

EVERYTHING YOU NEED TO KNOW ABOUT CFH...

...before we take you beyond communications.





AT CFH WE GO BEYOND COMMUNICATIONS

Since 1977, communications have changed dramatically. Today, we all move seamlessly between digital and print, online and off. Through it all, CFH has been a constant and dependable leader, helping clients use the right blend of communications to build lasting relationships with their audiences.

We started as traditional printers but since then, we have continuously evolved our products and services to support new ways of communicating.

As technology has changed, we've progressed to help our clients keep pace. We'll continue to do the same for years to come, delivering a tailored mix of ways to connect with every type of audience.

What has remained constant is our commitment to a few timeless principles:

- Close relationships
- Impeccable service
- Innovative approach to delivering successful business outcomes
- Responsible and sustainable way of doing business.

We believe our clients choose us because they know the value of meaningful connections - the right information, created by CFH, delivered in a way that drives successful outcomes.

We strive to deliver successful solutions and we drive real results.

We go beyond communications every time.

The CFH team

With over 300 employees based across our 3 sites, we have grown from a small family-run business transforming into a multi-site, multichannel innovative communications company.

Our dedicated employees have been the driving force behind this change, empowering our core values so that we can deliver the CFH promise - enabling people and businesses to make better connections - on every level.

We believe that investing in our staff, encouraging growth and supporting each other, drives us to be the best we can be. We are a CFH team and grow together as we adapt to continuous change, to be able to better support our clients.

What we believe in

With our team of experts at CFH, we work tirelessly to invent and reinvent the way communications are created, managed and delivered. We are dedicated to delivering the very best solutions for you, ensuring that your outcomes are achieved and your audience engagement reaches its true potential.

Our company values are our guiding principles for all activities we undertake.





We are:



Trusted & secure

Treating your data with the same level of care you do. Security is at the heart of everything we do.

Innovative

Working hard to deliver communication solutions that achieve the very best outcomes.

Competitive

Providing a cost-effective approach to managing communications.



Sustainable

We actively explore new ways to minimise our impact on the environment.

Accredited

Providing peace of mind with relevant certifications and accreditations.

Responsive and relationship-driven

We become an extension to your organisation.

DELIVERING MEANINGFUL CONNECTIONS

CFH is the unparalleled leader in every channel of communication. For more than 45 years we've taken a practical approach to delivering communications, developing new technology to support the changing way we all share information.

Whether you require print and post, hybrid mail and digital delivery, our easy to use solutions have been created for you and your customers.

Our team are here to help you get better outcomes by taking the pressure out of delivering your customer communications. From expert onboarding, dedicated account managers and support teams and quality driven production teams, at CFH we take you beyond delivering just communications and support you to help make meaningful connections.





OUR CORE SOCIAL PILLARS

To us, community means more than just the internal staff at CFH. Our CFH community includes our clients and the people and businesses who are around us – at all three of our sites.

Working in partnership with our communities, we have several initiatives to provide help and support where we can. Our key focus centres around our core social pillars, with the overall objective to make a positive impact in our local and wider communities.



Putting the environment first

We are a partner that adds value at every stage by considering our impact on the environment. We champion the protection of our environmental areas so that generations to come can not only benefit, but thrive in the communities we work within.



Supporting community growth

We don't just help our clients achieve the outcomes they desire, but those around us too. Together with our communities, we support local sports teams, causes and initiatives in achieving their goals. We are dedicated to supporting our local communities to grow, develop and be the best possible areas for us to work in.



Making a difference with charity

We support charities in the sending of their important communications, and we actively promote charitable giving within CFH. From being a

part of the Payroll Giving initiative choosing charities of the year and taking part in annual charity dates, our employees are actively involved and passionate about supporting charitable giving.



Promoting social, local and economic change

From apprenticeships, career development, training and personal investment we continuously work with our employees to support and develop their skills and abilities.

