

## TNT Express - Quality Awards

| BU / Country                     | Quality Awards   |
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| <b>TNT Express Division</b>      | 2001 - EQA Recognised for Excellence<br>2003 - Finalist in the European Quality Award<br>2004 - Finalist in the European Quality Award<br>2007 - Winner of the European Business Award - Customer Focus category   |
| <b>Argentina</b>                 | 2004 - TPG Masters - Commitment to Excellence, Ton Pijnenburg  |
| <b>Egypt</b>                     | 2004 - TPG Masters - Recognised for Excellence, Key Performance Results  |
| <b>Australia</b>                 | 2003 - Winner of the People Award (Riteway Express), Australian Business Excellence Awards   |
| <b>Benelux</b>                   | 2001 - Winner of the K2 B Quality Award (Belgium)<br>2002 - Winner of the K2 A Quality Award (Belgium)<br>2004 - Finalist of the Dutch Quality Award (INK)<br>2005 - Winners of the Dutch Quality Award (INK)<br>2006 - Winners of the TNT Masters Business Excellence Award in the category of Large Organisations<br>2007 - Winner of the 'Ondernemersprijs' of 'TLN' in the category of Security - the Dutch Industry Organisation for Transportation and Logistics. This is the annual award for excellence based on the INK model (national quality organisation).  |
| <b>France</b>                    | 2002 - Rhone-Alpes Quality Award South East Region<br>2004 - TPG Masters - Recognised for Excellence, Key Performance Results  |
| <b>Germany</b>                   | 2003 - Winners of Ludwig Erhard Pries<br>2003 - EQA Recognised for Excellence<br>2004 - TPG Masters - Winner, "TNT 1"<br>2004 - TPG Masters - Winner, Customer Results<br>2004 - TPG Masters - Finalist, Key Performance Results (Admin)<br><br>2004 - TPG Masters - Recognised for Excellence, Key Performance Results (Akademie)<br>2004 - TPG Masters - Recognised for Excellence, Ton Pijnenburg<br>2004 - TPG Masters - Recognised for Excellence, Key Performance Results (Dresden)<br>2005 - Winner of the TNT Masters Business Excellence Award - Results Orientation<br>2005 - Winner of the TNT Masters Business Excellence Award - 'Exemplary donation results and activities for WFP'<br>2006 - Winner in the Bavaria Quality Award (Nuernberg)<br>2006 - Winner of the 'Bayrischer Qualitätspreis' regional award (based on EFQM criteria)<br><br>2006 - Finalist in 'Qualitätspreis Berlin - Brandenburg' regional award (based on EFQM criteria)<br>2006 - Awarded title of 'Most customer focused service provider in Germany' by St.Gallen University, Steria Mummert Consulting AG and the Handelsblatt newspaper<br>2006 - Finalist in European Excellence Award<br>2006 - EFQM Prize Winner in Customer Focus<br>2006 - Winner of European Business Excellence Award<br>2006 - Germany Administration won the TNT Masters Business Excellence Award for Small Organisations<br>2007 - Germany Human Resources won the TNT Masters Functional Award<br>2007 - Winner of the 'LOGISTIK inside' Image Award. TNT Express Germany were honoured as 'best brand' in the category of 'Courier, Express and Parcel Services'. |
| Remove to General Awards         |  |
| <b>Global Network Operations</b> | 2004 - TPG Masters - Recognised for Excellence, Customer Results<br>2005 - TNT Masters - Recognised for Excellence, Customer Results   |
| <b>IBU Head Office</b>           | 2005 - Received the Special Achievements prize for Leadership<br>2006 - UK Business Excellence Award<br>2006 - Special Achievements Awards for Leadership and Employee Satisfaction  |
| <b>IBU - Europe</b>              | 2006 - Finalist in European Excellence Award   |
| <b>Austria</b>                   | 2004 - AQA - Austrian Quality Award Finalist<br>2004 - TPG Masters - Recognised for Excellence, People Results<br>2005 - AQA - Austrian Quality Award - Winner   |
| <b>Switzerland</b>               | 2006 - ESPRIX Finalist (Swiss Qualityprice for Business Excellence)  |
| <b>India</b>                     | 2001 - TPG Masters, Winner, Key Performance Results  |
