<table>
<thead>
<tr>
<th>BU / Country</th>
<th>Quality Awards</th>
</tr>
</thead>
</table>
| **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 - Finalist 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 Preis  
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'. |
| 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 |
## TNT Express - Quality Awards

<table>
<thead>
<tr>
<th>BU / Country</th>
<th>Quality Awards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Turkey</strong></td>
<td>2005 - Winner of the Aragonese Excellence Award - large company category</td>
</tr>
<tr>
<td></td>
<td>2004 - TPG Masters - Winner, Key Performance Results</td>
</tr>
<tr>
<td></td>
<td>2005 - Finalist of National Quality Award</td>
</tr>
<tr>
<td></td>
<td>2006 - Winner of National Quality Award</td>
</tr>
<tr>
<td><strong>Czech Republic</strong></td>
<td>2000 - Finalist of the TPG Masters, category Key Performance Results</td>
</tr>
<tr>
<td></td>
<td>2005 - Winner of the Czech Quality Award</td>
</tr>
<tr>
<td></td>
<td>2005 - Recognized for Excellence EFQM</td>
</tr>
<tr>
<td><strong>Estonia</strong></td>
<td>2003 - Winner of the Estonian Quality Award</td>
</tr>
<tr>
<td></td>
<td>2003 - TPG Masters - Winner, Key Performance Results</td>
</tr>
<tr>
<td></td>
<td>2005 - Finalist in the European Quality Award - Subsidiary SME category</td>
</tr>
<tr>
<td></td>
<td>2006 - Finalist in European Excellence Award</td>
</tr>
<tr>
<td></td>
<td>2006 - EFQM Prize Winner in Customer Focus</td>
</tr>
<tr>
<td><strong>Greece</strong></td>
<td>2006 - Finalist in European Excellence Award</td>
</tr>
<tr>
<td></td>
<td>2007 - Winner of the European Excellence Award in the category of People Development and Involvement</td>
</tr>
<tr>
<td><strong>Hungary</strong></td>
<td>2000 - TPG Masters - Winner, Key Performance Results</td>
</tr>
<tr>
<td></td>
<td>2004 - TPG Masters - Recognised for Excellence, Key Performance Results</td>
</tr>
<tr>
<td></td>
<td>2007 - TNT Express Hungary was the winner of the Divisional TNT Masters Business Excellence Award for Small Organisations and finalist at the Corporate Event</td>
</tr>
<tr>
<td><strong>Latvia</strong></td>
<td>2004 - TPG Masters - Recognised for Excellence, Key Performance Results</td>
</tr>
<tr>
<td></td>
<td>2004 - TPG Masters - Commitment to Excellence, Customer Results</td>
</tr>
<tr>
<td></td>
<td>2004 - Winners of the National Quality Award in SME category</td>
</tr>
<tr>
<td><strong>Lithuania</strong></td>
<td>2004 - Winner of the National Quality Award in small companies category</td>
</tr>
<tr>
<td><strong>Russia</strong></td>
<td>2004 - TPG Masters - Recognised for Excellence, Key Performance Results</td>
</tr>
<tr>
<td><strong>Taiwan</strong></td>
<td>2007 - Customer Satisfaction Golden Quality Award by Taiwan Economy &amp; Trading Development Association.</td>
</tr>
<tr>
<td></td>
<td>2007 - Golden Peak Award by the Outstanding Enterprise Manager Association</td>
</tr>
<tr>
<td><strong>Korea</strong></td>
<td>2004 - &quot;Excellent Service&quot; Quality Award</td>
</tr>
<tr>
<td></td>
<td>2006 - Winner of the Korea Management Grandprix - People Development Award</td>
</tr>
<tr>
<td><strong>Finland</strong></td>
<td>2005 - Winner of the Finnish National Quality Award (EFQM)</td>
</tr>
<tr>
<td><strong>Norway</strong></td>
<td>2004 - TPG Masters - Recognised for Excellence, People Results</td>
</tr>
<tr>
<td><strong>Sweden</strong></td>
<td>2004 - Diploma in Business Excellence, Swedish Institute for Quality</td>
</tr>
<tr>
<td><strong>Indonesia</strong></td>
<td>HR Excellence Award from the University of Indonesia and SWA Magazine</td>
</tr>
<tr>
<td><strong>Thailand</strong></td>
<td>2004 - Winner of Business Excellence Award</td>
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<td></td>
<td>2004 - NTCC Netherlands Thailand Chamber of Commerce Award for Major companies for Business Excellence</td>
</tr>
<tr>
<td><strong>Vietnam</strong></td>
<td>2000 - &quot;Best Practice in Quality &amp; Innovation&quot;</td>
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<td></td>
<td>2001 - Certificate of Merit for Excellent Business results</td>
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<tr>
<td></td>
<td>2002 - Certificate of Merit for Excellent Business results</td>
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<tr>
<td></td>
<td>2002 - TPG Masters, Winner, Key Performance Results</td>
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<tr>
<td></td>
<td>2002 - &quot;Golden Dragon&quot; for the best business performance</td>