We understand social, local and economic change can't just take place within CFH. That's why we are dedicated to providing specialist training and support to local schools and individuals, to educate and provide career development on a wider basis. This support helps our local communities develop and grow, and we are lucky enough to see many of these inspiring young people join the CFH team.



Leading health and well-being initiatives

Leading from the front we focus on creating healthier, safer, and more resilient communities and workplaces. Creating areas where individuals engage, trust and thrive in everything they do.

From Cycle to Work schemes, yoga and gym memberships and employee assistance programmes, we positively promote staff well-being.



Sponsoring social innovation

We understand that a big part of our expertise is ensuring that the communications we send on behalf of our clients are inclusive. That's why we include large print, braille, different languages, accessibility



features and translation services in our solutions. We understand the importance of this and actively promote social innovation and inclusion in everything that we do.

We are proud of our pillars and our company values and hope it gives you an insight into who we are as a company, our staff and the communities we work within.

LEADERS IN OUR FIELD

As a processor of data, trusted partner and communication expert, we understand that holding the right accreditations is vital for our clients to have confidence in our service.

Our certifications and accreditations aren't just badges at CFH, they are fundamental in every business process and procedure we have. They allow us to demonstrate to you we are a trusted, reliable and ethical supplier, a very safe pair of hands.



OUR MARKET LEADING SOLUTIONS FOR YOU

We are much more than a communications provider; we are a communication partner with a range of solutions that enable our clients to engage with their audiences in a way that suits them best.

From print, post and e-delivery to the perfect blend of them all or even a complete end to end - inbound and outbound communication platform, here at CFH, we support the evolving communication requirements of our clients with our extensive solution portfolio.





CFH Transform

Using data to drive communications

CFH Managed

Managed communications

CFH Print

Lithographic and digital print

CFH Inbound

Scanning and data capture

Docmail[®]

The home of hybrid mail

Dotpost[®]

Digital document delivery

Docbox[®]

Document output management

CFH Transform

CFH Transform offers an elite package of multichannel communication solutions built around your desired goals. By applying intelligent insight and data-driven decision making, we provide digital, print - inbound and outbound services - to get your customers where they need to be.

We understand that one channel can only take you so far, but with our tailored mix we will engage your customers using our expertise and tools, throughout your customer life cycles.

The perfect fit - Whether you're encouraging customers to attend appointments or work with you for the first time, we'll transform how you communicate, drive engagement, and deliver improved results.

We'll choose from our industry-leading product lineup to give you a tailored, relevant solution - one that's right for your business, your users, and your audiences.

Our 5Rs approach

If you are ready to begin your digital transformation journey, but not really sure where to start, our 5Rs approach has been designed for you.

Relationship

Let us engage with your extended team to discover and truly understand your goals and objectives.



Re-imagine

Our expert team will apply intelligent insight and propose a winning plan, using a blended channel approach for the delivery of your customer communications.

Realised

Seamless onboarding and delivery of the plan, building the platforms and data analysis to meet your every need.

Results

Sit back, relax and watch the unbelievable outcomes emerge.

Refactor

The journey doesn't stop there, our dedicated team will work with you to continue to evolve and reengineer, ensuring you always get the results you need.





CFH Docmail, our leading hybrid mail software, is our secure, fast online method of producing, managing, and sending personalised documents direct to your end audience, without having to leave your desk. It's like having a print and mail factory at your fingertips where you are in control.

This market-leading technology changed the way thousands of businesses communicate with their audiences and supports goal-driven objectives with effective communication.

