



Creation to  
destination  
...we deliver

# Listen, discuss, deliver

## Dedicated to your business.

At CitySprint Office, we combine our knowledge with a commitment to understand your business and help meet your communication goals.

We share your passion and are committed to making sure you receive the very best in customer experience and quality of care.

Our attention to detail and professionalism are just some of the strengths that we draw on to provide services of high added value, as well as an impeccable level of quality.



2,000+  
products ordered  
globally



100%  
DSA mail is  
processed nightly



100%  
of our site is run on  
renewable energy



+4,000  
collection vehicles  
across the UK



24  
hours a day operation



1<sup>st</sup>  
voted Best Delivery  
Company 2017 -  
Which? magazine

# Living our purpose and values

Our ethos is simple; to  
always deliver excellence  
in the services we provide.

This is underpinned by our company shared vision: to be the delivery partner of choice. It's why we constantly improve and innovate to evolve a better, smarter and value-driven service.

“ We are a company committed to our vision and shared values. It's what guides us in our everyday decisions.

**We are**  
Ambitious

**We are**  
Fearless

**We keep it**  
Real

**We have**  
Flair

**We are**  
In tune

**We are**  
Human



# The expertise of our people

A young woman with long blonde hair and blue eyes is smiling warmly while wearing a black headset with a microphone. She is looking slightly off-camera to the left. The background is a blurred office environment with warm lighting and other people working at desks.

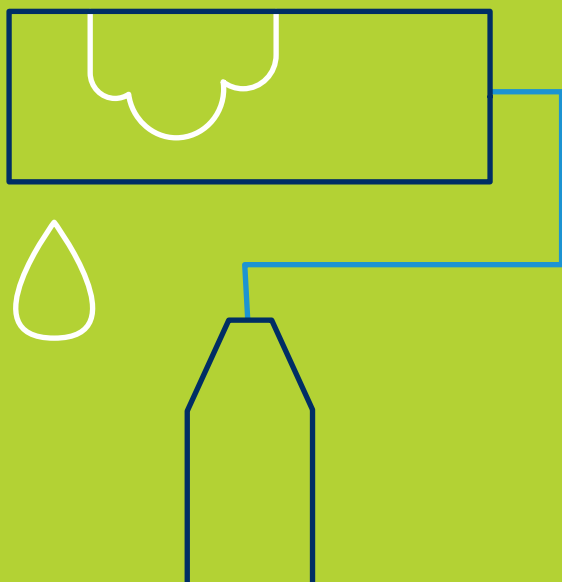
Our people are at the heart  
of our business.

Each and every person plays a vital role. Our team are the face and voice. The collective experiences, ideas and hard work of our people are what shape our culture and drive the future of our business. We are committed to providing the highest standards of customer care and quality by employing the best talent, with the right expertise and knowledge, and it is through our commitment to employing the very best people that we are able to deliver exceptional services to our customers.

We constantly develop our service offerings to ensure that we continue to meet the operational and regulatory needs of our customers. Thanks to our people, expertise and support, we are well placed to assist you with any sized project.



# Our services at a glance



## Direct mail

Our in-house facility can offer a full suite of services to support your business, including data processing and document finishing, through to paper and plastic enclosing.

## Digital print

Our high-speed pre-press and finishing equipment ensure a fast turnaround as well as the lowest possible production costs, combined with the highest level of security and quality.

## Postal solutions

Offering you specialist distribution services for all types of mail. We also work with world leading post offices and independent networks to optimise your unsorted mail needs.

## StockHub

Our online ordering and stock management portal allows you to manage your brand's marketing materials, stationery and consumables, regardless of where in the world they are ordered and where your team is based.



Savings on unsorted post



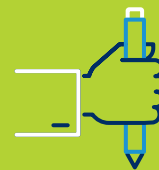
Centralised management of print templates and branded stock



Secure online platform



Tried and tested way to get your brand noticed



Adding that personal touch



Reaching global destinations quickly

# Delivering the best

We are proud of the independent recognition and accreditation of our services and people.

**ISO 9001** – Quality management systems

**ISO 14001** – Environment management systems

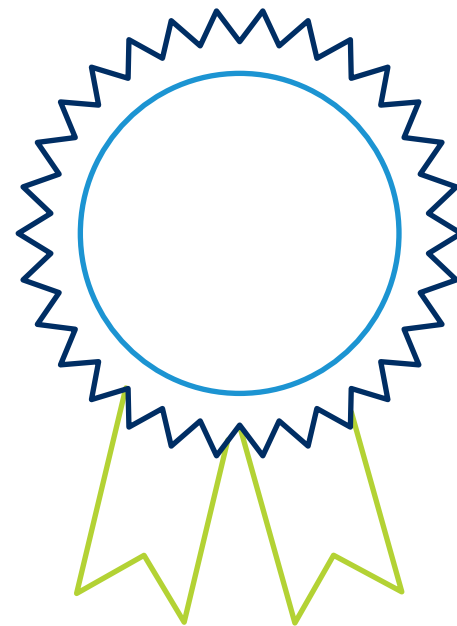
**DAS UKAS 27001** – Information Security Management system



We are also proud to be an **ABTA partner+** member and supplier, as well as a Direct Marketing Association (DMA) member.

**Supply Chain Excellence Awards:** Sourcing and Procurement Award (2016)

**The Sunday Times Top Track 250:** CitySprint were ranked 186 (2015)





# Understanding our customers

## **We build lasting relationships**

Getting to know our customers, taking time to understand how they operate and recognising their business needs is central to creating the right service for them. It's why we have so many long-lasting partnerships.

## **Don't just take our word for it...**

“”

Just wanted to say another big thank you to the team for your support last week at the opening of the new facility in Amsterdam, we couldn't have done it without you! Everything arrived on time as agreed for the press launch and the quality was simply first class.

**Global Travel Accommodation Company**  
Senior Marketing Executive

“”

The introduction of the StockHub platform has been extremely successful. It has streamlined our processes, saving valuable time and money, and it enables our colleagues in overseas offices to simply place orders online and for them to be despatched directly to them.

**Leading Global Law Firm**  
Facilities Manager



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