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<tr>
<td></td>
<td>2003 - &quot;Service Excellence Award&quot; 2003 - Best Next Day Service Improvement</td>
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<tr>
<td></td>
<td>2004 - &quot;Golden Dragon&quot; prize for the best business performance</td>
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<tr>
<td></td>
<td>2004 - Service Quality Performance - OPS VN</td>
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<tr>
<td></td>
<td>2005 - &quot;Golden Dragon&quot; Award for the best business performance</td>
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<tr>
<td></td>
<td>2006 - Winners of the Divisional TNT Masters Ton Pijnenberg Sustainability Award</td>
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<tr>
<td><strong>ICS</strong></td>
<td>2002 - Winner of Midlands Excellence Award</td>
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<tr>
<td></td>
<td>2002 - Finalist UK Business Excellence Award</td>
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<td></td>
<td>2002 - European Quality Award - Recognised for Excellence</td>
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<td></td>
<td>2003 - Winner of UK Business Excellence Award</td>
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<tr>
<td></td>
<td>2003 - EQA Prize Winner - People Development and Involvement</td>
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<td></td>
<td>2004 - EQA Prize Winner - People Development and Involvement</td>
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<tr>
<td></td>
<td>2005 - Winner of the European Quality Award in the Operational Units category</td>
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<td></td>
<td>2007 - Winner of &quot;SAP Quality Award for Global Implementation and Rollout</td>
</tr>
<tr>
<td><strong>Italy</strong></td>
<td>2004 - TPG Masters - Recognised for Excellence, Ton Pijnenburg</td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td>1994 - Winner of UK Quality Award</td>
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<tr>
<td></td>
<td>1995 - Prize Winner of the European Quality Award</td>
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<td></td>
<td>1996 - Prize Winner of the European Quality Award</td>
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<tr>
<td>BU / Country</td>
<td>Quality Awards</td>
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<tr>
<td>AMEA Argentina</td>
<td>2004 - TPG Masters - Commitment to Excellence, Ton Pijnenburg</td>
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<tr>
<td>Brazil (Mercurio)</td>
<td>1997 - Winner of the The Best of the Transport Award - by Transpore Moderno Magazine</td>
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<td></td>
<td>1998 - 2nd on the The Best of the Transport Award - by Transpore Moderno Magazine</td>
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<tr>
<td></td>
<td>1999 - Winner of the The Best of the Transport Award - by Transpore Moderno Magazine</td>
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<tr>
<td></td>
<td>2000 - 3rd on the The Best of the Transport Award - by Transpore Moderno Magazine</td>
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<td></td>
<td>2001 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica</td>
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<tr>
<td></td>
<td>2001 - Winner of the The Best of the Transport Award - by Transpore Moderno Magazine</td>
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<td></td>
<td>2003 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica</td>
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<td></td>
<td>2003 - One of the 20 Companies of the Decade - FGV</td>
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<td></td>
<td>2003 - Winner of the Visual Communication and Fleet livery Award - by Transpore Moderno Magazine</td>
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<td></td>
<td>2004 - O Boticário Gold Award Supplier (O Boticário is one customer - beauty segment</td>
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<tr>
<td></td>
<td>2004 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica</td>
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<td></td>
<td>2006 - One of the 10 Best Logistic company - By COPPEAD/ VOLVO/ Tecnologistica</td>
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<tr>
<td>South Africa</td>
<td>2003 - SAA Cargo - Africa Courier Award</td>
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<td></td>
<td>2004 - SAA Cargo - Domestic Courier Award</td>
