



## Company Overviews - Why Choose Us?

### Totalpost Mailing & Mechanisation Ltd.

At Totalpost over the years there have been significant changes in the company; in factors such as its size (turnover), organisation and its target markets for both the UK and overseas operations.

This document has been created in order to document the company's current capability and competencies as well as provide a vision for its future operations.

#### Introduction

Based in Alston, Cumbria, Totalpost Mailing & Mechanisation Ltd. and Totalpost Ltd. both operating under the brand Totalpost are well established and successful businesses that have had long experience in the supply of products and services to the mailroom and office equipment industry sector.

Totalpost operate with additional UK offices situated in Swindon, Warrington, Daventry and also with associate offices overseas, including companies in the United States of America, Germany and South Africa. As a result of a significant growth strategy over the last few years, the company now supplies products and services across a number of different industries in both the public and private sectors. Clients include the Ministry of Defence, HM Revenue & Customs (HMRC), leading banks & building societies and utility companies plus many more "blue chip" and SME companies.

#### Acquisitions & Contracts

Since 2004 a strong relationship has been built up with the organisation which was originally known as Her Majesty's Stationery Office (HMSO) – the Business Equipment Maintenance Division which, after privatisation in the mid 1990's, was ultimately acquired by RR Donnelley. Totalpost was contracted to provide third party maintenance on many of their sites around the UK to service mailroom and other equipment, mainly on Defence sites and HMRC locations. With Donnelley's decision to offer the division for sale in early 2007, Totalpost acquired the business operations, staff and contracts in May 2007.

This acquisition has contributed significantly to the growth of the business with a £500,000 contract secured with the Ministry of Defence late in 2007.

In 2005, Totalpost gained accreditation from Royal Mail as "third party maintainers & suppliers of franking machines" and immediately after were appointed as re-sellers of franking machines for the two largest manufacturers – Pitney Bowes and Neopost.

Organic growth within the business led to further expansion with a new site in Warrington to cover mailroom Disaster Recovery (DR) facilities set up in 2009 and a return and gone away mail division in 2010 via the

acquisition of Veridata. A further site in Swindon was also opened to provide southern based access to DR and processing activities.

We acquired Ashby Business Systems, a mailroom equipment and consumables company in 2009.

#### Company Structure & Rebranding

The two companies, Totalpost Ltd. and Totalpost Mailing & Mechanisation Ltd. both come under the brand name Totalpost but focus on two different aspects of the company. Totalpost Ltd. focusses primarily on remanufactured ink cartridges and franking machine consumables whereas Totalpost Mailing & Mechanisation focuses on the X-ray security & threat protection and mailroom or office equipment.

Totalpost sells its products and services in 38 countries around the world with major markets in France, Germany, USA, Holland and Scandinavia.

# Totalpost: Company Organisation

## Company Capability

The growth since 2004 has been maintained and supported by key additions to personnel (several of whom are graduates) and the practice of existing staff training both "on the job" and with external input.

In 2008 the Managing Director was appointed as a Fellow of the Chartered Management Institute. The other Directors and key staff have allowed the MD to take a more remote role from daily business in order to spend time developing future product areas and new market areas, and at the same time still maintain and grow the day to day business.

Totalpost's ISO 9001 QA policy of "continual improvement" leans heavily on staff development. Commercial alliances, training and development programmes have been formed (often via UK Trade and Investment and NWDA) with Lancaster University, Salford University, Greater Manchester

Chamber of Commerce and the Manufacturing Institute.

## Staff Development

Staff performance and development at Totalpost is monitored and encouraged in order to ensure contribution to maintaining high quality customer service levels and product development and delivery excellence.

Totalpost personnel are trained to carry out their responsibilities correctly. This is "hands on" in-house in the first instance with external and/or qualification training in line with the strategic development of the business.

Within the manufacturing division Totalpost has a wholly company funded apprenticeship scheme which is dedicated to providing new skills and opportunities locally.

