

TNT Express - Quality Awards

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

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

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

TNT Express - General Awards

BU / Country	Award Achievements
Australia	2004 - Australian Freight Industry Awards - Winner of the National Operator of the Year Award 2004 - Australian Teleservices Association (ATA) Awards - NSW Greenfield Site Award 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. 2004 - Victorian Worksafe Awards - Winner Best Training Programme 2005 - Global Customer Service Awards - Winner Best improved Support Function & 2nd runner up for the Exceeding Expectations Award 2005 - Wyndham Business Awards - Finalist in the Transport and Storage category 2005 - Melbourne Awards - Winner of the Transport Logistics Award 2005 - Australian Freight Industry Awards - Winner of the National Operator of the Year Award 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 2005 - Australian Teleservices Association (ATA) QLD Awards - Winner of the Best Call Centre in the category of under 50 seats 2006 - Australian Freight Industry Awards - Finalist National Operator of the Year and Finalist Australian Best Practice Safety Award 2006 - Australian Teleservices Association (ATA) QLD Awards - Winner of the Teleservice Centre of the Year (under 50 FTE's) 2006 - Australian Teleservices Association (ATA) National Awards - Winner of the Teleservice Centre of the Year (under 50 FTE's) 2006 - NSW Road Transport Association Awards - Winner Environment Award, Winner Trainee of the Year Award 2006 - National Work Safe Award - Winner Best Individual Contribution to Workplace Health and Safety 2007 - Australian HR Awards - Winner Best Learning and Development Strategy, Winner Corporate Citizenship 2008 - Banksia Environmental Awards - Finalist Business Sustainability Award
Benelux	2002 - 2nd in the CRM Award (Netherlands) 2004 - Elected 'Great Place to Work' (Belgium) 2005 - Elected 'Great Place to Work' (Belgium) 2006 - Elected 'Great Place to Work' (Belgium) 2006 - Business Excellence Manager TNT Express Belux awarded/chosen as 'quality manager of the year' in Belgium 2007 - Elected 'Great Place to Work' - 4th place (Belgium) 2007 - OTM Award - Elected 'Best Transporter of Belgium'
China	2003 - Top 10 Best Companies to Work For by Watson Wyatt 2005 - Hewitt Best Employer Award 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 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) 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
Hong Kong	2003 - Hewitt Best Employers Award 2004 - Hewitt Best Employers Award 2006 - Bronze Winner for Contact Centre of the Year 2006 2006 - Best Management Practice Award in the category of Supply Chain Management 2006 - Finalist of the Service & Technology Innovation Award in the Hong Kong Logistics Awards

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

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

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

