

a little something from...



  
pause...  
thoughtful refreshment

a hop, skip  
and jump

...in the right direction

pause...  
thoughtful refreshment



# change the world, in your coffee break...\*

Today, we're all thinking more about the role our companies have in the world, and the difference we can make to our employees. It has a big name – corporate social responsibility – and it's big news.

But here at pause, we believe the little things often count the most, and that CSR works best when it's something you practice every day. We're a national refreshments company specialising in ethically sourced, environmentally friendly products – so living your company values is as easy as making a cup of tea.

Here's a bit more about us, and what makes us different:

**pause points**... are an extra reason to choose the ethically sourced, environmentally friendly products in our range. We'll give you points every time you go for the more ethical option, and you can use them to buy from our lovely stash of pause presents. As you'd expect, these have a caring theme too – choose from ethically sourced gifts or items to use for your company's CSR projects.

**pause promise**... is your guarantee of five-star treatment, at all times. We know a company can grind to a halt without a ready supply of tea and coffee, so we promise to provide absolutely top-notch, industry-leading, gold-standard customer service. If you ever feel we could have tried harder, we'll give you a big handful of pause points by way of apology. And we'll do things better next time.

**pause products**... include everything from eco-friendly appliances to ethically sound ingredients, organic biscuits to everyday teabags. In fact, we're pretty sure we offer the best range of ethical refreshments out there. We've also rated each product to help you make the right choices.

If you'd like to find out more, or you're interested in working with us, we'd love to hear from you. Give us a call on **0800 707 6050** or email us at [hello@pause.co.uk](mailto:hello@pause.co.uk).

\*OK, so it may not change the world overnight. But it's a great place to start.

we'll help you make  
the world...

smile

pause...<sup>TM</sup>  
thoughtful refreshment

# pause points...

are a unique way to show customers and employees that you're committed to making a difference. Here's how it works...

However big or small your company (and however many cups of coffee you get through each month), we'll give you **pause points** every time you order one of our well being, ethically sourced or environmentally friendly products. You can then use them to buy **pause presents** - a range of gifts specially designed to support your company's corporate social responsibility projects.

To make things even easier, we've made sure the gifts you can choose from fit neatly into the four areas of a standard CSR policy - workplace, marketplace, environment and community.

How you choose to use your **pause points** is up to you. Whether you let individual sites decide how to spend their points or you choose to coordinate everything centrally, the gifts you select will always be in line with your company policies. It's a win-win thing.



we're not perfect,  
but we try our...

best

pause...  
thoughtful refreshment



# pause promise...

is our promise of industry-leading customer service. We know our customers put a lot of faith in us, and we never, ever want to disappoint.

Whether we're delivering to your head office or your smallest, most out-of-the-way site, we guarantee to provide the best level of customer service we can. Fingers and toes crossed it'll never happen, but if you ever feel we could have tried harder we'll donate extra **pause points** to the site affected. We'll also get together and work out how we can do things better next time.

For extra reassurance we can provide combined invoicing and reporting on all activity at each site, including the number of **pause points** earned. It's designed to help you keep track of the refreshments you're providing, and we hope you'll find it useful.



do you like your coffee  
black, white or...

green?

pause...  
thoughtful refreshment



# pause products...

cover a huge range of appliances and ingredients. We spend a lot of time sourcing our products and only stock the ones that impress us. From bean-to-cup coffee machines to plumbed-in water coolers, fairtrade sugar to recyclable cups, it's all good stuff. And we'll also do our best to avert refreshment-related disasters by keeping you well-stocked at all times.

Everyone likes being appreciated, and nothing says thank you like the steam spiralling from a freshly made brew. Thinking about the drinks you provide at work sends a really positive message to your people. It thanks them for working hard and, in the nicest possible way, encourages them to work harder.

We think that...

...Offering **a good selection** of tea, coffee and other lovely things will help keep your people happy and hardworking.

...Your **choice of ingredients**, equipment and cups says a lot about you as an employer. For example, fairtrade says 'we think people should be fairly paid for what they do'.

...The only thing nicer than being handed a cup of coffee is being handed a **fairtrade** coffee in a **recyclable cup**.



enjoy all  
our products with a...

comforting  
smile

pause...  
thoughtful refreshment



# a little taste of what we do...

frothy hot chocolate... aromatic coffee...  
everyday tea... refreshingly chilled water...  
scrumptious organic biscuits... and lots of  
other lovely things...





waste  
not, want  
not...

so please recycle me

i'm made from green paper