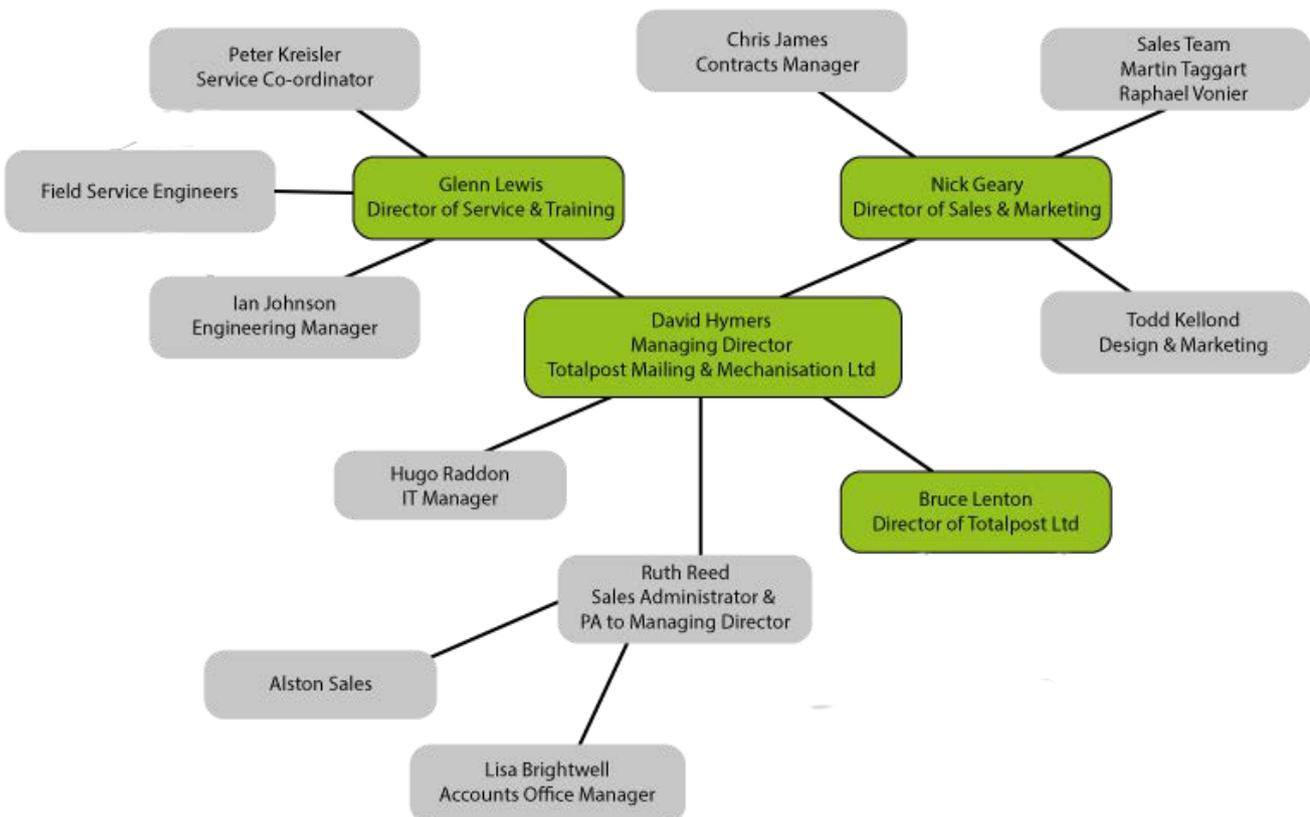
## Manufacturing

In 2011 we brought the manufacture and remanufacture of franking machine ink cartridges in house.

Totalpost undertook extensive research and purchased specialised equipment which allows the opportunity to do the processing, software, testing, packing and despatch in-house from our Cumbria factory. Today Totalpost have a 12 strong manufacturing team that operate on 2 shift patterns to maximise the use of the capital equipment, allowing all dealer orders irrespective of size to be processed in 2 to 3 days.

Totalpost has a strict 100% QA testing policy which has led the company to become probably the largest and best supplier of alternative (to OEM) franking machine cartridges in Europe.

Totalpost are the only company in the world to have gained Royal Mail accreditation for UK cartridges which also benefits all export sales as it shows a major postal authority has approved the testing of cartridges and UK ink. For other major markets it is ensured that ink complies rigorously with local postal market specifications.