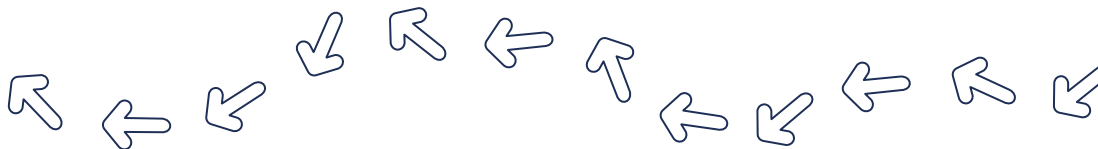


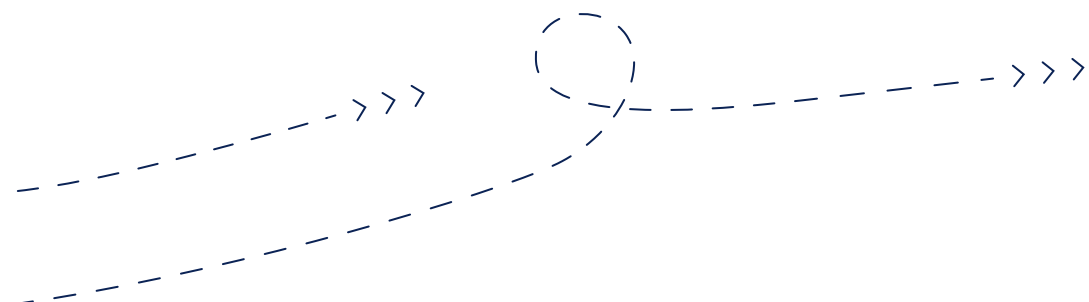


Market leading

For over 15 years we have been proud to be able to support our clients and revolutionise the way in which they manage and send their printed communications. We have clients who signed up when we first launched Docmail who are still with us today, that's the power hybrid mail offers.

The solution allows organisations to process printed mail (whether this is statements, invitations, advertisements, invoices, or letters), by simply telling our software how they would like their documents printed and delivered. Not only transforming the way your business communications are sent but maximising your business outcomes, by engaging with your audience, in a trusted way.







CFH Managed

Our managed communications service gives you the advantage to share our rich expertise. It's your requirements, managed by our expert teams. With CFH Managed you can have unlimited access to any of our extensive list of services from transactional print and mail, document archiving, document composition and even management of your inbound mail.

No matter the size of your organisation, we'll work with you to understand what you need and then recommend a tailored way to automate your process to deliver the results you need.

Unlock value on every level

From transactional print solutions to secure electronic delivery, our managed service combines the right products to suit your audience. We'll help you understand your options and improve how you communicate, quickly and cost-effectively.

Our expert onboarding and implementation teams will guide you through the entire process and keep life simple for you.

With our proven expertise, we'll combine best practice methodology and industry-leading tools to deliver a unique experience that guarantees results.



Dotpost is our digital document delivery platform, enabling you to send your letters electronically, cost-effectively and most importantly securely straight to your different audiences.

This innovative software allows you to connect with your audiences through a secure digital channel, that isn't email.

Your customers can receive a document from you, and log into their personal Dotpost account which they can access at any time from anywhere.

They can then view, save and store the letter in their secure Dotpost account. Documents are only ever accessible by the recipient.

With 100% delivery guaranteed, your documents won't be mistaken for spam and will be delivered directly to your customer's secure Dotpost inbox.

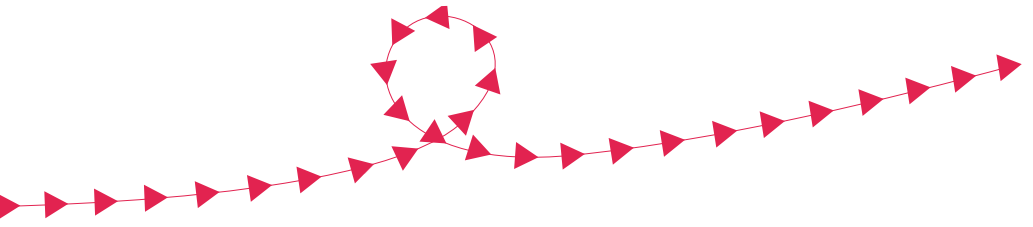
It helps you positively engage with your audiences, drives your communication goals and makes a real difference in the way you communicate.





