

TNT Express - General Awards

BU / Country	Award Achievements
Hungary	2001 - Investor in People 2004 - Hewitt Best Employers of Hungary 7th place 2008 - Business Superbrands Award 2009 - Business Superbrands Award
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'

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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"

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	<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>
Global Network Operations	<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>
Austria	<p>2003 - HuMan Award</p> <p>2004 - Hewitt "Best Employer" Award in Austria - 6th in Europe</p> <p>2004 - Customer Service Award Austria</p> <p>2004 - Austrian Leading Companies 3rd Place</p> <p>2004 - CRM Grand Prix (Teleperformance) - 3rd place</p> <p>2004 - Client24 Customer Service Award - Overall Winner</p> <p>2005 - Hewitt "Best Employer" Award in Austria</p> <p>2005 - HuMan Award</p> <p>2005 - Safety-Driver Award</p> <p>2005 - Austrian Leading Companies - Winner</p> <p>2006 - Great Place to Work - Top Ranking</p> <p>2008 - TRIGOS-Award for Diversity and Inclusion</p>
Portugal	<p>2001 - 2nd Best Place to Work in Portugal</p> <p>2003 - Best Company in the Transport & Distribution Sector</p>
Spain	<p>2000 - Investor in People</p> <p>2002 - Seal of European Excellence 500+ (Club Excelencia en Gestión).</p> <p>2003 - Investor in Excellence Certificate</p> <p>2004 - Winner of the Business & Society Foundations Awards</p> <p>2004 - Winner to the IV edition Excellence and Best Practices Award (AENA)</p> <p>2004 - Among the 25th best Companies in the Best Place to Work Award.</p> <p>2005 - Finalist to the Solidary Company by Codespa</p> <p>2005 - TNT Barcelona won the Catalán Award to the Quality</p> <p>2005 - TNT Zaragoza won the Aragonés Award to the Excellence</p> <p>2007 - 18th place in the National Great Place to Work Award</p> <p>2007 - A "Heart Company".</p> <p>2008 - Special Recognition in Internal Communication.</p> <p>2008 - Finalist in Príncipe Felipe Awards</p>
Greece	<p>2006 - 11th place in Best Workplaces Award</p>
Bulgaria	<p>2003 - BBLF Award for Investor in Human Capital</p> <p>2005 - Special Award "Office of the Year 2005"</p>
Estonia	<p>2003 - Best HR project of the year</p> <p>2004 - 3rd place in Best Employee Friendliness Employer of the year</p> <p>2004 - Winner of the Hewitt Award for the Best Place to Work in Europe</p> <p>2005 - 2nd place in Best Employee Friendliness Employer of the year</p> <p>2008 - Winner of the Green Logistics company</p>

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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

BU / Country	Award Achievements
<p>Brazil</p>	<p>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</p>