## Totalpost: International



We source from and supply to every Continent in the world

### European Distribution

Totalpost offers a unique opportunity to buy from our complete range of compatible or replacement cartridges that represents approximately 97% of all ink or ribbon products used in franking machines or postage meters world wide.

This has led to many more new export customers in Germany, France, Scandinavia and Ireland as well as opportunities in many other locations. This will develop further to other sales and distribution opportunities for ink / toner and mailroom supplies products during the coming years.

### International Development

During 2008 the Company expanded further in mainland Europe with the establishment of major dealers, and in 2009 a US Corporation — Totalpost Services Inc was formed to provide mailroom products and maintenance in the USA, based in Denver.

Detailed product descriptions and specifications of Totalpost's portfolio of products and services can be found in the relevant brochures.

It should be added at this stage that the company possesses significant in-company market knowledge in each of the product and service sectors, thereby enabling steady growth within the respective product areas.

### Delivery

Totalpost products are manufactured and supplied from the UK and then delivered across the World.

As part of our commitment to good customer service we provide a quick turn around from order to delivery and always quote a realistic delivery time frame to customers. Because we manufacture a great deal of products ourselves in-house

we have greater control of our output.

We operate from distribution bases in the US and Europe which allows us to complete orders quickly and accurately as is needed.

We have our own fleet of Totalpost vehicles which facilitates the ease with which we can move equipment between offices, and to our customers. We also use tried and tested external transportation services where expedient.



# Totalpost Mailing & Mechanisation Ltd: Products & Services

## Mailroom Products

The mailroom products business is fundamental to the Company's current and future growth.

Totalpost has achieved a strong position in this niche market over the last few years, particularly in the replacement equipment and after-service areas of the market where the major manufacturers are unable to supply efficient and cost-effective products and services, at prices which we offer.

The nature of such a geographically dispersed sector where high volumes of product in any one location are rare means that the cost of support by the major manufacturers is high, thereby offering opportunities for more flexible product and service suppliers. As a result, Totalpost has taken advantage of this opportunity and focuses its efforts on supplying good, cost-effective service contracts which in turn opens the door for the supply of replacement product equipment. The current Totalpost product portfolio consists of:

- Franking machines
- Postal scales
- Folding and inserting machines
- Envelope openers / extractors
- Envelope sealers
- Addressing equipment
- X-ray mail screening equipment (note there is a separate section to cover this product line)

## Business Continuity & Disaster Recovery (DR)

In early 2010 Totalpost opened large premises in Swindon and Warrington which are fully fitted with equipment to replicate a major mailroom, offering X-ray, opening & scanning facilities. We welcome enquiries for the "buy in" to our BC/DR offering to use the facility or for peak load processing.

For the future we are actively looking to add to our direct client relationships by seeking to work alongside other DR companies to support and broaden the services they offer.



We have recently completed a full appraisal of our own 'business continuity' needs and now have a complete and tested business continuity plan in place.

## Service

Representing a significant part of total business turnover, Totalpost's service organisation creates the stable business base from which the company can grow. Not only is regular repeat service business generated, but also, because of the strength of the relationship built up by the supply of good after-sales service, client companies are more pre-disposed to sourcing other products and services from us. The service product portfolio includes:

- Annual maintenance contracts with response times from 2-4 hours to 2-3 days depending on need. This is nationwide, using our specialised engineers.
- Managed contracts utilising our own engineers and also using partnered specialist companies when necessary to provide particular skills or "sign offs" on work – all from a list of over 60 key partners. Ad hoc break down calls across the UK on 1-2-3 day response as required.

For the x-ray threat detection division we have recently become a magnet for staff from competitive companies who have chosen to work in our environment because we believe they appreciate The dynamism, flexibility and ethos which the company portrays.

We employ fully trained service engineers across the UK.

## X-Ray Threat Detection

We are an importer and distributor of the Astrophysics range of mail, parcel, freight and baggage screening systems which have several unique and 'cutting edge' features making it the fastest growing company in this sector.

We are proud to be associated with this x-ray supplier and additionally have also added a range of cabinet x-ray detection systems for smaller items for processing.

We have also recently become an official UK distributor of the Thermo Fisher Scientific EGIS Defender range of explosives and narcotics trace detection equipment.

