



Building Back Better with New Waste Management Services for Local Merchant

In brief

Derby-based Browns Builders Merchants is a proud family-run, independent business that has supplied building materials to the trade since 1990.

When one of the firm's depots was hit by severe floods in 2023, Ward stepped up to the challenge of getting the depot back to business by providing a speedy waste management service. Since then, the relationship has continued to evolve, proving mutually beneficial to both companies.

Crisis recovery

Ward was already familiar with Browns when its Derby branch suffered extensive flood damage. This meant the team understood the urgent need for a timely and efficient clear-up operation to get the business up and running again.

Working closely with the team, Ward ensured sufficient skips were delivered and collected to clear away the construction waste and get the yard operating again. Their quick and reliable service delivery helped minimise revenue losses and meant Browns could continue supporting its customers.

Shared values

As two strong, local family-run businesses, Ward and Browns are aligned in values and have a shared appreciation for delivering the best customer service.

Browns was so impressed with the excellent customer service they received and expertise with construction waste that they have since contracted Ward to oversee waste management across their depot network. Ward now supplies RoRos, skips and trade waste services across multiple yards.

VITAL STATISTICS

Project:

Waste management for local builder's merchant

Client:

Browns Builders Merchants Ltd

Sector(s):

Building Materials

Material(s):

Waste

Services:

Waste – RoRos, skips and trade waste

Location:

Derby

Start Date:

October 2023

Completion Date:

Ongoing

Case Study:

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Expanding the relationship

The service Ward delivered in the floods, and continues to provide for the depots, has helped the relationship flourish. Ward is now working with Browns to further support their customers by offering them extended waste management services at various sites across the East Midlands, offering a complete service.

Heather Foo, Head of Sales (Waste) at Ward, said: "We're pleased we were able to support a fellow family business during the flood and that it has led to us teaming up with Browns to service all their construction waste requirements. We're looking forward to supporting their customers through extended waste management services too.

We always appreciate the opportunity to work with similar local family run businesses with strong values and a solid commitment to excellent customer service."



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When our branch was hit by floods, it stopped the business in its tracks. We were in a mess and needed skips to get us back trading ASAP. Ward went above and beyond for us, really understood what was required and delivered exactly what we needed, when we needed it.

It really felt like they cared for us, could understand what we were going through, and did everything they possibly could to help. Since then, we've moved our waste to Ward and had a fantastic service.

"We're also targeting our own customer base to offer waste management with Ward services through their normal Browns account. Ward, again, has gone above and beyond to make this happen and I am sure this will take off. In a nutshell, I can't speak highly enough about Ward.

”

Joe Wheeler

Branch Manager at Browns Builders Merchant

**Want to find
out more?**

For more information about how Ward can streamline your waste and recycling processes, contact:

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or visit: www.ward.com

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