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<td></td>
<td>2005 - SAA Cargo - International Courier of the Year</td>
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<td></td>
<td>2007 - Swissair - Consistency Award</td>
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<tr>
<td>Egypt</td>
<td>2001 - Investor In People Champion re-accreditation</td>
</tr>
<tr>
<td></td>
<td>2004 - TPG Masters - Recognised for Excellence, Key Performance Results</td>
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<tr>
<td></td>
<td>2007 - Investor In People Champion re-accreditation</td>
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<tr>
<td></td>
<td>2007 - Excellence Award Certificate- IDOLS Programme TNT</td>
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<tr>
<td>USA</td>
<td>2001 - TNT International Business Unit - Most Improved Operational Performance - Overall winner</td>
</tr>
<tr>
<td></td>
<td>2002 - TNT Express Americas- Best People Results - Bronze</td>
</tr>
<tr>
<td></td>
<td>2002 - TNT Express Americas- Best Profit Improvement Versus Budget</td>
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<td>2002 - National Centre for Investment in People - Investment in People</td>
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<td></td>
<td>2003 - Service Excellence Award - Q1 Versus Q2</td>
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<tr>
<td></td>
<td>2003 - TNT Express Americas- League of Excellence - Q2 Winner</td>
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<tr>
<td></td>
<td>2004 - TNT Express Americas- Most Improved Operations</td>
</tr>
<tr>
<td></td>
<td>2004 - International Budget Unit - 1st Quality Award Finalist</td>
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<td></td>
<td>2004 - International Budget Unit - Moving the World Finalist</td>
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<td>2004 - International Budget Unit- CIT Regional Winner</td>
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<td></td>
<td>2004 - International Budget Unit- Special Achievement Award Finalist</td>
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<td></td>
<td>2005 - International Budget Unit- CIT-ICS Award Finalist</td>
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<td></td>
<td>2005 - International Budget Unit- Profit Performance Award Finalist</td>
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<tr>
<td></td>
<td>2005 - International Budget Unit- CIT Regional Winner</td>
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<tr>
<td></td>
<td>2006 - International Budget Unit- CIT-ICS Award Finalist</td>
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<td></td>
<td>2006 - TNT Express Americas- Trivia Challenge Champion</td>
</tr>
<tr>
<td></td>
<td>2006 - International Budget Unit- CIT-ICS Award Overall Winner</td>
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<tr>
<td>UAE</td>
<td>2006 - INSIGHTS Magazine - Nomination for &quot;Middle East Call Center of the Year&quot;</td>
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<tr>
<td></td>
<td>2007 - INSIGHTS Magazine - Nomination for &quot;Middle East Call Center of the Year&quot;</td>
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<td></td>
<td>2007 - INSIGHTS Magazine - &quot;Most Engaged Team&quot; Award Winner</td>
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<td></td>
<td>2007 - Commendation Certificate for CSR – Middle East Business Achievement Award</td>
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<tr>
<td></td>
<td>2007 - Middle East Business Awards - Corporate Social Responsibility Award</td>
</tr>
</tbody>
</table>
## TNT Express - General Awards

<table>
<thead>
<tr>
<th>BU / Country</th>
<th>Award Achievements</th>
</tr>
</thead>
</table>
| **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
<table>
<thead>
<tr>
<th>Year</th>
<th>Category</th>
<th>Country</th>
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<tbody>
<tr>
<td>2004</td>
<td>Customer Service Award Austria</td>
<td>Austria</td>
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<tr>
<td>2004</td>
<td>Austrian Leading Companies 3rd Place</td>
<td>Austria</td>
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<td>2004</td>
<td>CRM Grand Prix (Teleperformance) - 3rd place</td>
<td>Austria</td>
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<tr>
<td>2004</td>
<td>Client24 Customer Service Award - Overall Winner</td>
<td>Austria</td>
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<tr>
<td>2005</td>
<td>Hewitt &quot;Best Employer&quot; Award in Austria</td>
