



hh global®

DTMx3.0

01

COSTA

01

**Consumables
+
merchandise**

1. Do you have the sourcing capabilities for the Consumables & Merchandising categories (example list below)	Yes	
Crockery & Glassware	Yes	
Uniforms (T-shirts, aprons, sweatshirts etc..)	Yes	
Paper items (till rolls, bags, food pouches and bags, napkins, straws, stirrers, cutlery)	Yes	
Equipment (Stainless steel cutlery, scoops jugs, chopping boards, knives, spatulas, scales, ice shakers)	Yes	
Reuseable cups (hot and cold)	Yes	
Plush toys	Yes	
Tote bags	Yes	
Keyrings & tree decorations	Yes	
Stencils	Yes	
2. Product & Sourcing Capabilities		
Can you share your current breadth of catalogue for Merch/Premiums		As we don't keep stock, we don't operate on our own catalogues; we utilise the available European stocks of Branded Merchandise items across plenty of categories such as Apparel, Textile, Barware, Drinkware, Souvenirs, Outdoor, Stationery, Technology etc. This includes also fully sustainable items made of recycled materials and with the necessary certificates. The selection of available branding techniques is wide (please note that not all techniques can be applied to all products), to name a few: Pad print, silk screen, doming, laser engraving, CO2 engraving, hot foil stamp, digital print, digital transfer, screen transfer, embroidery, PU label, printed or engraved patch, embossing, debossing, sublimation, glazing, firing, sandblasting
Core merch (apparel, drinkware, bags, tech accessories, etc.)		
Premium / executive gifts		
Sustainable product ranges		
Regionally relevant/local products		
Customisation flexibility		
Multiple branding techniques (screen print, embroidery, laser engraving, digital print)		
Low MOQ + high-volume scalability	Yes	
Bespoke product development capability	Yes	MOQ flexible by product; scalable to high-volume production

3. Supplier network strength		
Confirmed your supply base is audited, with compliant supply chain (not brokers only)	Yes	Our supply base is fully audited and compliant. We only work with authorised, audited suppliers (not brokers), with ongoing monitoring of quality, CSR and financial stability, and system controls ensuring all orders are placed within a compliant, directly managed supply chain.
Do you have direct manufacturer relationships?	Yes	
Are you enabled for multi-region sourcing (EMEA, APAC, Americas)	Yes	
4. Sustainability & Ethical Standards		
Do you hold all relevant certifications?	Yes	Yes – ISO (9001, 14001, 27001), FSC/PEFC, Sedex/SMETA and EcoVadis certified, with strong ESG and supplier governance controls
Do you have a sustainable product offering?	Yes	Yes – comprehensive sustainable product range supported by FSC/PEFC materials, responsible sourcing and EcoVadis-aligned ESG standards
Do you work with recycled materials, low-impact production, circular options?	Yes	Yes – recycled and certified materials (FSC/PEFC), low-impact production and circular solutions designed for reuse, recyclability and waste reduction
Transparency (REQUIREMENT)		
Product-level sustainability data	Yes	Yes – transparent product-level data covering materials, certifications (FSC/PEFC), and environmental impact metrics
Carbon footprint reporting (increasingly a key differentiator)	Yes	Yes – carbon insights used to actively guide lower-impact sourcing and design choices, not just reporting
Ethical sourcing data	Yes	Yes – transparent ethical sourcing data via Sedex/SMETA, supplier audits and ongoing compliance monitoring
Clear stance on modern slavery, labour standards, and audit processes	Yes	Yes – strict ethical sourcing standards with mandatory supplier compliance, SMETA audits and defined audit/reporting processes
5. Logistics & Fulfilment Excellence		
Do you have global fulfilment capability?	Yes	
Do you have multi-region warehouses OR strong international shipping model(s)? Can you share the process	Yes	
Do you have UK warehousing?	Yes	
Do you have the ability to hold stock, buffer inventory, or support pre-buy?	Yes	
Can you distribute to 1 nominated UK warehouse?	Yes	
Can you deliver direct to our UK Equity & Franchise stores (c.2,500)	Yes	
For FE sourcing, can you support DDP incoterms?	Yes	
Can you deliver direct into China?	Yes	