| <b>Portugal</b>                  | 2004 - Winner of the Portuguese EFQM Excellence Gold Award<br>2004 - TPG Masters - Recognised for Excellence, Customer Results<br>2004 - TPG Masters - Finalist, Key Performance Results<br>2004 - TPG Masters - Winner, People Results  |
| <b>Spain</b>                     | 2001 - EFQM Gold Seal Award, renewed in 2004<br>2003 - Winner of Aena's IV Excellence and Better Practices Prize<br>2003 - Finalist in Aragonese Awards (according to the EFQM Model)<br>2004 - Finalist IS Quality and Moving the World IBU Awards  |

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|                       | 2005 - Winner of the Aragonese Excellence Award - large company category  |
| <b>Turkey</b>         | 2004 - TPG Masters - Winner, Key Performance Results<br>2005 - Finalist of National Quality Award<br>2006 - Winner of National Quality Award  |
| <b>Czech Republic</b> | 2000 - finalist of the TPG Masters, category Key Performance Results<br>2005 - Winner of the Czech Quality Award<br>2005 - Recognized for Excellence EFQM   |
| <b>Estonia</b>        | 2003 - Winner of the Estonian Quality Award<br>2003 - TPG Masters - Winner, Key Performance Results<br>2005 - Finalist in the European Quality Award - Subsidiary SME category<br>2006 - Finalist in European Excellence Award<br>2006 - EFQM Prize Winner in Customer Focus  |
| <b>Greece</b>         | 2006 - Finalist in European Excellence Award<br>2007 - Winner of the European Excellence Award in the category of People Development and Involvement  |
| <b>Hungary</b>        | 2000 - TPG Masters - Winner, Key Performance Results<br>2004 - TPG Masters - Recognised for Excellence, Key Performance Results<br>2007 - TNT Express Hungary was the winner of the Divisional TNT Masters Business Excellence Award for Small Organisations and finalist at the Corporate Event  |
| <b>Latvia</b>         | 2004 - TPG Masters - Recognised for Excellence, Key Performance Results<br>2004 - TPG Masters - Commitment to Excellence, Customer Results<br>2004 - Winners of the National Quality Award in SME category.   |
| <b>Lithuania</b>      | 2004 - Winner of the National Quality Award in small companies category   |
| <b>Russia</b>         | 2004 - TPG Masters - Recognised for Excellence, Key Performance Results   |
| <b>Taiwan</b>         | 2007- Customer Satisfaction Golden Quality Award by Taiwan Economy & Trading Development Association.<br>2007- Golden Peak Award by the Outstanding Enterprise Manager Association  |
| <b>Korea</b>          | 2004 - "Excellent Service" Quality Award<br>2006 - Winner of the Korea Management Grandprix - People Development Award  |
| <b>Finland</b>        | 2005 - Winner of the Finnish National Quality Award (EFQM)  |
| <b>Norway</b>         | 2004 - TPG Masters - Recognised for Excellence, People Results  |
| <b>Sweden</b>         | 2004 - Diploma in Business Excellence, Swedish Institute for Quality  |
| <b>Indonesia</b>      | HR Excellence Award from the University of Indonesia and SWA Magazine   |
| <b>Thailand</b>       | 2004 - Winner of Business Excellence Award<br>2004 - NTCC Netherlands Thailand Chamber of Commerce Award for Major companies for Business Excellence  |
| <b>Vietnam</b>        | 2000 - "Best Practice in Quality & Innovation"<br>2001 - Certificate of Merit for Excellent Business results<br>2002 - Certificate of Merit for Excellent Business results<br>2002 - TPG Masters, Winner, Key Performance Results<br>2002 - "Golden Dragon" for the best business performance<br>2003 - Certificate of Merit for Excellent Business achievements 1999 - 2002<br>2003 - "Service Excellence Award" 2003 - Best Next Day Service Improvement<br>2004 - Certificate of Merit for Excellent Business achievements 1999 - 2003<br>2004 - "Golden Dragon" prize for the best business performance<br>2004 - Service Quality Performance - OPS VN<br><br>2005 - Prime Ministers Certificate of Merit for excellent business achievements (1999 - 2003)<br>2005 - "Golden Dragon" Award for the best business performance<br>2006 - Winners of the Divisional TNT Masters Ton Pijnenberg Sustainability Award |