<td>Austria</td>
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<tr>
<td>2005</td>
<td>HuMan Award</td>
<td>Austria</td>
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<td>2005</td>
<td>Safety-Driver Award</td>
<td>Austria</td>
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<tr>
<td>2005</td>
<td>Austrian Leading Companies - Winner</td>
<td>Austria</td>
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<tr>
<td>2006</td>
<td>Great Place to Work - Top Ranking</td>
<td>Austria</td>
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<tr>
<td>2008</td>
<td>TRIGOS-Award for Diversity and Inclusion</td>
<td>Austria</td>
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<tr>
<td>2001</td>
<td>2nd Best Place to Work in Portugal</td>
<td>Portugal</td>
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<tr>
<td>2003</td>
<td>Best Company in the Transport &amp; Distribution Sector</td>
<td>Portugal</td>
</tr>
<tr>
<td>2002</td>
<td>Seal of European Excellence 500+ (Club Excelencia en Gestión).</td>
<td>Spain</td>
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<tr>
<td>2003</td>
<td>Investor in Excellence Certificate</td>
<td>Spain</td>
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<td>2004</td>
<td>Winner of the Business &amp; Society Foundations Awards</td>
<td>Spain</td>
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<td>2004</td>
<td>Winner to the IV edition Excellence and Best Practices Award (AENA)</td>
<td>Spain</td>
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<tr>
<td>2004</td>
<td>Among the 25th best Companies in the Best Place to Work Award.</td>
<td>Spain</td>
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<tr>
<td>2005</td>
<td>Finalist to the Solidary Company by Codespa</td>
<td>Spain</td>
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<tr>
<td>2005</td>
<td>TNT Barcelona won the Catalán Award to the Quality</td>
<td>Spain</td>
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<tr>
<td>2005</td>
<td>TNT Zaragoza won the Aragonés Award to the Excellence</td>
<td>Spain</td>
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<tr>
<td>2007</td>
<td>18th place in the National Great Place to Work Award</td>
<td>Spain</td>
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<tr>
<td>2007</td>
<td>A &quot;Heart Company&quot;.</td>
<td>Spain</td>
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<tr>
<td>2008</td>
<td>Special Recognition in Internal Communication.</td>
<td>Spain</td>
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<tr>
<td>2008</td>
<td>Finalist in Príncipe Felipe Awards</td>
<td>Spain</td>
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<tr>
<td>2006</td>
<td>11th place in Best Workplaces Award</td>
<td>Greece</td>
</tr>
<tr>
<td>2003</td>
<td>BBLF Award for Investor in Human Capital</td>
<td>Bulgaria</td>
</tr>
<tr>
<td>2005</td>
<td>Special Award &quot;Office of the Year 2005&quot;</td>
<td>Bulgaria</td>
</tr>
<tr>
<td>2003</td>
<td>Best HR project of the year</td>
<td>Estonia</td>
</tr>
<tr>
<td>2004</td>
<td>3rd place in Best Employee Friendliness Employer of the year</td>
<td>Estonia</td>
</tr>
<tr>
<td>2004</td>
<td>Winner of the Hewitt Award for the Best Place to Work in Europe</td>
<td>Estonia</td>
</tr>
<tr>
<td>2005</td>
<td>2nd place in Best Employee Friendliness Employer of the year</td>
<td>Estonia</td>
</tr>
<tr>
<td>2008</td>
<td>Winner of the Green Logistics company</td>
<td>Estonia</td>
</tr>
<tr>
<td>2004</td>
<td>1st in the National Top Best Companies for 2003</td>
<td>Romania</td>
</tr>
<tr>
<td>2004</td>
<td>1st in the Top Best Companies in Bucharest for 2003</td>
<td>Romania</td>
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<tr>
<td>2005</td>
<td>1st in the National Top Best Companies for 2004</td>
<td>Romania</td>
</tr>
<tr>
<td>2005</td>
<td>1st in the Top Best Companies in Bucharest for 2004</td>
<td>Romania</td>
</tr>
<tr>
<td>2005</td>
<td>5 Place in Top Capital &quot;The best 50 companies to work for&quot;.</td>
<td>Romania</td>
</tr>
<tr>
<td>2006</td>
<td>1st in the National Top Best Companies for 2005</td>
<td>Romania</td>
</tr>
<tr>
<td>2006</td>
<td>1st in the Top Best Companies in Bucharest for 2005</td>
<td>Romania</td>
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<tr>
<td>2007</td>
<td>1st in the National Top Best Companies for 2006</td>
<td>Romania</td>
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<tr>
<td>2007</td>
<td>1st in the Top Best Companies in Bucharest for 2006</td>
<td>Romania</td>
</tr>
<tr>
<td>2007</td>