With up to 90% savings when compared to a printed and posted letter and it being much safer than sending an email, it really is the perfect digital alternative for you.







Docbox is CFH's unique secure on-premise document management solution. There isn't any other communication software quite like it to exceed your secure print and post expectations.

The software solution allows your organisation to securely print from within your network directly to our print and post facility, offering you access to our high-quality print capabilities and reduced postage rates.

Docbox is hosted on your infrastructure and provides centralised document output management, its tailored to your organisational requirements and supports you in achieving your communication goals.

It's like having your very own print and mail factory. You remain firmly in control of all of your printed letters.

Output can be sent to Docbox directly from your users or your own software applications. This is then visible in a powerful dashboard where you and your teams have full control of the output, before it is sent to CFH for secure print and posting.



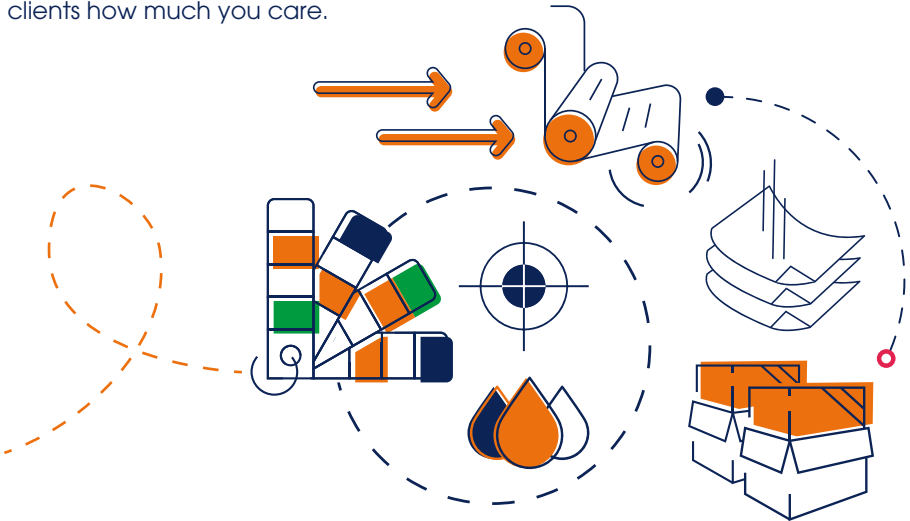
CFH Print

Print is where the CFH journey began back in 1977. We are very proud of our heritage and to this day we still offer a high-class printing service, where paperwrap, cheques, continuous forms, stationery and integrated forms are part of the unique toolkit we love to produce for our clients.

At CFH we have a real passion for print and continue to invest in the latest finishing equipment, to add value to every document that is created.

With our competitively priced, high-quality products and a long-standing reputation for outstanding service, let us help you show your clients how much you care.

Print is tangible, customers like to have a document to hold and feel. That's why we still invest in this powerful communication solution, allowing us to be the print partner of choice for many businesses large and small.





CFH Inbound

CFH Inbound is our unique digital mail room, which provides scanning and data capture services that drive savings and improves outcomes for you.

Our impressive scanning facility provides innovative, scalable and cost-effective solutions that will remove the inbound document management from your business and allows you to develop truly automated services. It allows you to really engage with your customers

on every channel, by understanding their response and engaging with them in the best possible way.

This service is unique, powerful and helps achieve the results your business requires.

Better together, better with CFH

Our outbound and inbound services are designed to complement each other. Our inbound and outbound teams work seamlessly together to help you design communications that enable the capture of data and information efficiently.

This allows us to provide a detailed set of reporting and analytics to support your business goals. The capture of responses and associated analytics allows CFH to deliver better outcomes for your organisation.

COMMITTED TO SUPPORTING ORGANISATIONS EVERYWHERE.