| <b>ICS</b>            | 2002 - Winner of Midlands Excellence Award<br>2002 - Finalist UK Business Excellence Award<br>2002 - European Quality Award - Recognised for Excellence<br>2003 - Winner of UK Business Excellence Award<br>2003 - EQA Prize Winner - People Development and Involvement<br>2004 - EQA Prize Winner - People Development and Involvement<br>2005 - Winner of the European Quality Award in the Operational Units category<br>2007 - Winner of 'SAP' Quality Award for Global Implementation and Rollout   |
| <b>Italy</b>          | 2004 - TPG Masters - Recognised for Excellence, Ton Pijnenburg  |
| <b>UK</b>             | 1994 - Winner of UK Quality Award<br>1995 - Prize Winner of the European Quality Award<br>1996 - Prize Winner of the European Quality Award   |

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|   | <p>1997 - Prize Winner of the European Quality Award<br/>           1998 - Winner of European Quality Award<br/>           2002 - TPG Masters, Winner, Key Performance Results<br/>           2004 - TPG Masters - Recognised for Excellence, People Results<br/>           2004 - TPG Masters - Recognised for Excellence, Ton Pijnenburg<br/>           2004 - TPG Masters - Commitment to Excellence, Key Performance Results (International)<br/>           2005 - Winner of the TNT Masters Ton Pijnenburg Sustainability Award<br/>           2006 - TNT Express Services - Winner of: ' Top People Development Award'.<br/>           2007 - IFW Business Improvement Award</p> <p>2007 - UK Quality Award (BQF) - TNT Express UK Special Services awarded a Certificate in Recognition for Excellence - 4* Achievement<br/>           2007 - TNT Express UK Special Services was the winner of TNT Masters Business Excellence Award for Large Organisations</p>  |
| <p><b>AMEA</b><br/> <b>Argentina</b></p>    | <p>2004 - TPG Masters - Commitment to Excellence, Ton Pijnenburg</p>  |
| <p><b>Brazil</b><br/> <b>(Mercurio)</b></p> | <p>1997 - Winner of the The Best of the Transport Award - by Transporte Moderno Magazine<br/>           1998 - 2nd on the The Best of the Transport Award - by Transporte Moderno Magazine<br/>           1999 - Winner of the The Best of the Transport Award - by Transporte Moderno Magazine<br/>           2000 - 3rd on the The Best of the Transport Award - by Transporte Moderno Magazine<br/>           2001 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica</p> <p>2001 - Winner of the The Best of the Transport Award - by Transporte Moderno Magazine<br/>           2003 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica<br/>           2003 - One of the 20 Companies of the Decade - FGV<br/>           2003 - Winner of the Visual Communication and Fleet livery Award - by Transporte Moderno Magazine<br/>           2004 - O Boticário Gold Award Supplier (O Boticário is one customer - beauty segment)</p> <p>2004 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica<br/>           2006 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica</p>  |
| <p><b>South Africa</b></p>                  | <p>2003 - SAA Cargo - Africa Courier Award<br/>           2004 - SAA Cargo - Domestic Courier Award<br/>           2005 - SAA Cargo - International Courier of the Year<br/>           2007 - Swissair - Consistency Award</p>  |
| <p><b>Egypt</b></p>                         | <p>2001 - Investor In People Champion re-accreditation<br/>           2004 - TPG Masters - Recognised for Excellence, Key Performance Results<br/>           2007 - Investor In People Champion re-accreditation<br/>           2007- Excellence Award Certificate- IDOLS Programme TNT</p>   |