## New Products

For many years now we have allocated over £400k for research and development, new product and business development purposes. Totalpost will continue to allocate resources for new product development and business development in order to continue to maintain its strong competitive advantage in its chosen marketplace.

From the R&D hub at our manufacturing site new mailroom consumable product lines are constantly being researched.

# Totalpost: About Us

## Systems & Standards

Totalpost has achieved the following accreditations:

- ISO9001 (accredited by NQA)
- SAFEcontractor SSIP
- Ministry of Defence supplier approval
- HMRC supplier approval
- Royal Mail approval to maintain and supply franking machines
- Royal Mail approved manufacturer of franking machine cartridges
- Memberships of IOD, DMA, Greater Manchester Chamber of Commerce, Cumbria Chamber of Commerce
- AWE Aldermaston supplier and security approval
- Compliant with PCI DSS requirements
- Adhere to WEEE regulations Mitie FM supplier approval
- Lloyds Banking Group supplier approval
- CBEN Silver environmental award holder

These approvals ensure that our internal Company policies for Health & Safety, Risk Assessment, Security, QA, IT, Disaster Recovery, Logistical & Project Management, and all aspects of supplier/customer contact have been fully audited, with constant reviews and improvements whenever necessary.

## Corporate Social Responsibility

We are completely compliant with the Waste Electrical and Electronic Equipment (WEEE) legislation and are part of the Cumbrian Business Environment Network (CBEN) and have achieved a silver accreditation.

In terms of our growth both at home and abroad has meant that we have been able to give more back to our local economy in terms of job opportunities, training, grants, charitable support and personnel mentoring (to our local school).

In 2011 we set up our own wholly company funded apprenticeship scheme at our manufacturing site in Cumbria. This scheme greatly complements our existing in-house training programmes.

At our Warrington site we support a local Young Enterprise scheme and at our Alston head office we are greatly involved in programmes to support our local school, offering grants, mentoring and support of specific programmes such as Green Power Racing which is an initiative designed to nurture and encourage young engineers.

As a company we care about the local communities that we work within and we invest heavily into our communities future through donations to local charities, events and schools.

Totalpost is continuing to target major private sector organisations for the full management of all their equipment maintenance and replacement needs. The company is already working with major facilities management firms as sub contractors for specialist maintenance.

## Accreditations:



# Totalpost: About Us

## The Future

Before deciding to pursue any future strategic development (new product or service), Totalpost has always considered company development issues carefully. An internal policy of sound research in areas such as the continued supply of product, availability of spares, product knowledge, parts & training manuals availability has meant that the company has never failed to provide product, parts or service once committed to do so. This factor has created excellent customer loyalty with existing accounts and much of the present expansion plans are as a result of customers requesting Totalpost to carry out a particular task or provide a particular service.

## Awards

In 2013 we received a Queens Award for Enterprise in International Trade in recognition of the rapid and successful expansion of the business.

In 2011 we won the Cumbrian Newspapers (CN Group) 'Business of the Year Award' (up to 50 employees) and in 2012 we won the CN Group 'Exporter of the Year Award'.

Totalpost were also honoured to have received the award for North West Exporter of the Year in 2016.



Also in 2012 we won the Warrington 'Impact Business of the Year Award' for the positive input that we have had within the local economic community.

## Our Customers & Partners

Totalpost supplies products and support across all core commercial industries and the public sectors.

Notable private sector names include RR Donnelley, Nationwide Building Society and Lloyds Banking Group – whilst the public domain embraces the likes of the Ministry of Defence, HM Revenue & Customs (HMRC) and the NHS - together with leading financial institutions, facilities contractors and utility companies, plus the cream of blue chip and SME companies.

Since 2011 we have gradually been adding most if not all of the major UK buying groups (Integra, Vow, Superstat, Nemo and Spicers) as customers, through their members.



## Totalpost: About Us

### Agencies

Please request details from David Hymers, Managing Director at Totalpost via [david@totalpost.com](mailto:david@totalpost.com)

### Financials

Please request company financial details from David Hymers, Managing Director at Totalpost via [david@totalpost.com](mailto:david@totalpost.com)

### Company



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