At CFH we are committed to supporting organisations everywhere, in delivering meaningful communications that drive better responses. Our 46 year history has allowed us to develop a strong understanding of different sector requirements, the communications they send, and how we can support businesses in achieving their different goals.

Whether you are an NHS organisation, Government, Financial Service, SME or print management company, we have the right solutions for you.





CFH & THE PUBLIC SECTOR

We've been working with the public sector for many years. We have become a trusted partner of communications, helping organisations achieve their goals and deliver multichannel communications that drive results.

Together, we work to make your budgets go further. By delivering efficiencies in your communication process that will not only save time and money, but will also improve your outcomes.

We understand the public sector

Using one channel for communicating with your patient or citizens isn't enough, you need to deliver your critical messages in the right channel at the right time to achieve the best outcome.

- **Driving better outcomes:** the most cost-effective channel isn't always the channel that will drive the best results.
- **Multichannel communications:** it's a seamless combination of physical and digital messaging that will ensure better engagement with your audience.
- **Proven expertise:** we'll combine our best practice methodology and industry-leading tools to deliver a unique experience that guarantees results for you.

All of our solutions sit within approved government frameworks of compliance, security, regulatory legislative standards and GDPR, so that you can be assured your communications are delivered the right way at the right time to drive the best response.





CFH & THE PRIVATE SECTOR

We understand the challenges private sector organisations face; you constantly strive to maximise your profits and reach out to new and existing customers, whilst complying with ever-changing regulations.

You need to ensure your customer data is protected, minimise risk and ensure any service partner not only maintains your reputation, but also supports your desire to continuously enhance it.

We understand the private sector

At CFH we understand that using one channel for communicating with your customers isn't enough to drive the outcomes you need. It's the results that are important, whilst still delivering effective on-brand messaging across many different channels.

- **Multichannel communications:** it's a seamless combination of physical and digital messaging that drive the results you require.
- **Proven expertise:** leading from the front we'll combine our best practice methodology and industry-leading tools to deliver a bespoke experience for you.
- **Efficiencies:** the efficiencies when outsourcing your customer communications can truly be realised and drive your next innovation.

With a hassle-free service all managed by our experienced account management team, the efficiencies of outsourcing to an approved provider is easier than you think.





CFH Print UK

Print.uk.com became part of the CFH group in 2012 and is our specialist electoral print communications provider, based at our Windsor site. It's our electoral hub where we cater for all types of elections and electoral document printing requirements.

For more than 25 years, we've been helping councils to run secure, timely elections with error-free communications. Across the group we work with over 100 councils in the UK, who entrust us with their elections and annual billing work.

We are proud members of the AEA and work closely with the association to ensure we deliver everything our clients need for timely, error-free electoral communications and print. We are a trusted and chosen supplier and have processes in place so that AEA members and the like can benefit from working with us, every time.



CFH & THE THIRD SECTOR

You make a positive impact on people's lives; we can help you communicate with your audience - the perfect partnership.

Our solutions help you stand out from the crowd. Built on a combination of innovation, sustainability and high-quality service, you can be sure that your communications are in the best hands.

We understand the third sector

Whether you're a non-profit, non-governmental or values-driven company, we can support you. With increased competition for funding and limited budgets available, we recognise that those within the third sector require smarter ways to manage and produce your important communications.





- **Solutions catered around your goals:** we understand it's not one size fits all, which is why we create bespoke communication plans catered around what you wish to achieve.
- **Proven expertise:** working together, we'll combine our values and deliver communications that make a real difference.
- **For organisations of any size:** no matter the size of your organisation, we'll work with you to understand what you need and recommend a tailored way to make it happen.
- **We aren't just socially responsible:** we are value driven, helping us build a relationship with you that you can benefit from.



CFH & PARTNERSHIPS

We understand the importance of providing a high-quality service at the right price and the discretion that's needed. As we evolve we still have hundreds of partnerships today, from print management companies to white labels, CFH is trusted to deliver on behalf of our clients.