| <p><b>USA</b></p>                           | <p>2001 - TNT International Business Unit - Most Improved Operational Performance - Overall winner<br/>           2002 -TNT Express Americas- Best People Results - Bronze<br/>           2002 - TNT Express Americas- Best Profit Improvement Versus Budget<br/>           2002 - National Centre for Investment in People - Investment in People<br/>           2003 - Service Excellence Award - Q1 Versus Q2<br/>           2003 - TNT Express Americas- League of Excellence - Q2 Winner<br/>           2004 - TNT Express Americas- Most Improved Operations<br/>           2004 - International Budget Unit - 1<sup>st</sup> Quality Award Finalist<br/>           2004 - International Budget Unit - Moving the World Finalist<br/>           2004 - International Budget Unit- CIT Regional Winner<br/>           2004 - International Budget Unit- Special Achievement Award Finalist<br/>           2005 - International Budget Unit- CIT-ICS Award Finalist<br/>           2005 - International Budget Unit- Profit Performance Award Finalist<br/>           2005 - International Budget Unit- CIT Regional Winner<br/>           2006 - International Budget Unit- CIT-ICS Award Finalist<br/>           2006 - TNT Express Americas- Trivia Challenge Champion<br/>           2006 - International Budget Unit- CIT-ICS Award Overall Winner</p> |
| <p><b>UAE</b></p>                           | <p>2006 - INSIGHTS Magazine - Nomination for "Middle East Call Center of the Year"<br/>           2007 - INSIGHTS Magazine - Nomination for "Middle East Call Center of the Year"<br/>           2007 - INSIGHTS Magazine - "Most Engaged Team" Award Winner<br/>           2007 - Commendation Certificate for CSR – Middle East Business Achievement Award<br/>           2007 - Middle East Business Awards - Corporate Social Responsibility Award</p>  |

## TNT Express - General Awards

| BU / Country            | Award Achievements  |
|-------------------------|---|
| <p><b>Australia</b></p> | <p>2004 - Australian Freight Industry Awards - Winner of the National Operator of the Year Award<br/>           2004 - Australian Teleservices Association (ATA) Awards - NSW Greenfield Site Award<br/>           2004 - MIS Innovation Awards, Winner of the Premier Award plus winner of Enterprise Solutions Award, Supply Chain Excellence Award, Off the All Award and finalist in Communications and Networking Award, Customer Service Award and E-business Award.<br/>           2004 - Victorian Worksafe Awards - Winner Best Training Programme<br/>           2005 - Global Customer Service Awards - Winner Best improved Support Function &amp; 2nd runner up for the Exceeding Expectations Award<br/>           2005 - Wyndham Business Awards - Finalist in the Transport and Storage category<br/>           2005 - Melbourne Awards - Winner of the Transport Logistics Award<br/>           2005 - Australian Freight Industry Awards - Winner of the National Operator of the Year Award<br/>           2005 - NSW Road Transport Association Awards - Winner of the Master Carrier of the Year Award, Winner Environmental Initiative Award, Finalist Occupational Health and Safety Achievement Award<br/>           2005 - Australian Teleservices Association (ATA) QLD Awards - Winner of the Best Call Centre in the category of under 50 seats<br/>           2006 - Australian Freight Industry Awards - Finalist National Operator of the Year and Finalist Australian Best Practice Safety Award<br/>           2006 - Australian Teleservices Association (ATA) QLD Awards - Winner of the Teleservice Centre of the Year (under 50 FTE's)<br/>           2006 - Australian Teleservices Association (ATA) National Awards - Winner of the Teleservice Centre of the Year (under 50 FTE's)<br/>           2006 - NSW Road Transport Association Awards - Winner Environment Award, Winner Trainee of the Year Award<br/>           2006 - National Work Safe Award - Winner Best Individual Contribution to Workplace Health and Safety<br/>           2007 - Australian HR Awards - Winner Best Learning and Development Strategy, Winner Corporate Citizenship<br/>           2008 - Banksia Environmental Awards - Finalist Business Sustainability Award</p> |