6. Brand & Creative Support	Yes	
Do you offer in-house design services?	Yes	
Can you support with mock-ups, creative ideation, campaign support?	Yes	
Do you have the ability to ensure consistency globally?	Yes	
Trend awareness	Yes	
Can you support with proactive recommendations (seasonal, cultural, consumer trends)?	Yes	
Will you be able to provide an Innovation pipeline 12m-18m in advance?	Yes	
7. Account Management & Service Model		
Can you offer a dedicated account management team for our account?	Yes	Yes – we provide a dedicated account management team, combining senior client leadership, category specialists (sourcing, creative, sustainability, technology) and in-market support.
Defined turnaround times for quotes, samples, issues	Yes	Defined turnaround times are governed by SLAs, including 1–3 working days for standard quotations, clear timelines for proofs, samples and delivery (scaled by complexity and geography), and formal issue logging within 24 hours, supported by a 98% on-time quoting KPI.
Please detail your escalation structure	Yes	Escalation is managed through a structured governance model—issues are logged within 24 hours, tracked via live dashboards and reviewed daily/weekly, with formal escalation through monthly reviews and quarterly QBRs. HH Global owns KPI enforcement and supplier accountability, ensuring issues are resolved quickly and consistently.
Do you have a proven track record supporting global brands?	Yes	Yes – we support 150+ global brands, including Coca-Cola, Google and Colgate Palmolive, delivering integrated print, digital and supply chain solutions at scale across multiple markets.
8. Commercials & Cost Transparency	Yes	We brief a minimum of 3 suppliers - ensuring competitive pricing, quality and flexibility, while avoiding single points of failure in the supply chain.
What is the standard no. of suppliers you brief?	Yes	Yes – structured benchmarking using global supply chain indices, supplier data and market intelligence to optimise cost and performance
Do you undertake clear benchmarking vs market?	Yes	
Can you offer transparent cost breakdown?	Yes	
Can you offer a full delivered price that is inclusive of testing, auditing, shipping, and delivering to one UK warehouse?	Yes	
Can you offer volume discounts/rebates?	No	

9. Compliance, Governance & Risk		
Regulatory compliance	Yes	Together with our approved supplier base, we are committed to full compliance with all applicable regulatory requirements across the markets in which we operate. These obligations are governed through robust supplier contracts and adherence to defined compliance frameworks. Compliance is independently verified through established audit mechanisms, including SMETA (Sedex Members Ethical Trade Audit) assessments and The Coca-Cola Company Supplier Guiding Principles (TCCC SGP) audits. All audits are conducted in alignment with TCCC guidelines, ensuring consistent evaluation of ethical, social, and environmental standards across our supply chain.
Product safety standards	Yes	We ensure product safety across all projects through a structured, risk-based approach. For high-risk projects, product compliance is validated through independent third-party laboratory testing. For medium- to low-risk projects, compliance is confirmed through Letters of Conformity (LoCs), ensuring appropriate and proportionate control measures. All testing is conducted exclusively by The Coca-Cola Company (TCCC)-approved laboratories. These laboratories are responsible for defining accurate testing protocols and for the thorough evaluation and validation of results in line with TCCC requirements and local regulations. Adherence to the product safety process is overseen and supported by HH Global's Global Quality Team, alongside dedicated Compliance Manager, ensuring consistent implementation, governance, and continuous improvement across all markets and supplier operations.
Insurance coverage?	Yes	
Product liability, professional indemnity	Yes	
Can you share your business continuity planning process?	Yes	Our BCP process follows an ISO 22301 framework, including risk identification, business impact analysis, multi-supplier contingency planning, structured incident management, clear communications, and tested recovery plans—ensuring continuity of service with minimal disruption.
What is your supply chain disruption mitigation?		
10. Quality Assurance		
What is your sampling process?	Yes	3 x Pre-production samples supplied for client sign off. 1 to be held by the client and 1 to be held by HH Global, 1 signed sample sent to the supplier; Ad hoc exceptions to this rule can be granted by the client.
Are you able to provide pre-production samples, proofs?	Yes	
Can you detail your QC processes?	Yes	We apply a risk-based QC approach: High-risk projects: Inspected by TCCC-approved third-party companies prior to shipment. Medium/low-risk projects: Quality is managed through supplier-led QC processes in line with approved specifications. Final approval: HH Global approval is required in all cases before dispatch, based on review of relevant QC documentation or reports. Standards: All inspections follow ANSI/ASQ Z1.4, General Inspection Level II.
Do you carry-out in-line and final inspections?	Yes	Depending on the client agreement both inspections can be carried out or only a final inspection.

11. Global Reach with Local Relevance		
Do you have regional expertise?	Yes	
Can you offer local sourcing options by market?	Yes	
Do you have the ability to operate across key markets seamlessly?	Yes	
12. Competition		
Do you work with any UK Coffee chain retailers/Brands?	Yes	We work with Costa in Europe

