# TNT Express - Quality Awards

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| **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 Divisonal TNT Masters Business Excellence Award for Small Organisations and finalist at the Corporate Event |
| **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 Prize  
               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 |
| **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 - ESPIRIX 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 |
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| 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  
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 | 2006 - Finalist in European Quality Award - Subsidiary SME category  
2007 - Customer Satisfaction Golden Quality Award by Taiwan Economy & Trading Development Association.  
2007 - Golden Peak Award by the Outstanding Enterprise Manager Association  
2004 - “Excellent Service” Quality Award  
2006 - Winner of the Korea Management Grandprix - People Development Award  
2005 - Winner of the Finnish National Quality Award (EFQM)  
2004 - TPG Masters - Recognised for Excellence, People Results  
2004 - TPG Masters - Recognised for Excellence, Customer Results  
2004 - Winners of the National Quality Award in SME category.  
2004 - Winner of the National Quality Award in small companies category  
2004 - TPG Masters - Recognised for Excellence, Key Performance Results  
2005 - TPG Masters - Recognised for Excellence, Key Performance Results  
2005 - TPG Masters - Winners of the National Quality Award in SME category.  
2004 - TPG Masters - Commitment to Excellence, Customer Results  
2004 - TPG Masters - Recognised for Excellence, Key Performance Results  
2004 - TPG Masters - Recognised for Excellence, People Results  
2004 - TPG Masters - Recognised for Excellence, Key Performance Results |
| Indonesia | 2006 - Winners of the Divisional TNT Masters Ton Pijnenberg Sustainability Award |
| Korea | 2004 - “Excellent Service” Quality Award  
2006 - Winner of the Korea Management Grandprix - People Development Award  
2005 - Winner of the European Quality Award in the Operational Units category  
2007 - Winner of ‘SAP’ Quality Award for Global Implementation and Rollout  
2004 - “Golden Dragon” prize for the best business performance  
2004 - Service Quality Performance - OPS VN  
2005 - “Golden Dragon” Award for the best business performance  
2004 - Winners of the Divisional TNT Masters Ton Pijnenberg Sustainability Award  
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  
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 |
| 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 - “Service Excellence Award” 2003 - Best Next Day Service Improvement  
2004 - “Golden Dragon” prize for the best business performance  
2004 - Service Quality Performance - OPS VN  
2005 - “Golden Dragon” Award for the best business performance  
2006 - Winners of the Divisional TNT Masters Ton Pijnenberg Sustainability Award |
| Thailand | 2004 - Winner of Business Excellence Award  
2004 - NTCC Netherlands Thailand Chamber of Commerce Award for Major companies for Business Excellence |
2004 - “Golden Dragon” Award for the best business performance  
2006 - Winners of the Divisional TNT Masters Ton Pijnenberg Sustainability Award |
| 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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| **Argentina**| 1997 - Prize Winner of the European Quality Award  
|               | 1998 - Winner of European Quality Award  
|               | 2004 - TPG Masters - Recognised for Excellence, People Results  
|               | 2004 - TPG Masters - Commitment to Excellence, Key Performance Results  
|               | 2004 - TPG Masters - Commitment to Excellence, Key Performance Results (International)  
|               | 2005 - Winner of the TNT Masters Ton Pijnenburg Sustainability Award  
| Brazil       | 1997 - Winner of the The Best of the Transport Award - by Transporte Moderno Magazine  
| (Mercurio)   | 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 - 4th 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  