| <p><b>Benelux</b></p>   | <p>2002 - 2nd in the CRM Award (Netherlands)<br/>           2004 - Elected 'Great Place to Work' (Belgium)<br/>           2005 - Elected 'Great Place to Work' (Belgium)<br/>           2006 - Elected 'Great Place to Work' (Belgium)<br/>           2006 - Business Excellence Manager TNT Express Belux awarded/chosen as 'quality manager of the year' in Belgium<br/>           2007 - Elected 'Great Place to Work' - 4th place (Belgium)<br/>           2007 - OTM Award - Elected 'Best Transporter of Belgium'</p>   |
| <p><b>China</b></p>     | <p>2003 - Top 10 Best Companies to Work For by Watson Wyatt<br/>           2005 - Hewitt Best Employer Award<br/>           2005 - TNT China won Major Awards at Global Supply Chain Management 2005 Awards - Best Physical Distribution Management; Best Optimisation of Transportation Routes; China SCM Awards 2005 - Logistics Management; Best Solution for Automobile; Best Solutions for Pharmacy and Pharmaceutical Appliances<br/>           2005 - TNT China won the 'Best Logistics Provider China Award' and the 'Best Road Haulier Award' by the Asian Freight and Supply Chain Awards (AFSCA)<br/>           2006 - TNT China won the 'Best Road Haulier Asia Award' by the Asian Freight and Supply Chain Awards (AFSCA) for the third time in succession</p>  |
| <p><b>Hong Kong</b></p> | <p>2003 - Hewitt Best Employers Award<br/>           2004 - Hewitt Best Employers Award<br/>           2006 - Bronze Winner for Contact Centre of the Year 2006<br/>           2006 - Best Management Practice Award in the category of Supply Chain Management<br/>           2006 - Finalist of the Service &amp; Technology Innovation Award in the Hong Kong Logistics Awards</p>   |

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| <b>France</b>                    | <p>2006 - Awarded the CERTIPHARM standard</p> <p>2006 - 'Silver Headphones' Award</p> <p>2007 - 'Golden Headphones' Award for International Customer Service (in the category of 'Best B to B customer relationship')</p> <p>2007 - Awarded the 'Mobility Trophy' in recognition of the innovative mobile solutions for traceability, tracking and information provision to customers</p> <p>2008 - 'Customer Marketing trophy' Gold Award for TNT Express France Domestic Customer Service (in the category of customer relationship "B to B") (this is a new name for "golden headphones")</p>   |
| <b>Finland</b>                   | <p>2004 Teleperformance CRM Grand Prix Award for Best Customer Service in Finland</p> <p>2005 Teleperformance CRM Grand Prix 2nd place, but still best in the business sector</p> <p>2007 12th place in Great Place to Work Award (1st transport company making the list)</p>  |
| <b>Germany</b>                   | <p>2002 - 3rd place in the Teleperformance Customer Service Award</p> <p>2003 - Logistik Inside Imageranking, 3rd place in overall ranking</p> <p>2003 - Best qualitative individual measure in German prize business communication</p> <p>2003 - Supplier of the year "Infineon"</p> <p>2004 - First place in category "Internal Communication" in German prize business communication</p> <p>2004 - Best overall results and winner in categories "Call" and "Click" in the Hotline-Test</p> <p>2004 - Logistik Inside Imageranking, 1st place in "Customer Orientation", 2nd place in "Product Quality" and 3rd place in overall ranking</p> <p>2004 - Winner in BestPers Award</p> <p>2004 - Ököprofit depot (Dortmund, Hilden, Hamburg)</p> <p>2005 - NL Hamminkeln 2nd place in the Clever mobil and fit zur Arbeit in category "Über 50 Beschäftigte"</p> <p>2005 - Best communication of Corporate Social Responsibility in German prize business communication</p> <p>2005 - Ököprofit depot (Hannover, Kassel, Munich)</p> <p>2005 - Supplier Award (Bosch)</p> <p>2005 - Seal of approval for outstanding human resource management 2nd place in category family and social orientation</p> <p>2006 - Seal of approval for outstanding human resource management</p> <p>2006 - Ököprofit depot (Bielefeld, Wiesbaden, Air Hub Frankfurt, Dietzenbach)</p> <p>2006 - NL Hamminkeln 1st place in Clever mobil and fit zur Arbeit in category "Über 50 Beschäftigte"</p> <p>2007 - Ököprofit depot (Ulm, Erfurt)</p> <p>2007 - Seal of approval for outstanding human resource management</p> <p>2007 - Supplier Award (Bosch)</p> <p>2007 - Award winner in Hanse Globe for company wide initiative "Planet Me" and the implementation within the new building of the depot Hamburg</p> <p>2007 - Winner in BestPers Award in category "Personnel Management"</p> <p>2007 - Appreciation from Freedom and Responsibility for outstanding corporate citizenship within the project "Moving the World"</p> <p>2007 - Winner of the 'LOGISTIK inside' Image Award. TNT Express Germany were honoured as 'best brand' in the category of 'Courier, Express and Parcel Services'.</p> <p>2007 - Award for Customer Orientation in European Business Awards</p> <p>2007 - Finalist, Project Office department in Project Excellence Award</p> <p>2008 - Seal of approval for outstanding human resource management</p> <p>2008 - Best communication of Corporate Social Responsibility in German prize business communication</p> <p>2008 - Ököprofit depot (Augsburg, Würzburg)</p> <p>2008 - Bronze for "Talent Management" in German Training Prize</p> <p>2008 - 9th place overall ranking and 4th place in B2B companies in Germany's Customer Champions</p> |
| <b>Global Network Operations</b> | <p>2003 - Pan Air: Best Environmental Company at Madrid airport</p> <p>2005 - TNT Airways: Track Keeping Recognition Award by EMA</p> <p>2006 - TNT Airways: Track Compliance Recognition Award EMA (Achieving 100% track compliance over a 12 month period)</p>   |
| <b>Austria</b>                   | <p>2003 - HuMan Award</p> <p>2004 - Hewitt "Best Employer" Award in Austria - 6th in Europe</p>  |

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|                  | <p>2004 - Customer Service Award Austria<br/> 2004 - Austrian Leading Companies 3rd Place<br/> 2004 - CRM Grand Prix (Teleperformance) - 3rd place<br/> 2004 - Client24 Customer Service Award - Overall Winner<br/> 2005 - Hewitt "Best Employer" Award in Austria<br/> 2005 - HuMan Award<br/> 2005 - Safety-Driver Award<br/> 2005 - Austrian Leading Companies - Winner<br/> 2006 - Great Place to Work - Top Ranking<br/> 2008 - TRIGOS-Award for Diversity and Inclusion</p>  |
| <b>Portugal</b>  | <p>2001 - 2nd Best Place to Work in Portugal<br/> 2003 - Best Company in the Transport &amp; Distribution Sector</p>  |
| <b>Spain</b>     | <p>2000 - Investor in People<br/> 2002 - Seal of European Excellence 500+ (Club Excelencia en Gestión).<br/> 2003 - Investor in Excellence Certificate<br/> 2004 - Winner of the Business &amp; Society Foundations Awards<br/> 2004 - Winner to the IV edition Excelence and Best Practices Award (AENA)<br/> 2004 - Among the 25th best Companies in the Best Place to Work Award.<br/> 2005 - Finalist to the Solidary Company by Codespa<br/> 2005 -TNT Barcelona won the Catalán Award to the Quality<br/> 2005 -TNT Zaragoza won the Aragonés Award to the Excellence<br/> 2007 - 18th place in the National Great Place to Work Award<br/> 2007 - A "Heart Company".<br/> 2008 - Special Recognition in Internal Communication.<br/> 2008 - Finalist in Príncipe Felipe Awards</p> |
| <b>Greece</b>    | <p>2006 - 11th place in Best Workplaces Award</p>   |
| <b>Bulgaria</b>  | <p>2003 - BBLF Award for Investor in Human Capital<br/> 2005 - Special Award "Office of the Year 2005"</p>  |
| <b>Estonia</b>   | <p>2003 - Best HR project of the year<br/> 2004 - 3rd place in Best Employee Friendliness Employer of the year<br/> 2004 - Winner of the Hewitt Award for the Best Place to Work in Europe<br/> 2005 - 2nd place in Best Employee Friendliness Employer of the year<br/> 2008 - Winner of the Green Logistics company</p>   |
| <b>Romania</b>   | <p>2004 - 1st in the National Top Best Companies for 2003<br/> 2004 - 1st in the Top Best Companies in Bucharest for 2003<br/> 2005 - 1st in the National Top Best Companies for 2004<br/> 2005 - 1st in the Top Best Companies in Bucharest for 2004<br/> 2005 - 5 Place in Top Capital "The best 50 companies to work for".<br/> 2006 - 1st in the National Top Best Companies for 2005<br/> 2006 - 1st in the Top Best Companies in Bucharest for 2005<br/> 2007 - 1st in the National Top Best Companies for 2006<br/> 2007 - 1st in the Top Best Companies in Bucharest for 2006<br/> 2007 - Best Employer from Romania (award given by Hewitt International)<br/> 2007 - Bronze Partner United Way Romania<br/> 2008 - Bronze Partner United Way Romania</p>                        |