<td>Best Employer from Romania (award given by Hewitt International)</td>
<td>Romania</td>
</tr>
<tr>
<td>2007</td>
<td>Bronze Partner United Way Romania</td>
<td>Romania</td>
</tr>
<tr>
<td>2008</td>
<td>Bronze Partner United Way Romania</td>
<td>Romania</td>
</tr>
<tr>
<td>2004</td>
<td>6th place in the National Great Place to Work Award</td>
<td>Norway</td>
</tr>
<tr>
<td>2007</td>
<td>Happy Worker Award (in the category of Management Group) by Cheers Magazine and Watson Wyatt.</td>
<td>Norway</td>
</tr>
<tr>
<td>2007</td>
<td>National Human Resources Development Innovation Prize</td>
<td>Norway</td>
</tr>
<tr>
<td>2000</td>
<td>Best Call Centre Service Awards awarded by Call Centre Association (Malaysia)</td>
<td>Malaysia</td>
</tr>
<tr>
<td>2006</td>
<td>Winner of the Technology Business Review Award for Excellence in Logistics - Express Services</td>
<td>Malaysia</td>
</tr>
<tr>
<td>2002</td>
<td>Singapore Quality Class membership by SPRING Singapore</td>
<td>Singapore</td>
</tr>
<tr>
<td>2005</td>
<td>Call Centre of the year (Bronze)</td>
<td>Singapore</td>
</tr>
<tr>
<td>2005</td>
<td>Regional Call Centre of the year (Silver)</td>
<td>Singapore</td>
</tr>
<tr>
<td>2003</td>
<td>3rd place in the Great Place Workplace Environment Award</td>
<td>Italy</td>
</tr>
<tr>
<td>UK</td>
<td>2004 - IFW International Express Operator of the Year</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2004 - IFW Business Improvement Award</td>
<td></td>
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<tr>
<td></td>
<td>2004 - Institute of Transport Management Global Express Delivery Specialist</td>
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<tr>
<td></td>
<td>2004 - Investor in People Champion status</td>
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<tr>
<td></td>
<td>2004 - Chartered Institute of Management Accountancy - Quality Partner Status</td>
<td></td>
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<tr>
<td></td>
<td>2005 - IFW Business Improvement Award</td>
<td></td>
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<tr>
<td></td>
<td>2005 - World Mail Awards - Quality Category</td>
<td></td>
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<tr>
<td></td>
<td>2005 - UK Mail Award – Customer Service Category</td>
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<tr>
<td></td>
<td>2005 - Royal Bank of Scotland – Best Overall Supplier Award</td>
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<tr>
<td></td>
<td>2005 - Royal Bank of Scotland – World Class Competitive Advantage Award</td>
<td></td>
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<td></td>
<td>2006 - Motor Transport Customer Care Award</td>
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<tr>
<td></td>
<td>2006 - Motor Transport Training Award</td>
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<tr>
<td></td>
<td>2006 - IFW People Development Award</td>
<td></td>
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<tr>
<td></td>
<td>2006 - Royal Bank of Scotland – Best Services Supplier</td>
<td></td>
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<tr>
<td></td>
<td>2006 - National Courier Awards – Two-Wheel Category</td>
<td></td>
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<tr>
<td></td>
<td>2006 - National Courier Awards – Contract Driver Category</td>
<td></td>
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<tr>
<td></td>
<td>2006 - Beyond Philosophy Awards – Customer Experience Award</td>
<td></td>
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<tr>
<td></td>
<td>2006 - British Institute of Facilities Management Awards – Customer Service Category</td>
<td></td>
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<tr>
<td></td>
<td>2007 - Investor In People Champion re-accreditation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2007 - Motor Transport Safety In Operation Award</td>
<td></td>
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<tr>
<td></td>
<td>2007 - Royal Bank of Scotland Corporate Responsibility Award</td>
<td></td>
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<tr>
<td></td>
<td>2007 - National Training Award</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2007 - National Courier Awards – Two-Wheel Category</td>
<td></td>
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<tr>
<td></td>
<td>2007 - National Courier Awards – Four Wheel Category</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2007 - National Courier Awards – Contract Driver Category</td>
<td></td>
</tr>
</tbody>
</table>

| 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 |