We want to help you by providing the very best service to you and your clients. With the stability and trust you get by partnering with CFH, you can share in our knowledgeable experience and extensive capabilities.

- **Print Management:** we are here to help you offer additional services to your customers, adding even more value to your existing offering.
- **Proven expertise:** our team of print, post and digital delivery experts really is an extension of your team.
- **Efficiencies:** from our latest investments to leading innovation, our print services can drive efficiencies for you and your customers.



YOU ARE IN **SAFE HANDS**

All of our solutions sit within approved frameworks of compliance, security, regulatory legislative standards and GDPR, so that you can be assured your client data and communications are protected on your behalf.

The integrity of your clients' documentation has to be controlled to minimise any risk. CFH's controls and reassurance really does put you in our safe hands.



WHAT OUR CLIENTS SAY

From local authorities to health organisations, our communication solutions have been designed with sector requirements in mind. We think we are great... but don't just take it from us:

"I have really enjoyed working alongside Docmail, the team have been super friendly and always available whenever I have needed any advice. The system is also easy to use and very user friendly and has excellent tracking of all documents sent by them."

Repair and Reassure

"We have worked with PRINT.UK.COM for all of our electoral print, both elections and rolling registration, for a number of years and find them to be professional, helpful and friendly. Their quality products, reliable delivery and sound electoral knowledge are important to us as customers. We also use Docmail for our day-to-day print needs, which saves us a huge amount of office time and has meant that throughout the periods we were required to work from home our posted communication with electors was not disrupted, which was invaluable."

Cambridge City Council



"We've worked with CFH for a number of years and couldn't be happier. Every print task, whether that's door-to-door flyers, account statements, or envelope redesigns, was handled very quickly and to a high standard by their team. Having a dedicated Account Manager meant we could resolve issues easily which helped increase the productivity of our business."

Capital Credit Union

"CFH has always provided a quick and efficient service and covered all our needs to our expectations. Every time I've had to contact CFH, I have always received a quick response and the CFH Team couldn't be more friendly."

Bedfordshire Pension Fund

"Using Docmail was important to the success of our project. It was easy to use and helped us achieve a 45% initial response rate with our communications with residents, which far exceeded our expectations."

Dorset Council

WHERE YOU CAN FIND US

We'll help you communicate, everywhere.

We have three sites across the UK, conveniently located to allow all of our clients to meet our team and view our extensive site capabilities.

At our sites you will find our friendly communication experts, our innovative technology, and even our living walls. No matter where you are located, we have a site near you.



Radstock, Bath (head office)

Situated between the beautiful cities of Bath and Bristol, our head office can be found in the South West of England. Having been our home since 1977, our site continues to serve thousands of our clients.

St Peters Park, Wells Road, Radstock,
BA3 3UP

Tel: 01761 416311

Email: info@cfh.com



Livingston

Our Livingston site is perfectly placed in West Lothian, conveniently located between the amazing cities of Edinburgh and Glasgow. Since 2011, Livingston has been the central hub for all of our Scottish-based customers.

Starlaw Business Park, Livingston, EH54 8SF

Tel: 01506 462468

Email: livingston@cfh.com



Windsor

Our site in Windsor is just a stone's throw from Windsor Castle, an ideal location for our London and city clients to visit. The site hosts our CFH Print UK division and is the centre of excellence for our election services.

15 Mountbatten House,
Fairacres Industrial Estate,
Windsor, SL4 4LE

Tel: 01753 567100

Email: windsor@cfh.com

SPEAK TO THE TEAM, **LET'S SEE HOW WE CAN HELP.**

By working together we can deliver communications that make a real difference, on every channel and get you where you need to be. We would welcome the opportunity to talk about your communication needs and how we can best support you.

Get in touch to speak to one of our communication experts on:

GET IN TOUCH





CFH Docmail Ltd.

Tel: 01761 416311 • **Email:** info@cfh.com • **Web:** cfh.com

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