| <b>Norway</b>    | <p>2004 - 6th place in the National Great Place to Work Award</p>   |
| <b>Taiwan</b>    | <p>2007 - Happy Worker Award ( in the category of Management Group) by Cheers Magazine and Watson Wyatt.<br/> 2007 - National Human Resources Development Innovation Prize</p>  |
| <b>Indonesia</b> | <p>Top 50 Most Preferred Employer Indonesia<br/> Employer of Choice Award from HAY consultant and SWA Magazine<br/> Asia HRD Congress Award</p>   |
| <b>Malaysia</b>  | <p>2000 - Best Call Centre Service Awards awarded by Call Centre Association (Malaysia)<br/> 2006 - Winner of the Technology Business Review Award for Excellence in Logistics - Express Services</p>   |
| <b>Singapore</b> | <p>2002 - Singapore Quality Class membership by SPRING Singapore<br/> 2005 - Call Centre of the year (Bronze)<br/> 2005 - Regional Call Centre of the year (Silver)</p>   |
| <b>Italy</b>     | <p>2003 - 3rd place in the Great Place Workplace Environment Award</p>  |

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| <p><b>UK</b></p>     | <p>2004 - IFW International Express Operator of the Year<br/> 2004 - IFW Business Improvement Award<br/> 2004 - Institute of Transport Management Global Express Delivery Specialist<br/> 2004 - Investor in People Champion status<br/> 2004 - Chartered Institute of Management Accountancy - Quality Partner Status<br/> 2005 - IFW Business Improvement Award<br/> 2005 - World Mail Awards - Quality Category<br/> 2005 - UK Mail Award – Customer Service Category<br/> 2005 - Royal Bank of Scotland – Best Overall Supplier Award<br/> 2005 - Royal Bank of Scotland – World Class Competitive Advantage Award<br/> 2006 - Motor Transport Customer Care Award<br/> 2006 - Motor Transport Training Award<br/> 2006 - IFW People Development Award<br/> 2006 - Royal Bank of Scotland – Best Services Supplier<br/> 2006 - National Courier Awards – Two-Wheel Category<br/> 2006 - National Courier Awards – Contract Driver Category<br/> 2006 - Beyond Philosophy Awards – Customer Experience Award<br/> 2006 - British Institute of Facilities Management Awards – Customer Service Category<br/> 2007 - Investor In People Champion re-accreditation<br/> 2007 - Motor Transport Safety In Operation Award<br/> 2007 - Royal Bank of Scotland Corporate Responsibility Award<br/> 2007 - National Training Award<br/> 2007 - National Courier Awards – Two-Wheel Category<br/> 2007 - National Courier Awards – Four Wheel Category<br/> 2007 - National Courier Awards – Contract Driver Category</p> |
| <p><b>Brazil</b></p> | <p>2001 - Most recalled transportation brand award - Top of Mind<br/> 2002 - Most recalled transportation brand award - Top of Mind<br/> 2003 - Most recalled transportation brand award - Top of Mind<br/> 2003 - The most used transportation brand award<br/> 2004 - Most recalled transportation brand award - Top of Mind<br/> 2004 - The most used transportation brand award<br/> 2005 - Most recalled transportation brand award - Top of Mind<br/> 2005 - #1 among the transportation companies in Brazil - Gazeta Mercantil<br/> 2005 - The biggest transport company in Brazil Award - FGV<br/> 2007 - Top Human Being Award for the HR "Dirigir" Program<br/> 2006 - Most recalled transportation brand award - Top of Mind<br/> 2006 - Most recalled and favorite transportation brand award - Jornal do Comércio<br/> 2007 - Most recalled transportation brand award - Top of Mind<br/> 2007 - Most recalled and favorite transportation brand award - Jornal do Comércio<br/> 2008 - Most recalled transportation brand award - Top of Mind<br/> 2008 - Most recalled and favorite transportation brand award - Jornal do Comércio</p>   |

