have a customer loyalty card please ensure that this presented to staff before you make payment.

The plastic debate...

Since the Blue Planet 2 was televised there has been much debate on the way in which we treat our environment with plastic. One conclusion must be that a reduction in the use of unnecessary plastics should be desirable.

At Brundall Home Hardware we have been giving some thought to the way in which we may be able to do our bit to help.

A popular line in store is pump dispenser hand soaps. These little plastic bottles are typically single use and due to the nature of their use contain a relatively small amount of hand soap. You will now find on our shelves refill packs of the soap liquid from makers such as Dove, Carex and Ecover. Prices start at just £1.50 for a refill pack.

We have also been following the Government debate on extending the 5p charge for carrier bags. At the moment stores, or chains of stores with fewer than 250 employees do not have to make the charge. (Can you image us trying to get 250 employees in our shop?). It is likely in the future that all stores will be obliged to make a charge for carrier bags.

Many customers now visit us equipped with their own bag as over the past couple of years we have generally become accustomed to a charge being made. We now feel that it

is appropriate for us to introduce a charge, ahead of any future legislation. To help with the introduction we plan to start charging 5p for a standard carrier bag from the beginning of April 2018. (Bags used for purchasing loose animal and bird foods will not be charged at this time). We will also offer a selection of larger bag options. These are expensive to produce and we plan to pass on the charge if such a bag is needed.

We do use light weight paper bags and where this is a practical solution to carry small items we will automatically use these. Over the next few weeks we will be looking at heavy duty paper bag solutions. These are typically more expensive to purchase but could be offered as a more environmental solution.

All carrier bag options are costly to produce and to some extent can have an affect on our environment. Where possible we would encourage customers to carry a reusable bag. These colourful bags are on sale at £2.99.



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**Mothing Sunday gifts and cards in store.
Don't forget Yankee Candles make an excellent gift.**

Electricity supply...

One of the most expensive variable costs of our business is the supply of electricity.

This is a particular problem in Winter when we try to introduce a little warmth into the shop with electric fan heaters, the simplest and safest heating option for us.

We recently changed our electricity supplier to a company which specialises in sourcing electricity from renewable sources.

I appreciate that all supply comes from the National Grid but the company we are using purchases it's supply from renewal solutions.

We have moved all of our lighting solutions over to either cost effective fluorescent tubes or LED

bulbs to help reduce costs further.

We also find that the disposal of the rubbish produced at the shop is very expensive. We sort all of our cardboard waste so that this can be sent for recycling. Our cost of disposal is reduced by this very simple solution.

Don't forget that we can arrange to recycle all of your domestic batteries. A collection bin can be found in store.

We appreciate that these are only small ways in which we can reduce our impact on world resources. We will continue to look at the way in which we stock products and deal with any waste that we generate in the future.

Environmental lighting solutions.

Government legislation over the past few years has seen the removal of the traditional incandescent light bulb.

These bulbs were cheap to produce but expensive to run. In recent years the market has seen the introduction of a range of excellent LED light bulbs. These look like traditional bulbs, turn on instantly (unlike the earlier generations of low energy bulbs) and provide an excellent source of cheap light.

For example an LED bulb producing a 100W of light output will only be burning 13W of electricity. Just think how much you will saving over the dark nights of Winter. You also have the added advantage that a light

shade which could traditionally only take a 60W bulb can now handle an LED 13W (100W equivalent) as there is very little heat given off.

We have a range of Status LED bulbs on offer at the moment. If you are not sure about the options available do speak to a member of staff who will be willing to explain the benefits.



Local Suppliers

Both of our nursery suppliers will be back in full swing from the beginning of March. This means that the garden centre will be filling up with lots of

Norfolk grown plants.

(Some stock is imported from Holland)



Have you thought about the environmental impact on the transportation of some of our food products? Perhaps it may be time to try a few home grown solutions. We have a wide range of vegetable seeds in store. Some easy home grown seeds which will help make a tasty meal are, tomatoes, rocket, salad leaf, radishes, seed potatoes, onions and shallots. In many instances, such as rocket, you can grow a crop on a window ledge and be picking your own salad within a few weeks.

Great for kids!!!