02

**Static + digital
POS**

What Retail, QSR or FMCG brands do you currently support? This relates to Costa Retail	Philip Morris International, Unilever, Altria and Reckitt within FMCG/CPG, alongside major retail organisations referenced in previous client materials such as Tesco, Sainsbury's, Co-op, ASDA, Iceland, Amazon, Primark, B&M, Kroger, Walmart, Lidl and Aldi. We also have strong travel retail and shopper activation experience through programmes for brands such as Ferrero and Mars
Do you have any experience with Self Service / On-the-Go suppliers? This relates to Costa Express	Yes – we have strong adjacent experience. We support self-service / on-the-go environments through: Digital retail solutions (screens, CMS, analytics and optimisation) Kiosk and digital signage capabilities to enable low-touch customer journeys Design, production and rollout of fixtures and equipment across multi-site estates Experience in coffee/OOH environments via partners
Do you currently work with any competing coffee or food service brands that might be considered a Costa competitor?	No
Do you have any previous experience working with coffee brands?	Yes – multi-market experience including Starbucks (via Nestlé) and Costa programmes via CCEP in Europe, delivering scalable, modular solutions across out-of-home environments
Do you currently undertake integrated campaigns (i.e. both print and digital)? If so, please advise any current clients	Yes – we currently deliver integrated print and digital campaigns for multiple clients, including Coca-Cola, Google and Colgate Palmolive.
Do you have experience working with sales team and/or external partners as Costa works with other partners	Yes – we have extensive experience working with both internal sales teams and multiple external partners.
What is the process for translating brand strategy into store execution?	We translate strategy into store execution through a structured, end-to-end model—connecting planning, creative, production and deployment into a single, controlled process to ensure consistent and effective in-store activation.
How would you balance national consistency vs local store relevance?	We protect brand consistency through central governance and standardisation, while enabling local teams to tailor execution within defined frameworks—delivering relevance without compromising the brand.

Can you demonstrate any innovation in digital technology?	Yes – digital innovation is a core part of our offer, with a strong focus on practical, scalable solutions that drive measurable performance. Examples include: Digital screen optimisation – using data analytics to link content to sales performance, delivering 16–32% uplift in promoted products through targeted, insight-led content strategies Retail Media Network (RMN) enablement – supporting monetisation of in-store and digital screens through structured content strategies, brand partnerships and measurable campaign performance Integrated CMS platforms with central governance – enabling real-time content updates whilst maintaining brand consistency across all locations Controlled localisation via channel applications – giving regional teams the ability to select from pre-approved content libraries, enabling hyper-local relevance without compromising governance or brand integrity Automated content triggers – dynamically adapting messaging based on macro factors such as sales performance, weather conditions and dayparting to maximise relevance and impact Omnichannel activation tools – connecting physical and digital touchpoints through QR, personalised engagement and real-time tracking AI-enabled optimisation – continuously refining content, timing and media mix using performance data to improve effectiveness over time Our approach is deliberately pragmatic—removing operational complexity, strengthening governance, and ensuring digital works reliably at scale, not just in concept.
What platforms & technologies do you specialise in?	We specialise in MyHub (our proprietary eCommerce and workflow platform), CMS and digital signage technologies, DAM and approval tools, AI platforms such as MediaMagic, and integrated data/analytics solutions—delivering a connected, end-to-end ecosystem across print, digital and supply chain.

What current content management systems do you use for your clients?	We use a platform-agnostic CMS approach—integrating client-preferred or best-fit CMS solutions with HH Global's proprietary tools (e.g. MyHub and DAM) to enable central governance, local flexibility and seamless content deployment across digital channels.
What AI, automation, or dynamic content capabilities are on offer?	We provide AI-powered compliance (MediaMagic), automated workflows, dynamic content optimisation, personalisation/localisation tools and real-time analytics—enabling faster execution, improved accuracy and continuously optimised campaign performance.
What is your print infrastructure and supplier network for UK&I print production?	Currently we have 70+ active Print 2D suppliers across UK&I, managing 85 different clients.
What are print production turnaround times?	Highly dependant on the final print product, but standard production times would be anywhere from 3-10 working days.
How would urgent / last minute reactive requests be managed?	We utilise a globally coordinated, fast-track delivery model with pre-approved suppliers, accelerated workflows and real-time governance, ensuring urgent requests are executed at pace without compromising quality or compliance.
What quality assurance processes are in place?	We operate an ISO 9001-governed quality framework with end-to-end controls, rigorous supplier governance and continuous monitoring, ensuring consistent, compliant and high-quality delivery across every stage of production.
What opportunities do you believe would be available for cost efficiencies?	Cost efficiencies would be delivered through supplier consolidation, standardised and modular POS, automation and centralised ordering (MyHub), improved forecasting and inventory management, targeted digital optimisation, and more efficient logistics and distribution—reducing waste, complexity and total cost of ownership.
What innovation would you proactively bring to Costa? To include systems, processes and POS?	We would introduce a connected, data-led ecosystem combining our MyHub platform, AI tools (e.g. MediaMagic) and integrated CMS capabilities with streamlined global-to-local processes and modular POS. This enables faster delivery, reduced cost and complexity, and continuously optimised in-store performance.
Are you able to provide POS toolkits and guides? e.g. 'Picture of success' guides for Sales / Field teams by channel	Yes – we provide centralised POS toolkits and 'picture of success' execution guides, including visual layouts and channel-specific guidance, supported by our platforms for easy access, localisation and consistent field execution.
Can you provide an examples of where you have transformed a client's operating model or effectiveness?	Yes – we have transformed client operating models for organisations such as Coca-Cola and Google, moving from fragmented approaches to centralised, scalable, and integrated models—improving efficiency, consistency and overall campaign effectiveness.



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**Thank
you**