



*Wincanton
Methuen Park
Chippenham
Wiltshire
SN14 0WT*

Wincanton reference

To whom it may concern,

Innovation first helped us following an HMRC review into our processes concerning business mileage record keeping for drivers reimbursing private mileage. Their main role was to resolve risk issues concerning HMRC with them on line mileage capture system.

Innovation presented a compelling proposal, which had the added benefit of removing much of the administrative work from the company, as well as ensuring that the work was done in total compliance with HMRC's guidance and the legislation around free fuel reimbursement.

Nearly two years on we are so pleased we went with Innovation. We had near enough 100% take up from staff thanks to clear communications and a series of webinars, which Innovation hosted and were more than willing to take questions from drivers around the personal impact of the arrangement on their position.

As well Peter Moroz being the main project manager we have worked with a whole team of support staff at Innovation.

In addition to the improving our Fuel Card Plan for company car drivers, we also achieved additional cost savings by implementing process changes to save costs in relation to car allowance drivers. This has delivered not only savings to the company, but also to drivers, who have also seen their tax administration reduced.

We also had a separate population of drivers where Innovation have designed a bespoke solution for us, to allow all drivers to record mileage on the same system, streamlining the mileage reimbursement process for us internally.

In particular, they have been very proactive in reviewing our business mileage records and dealing with our staff queries via their dedicated helpline. Their web based mileage system is very user friendly and is easy for employees to use on a regular basis, with a mobile device app making the task of logging business mileage even more accessible.

A further enhancement to our previous process relates to the tracking of workplaces within the business, which was previously an area highlighted as a potential compliance risk. The Innovation mileage system easily captures this data, and drivers are required to update this as necessary to allow us to review the reports provided by Innovation and adjust our internal records as appropriate.

*Tel: +44 (0)1249 710000
Fax: +44(0)1249 710001
www.wincanton.co.uk*



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In my role as Head of HR ESS Operations there has been very little for me to do as the whole process is being managed in its entirety by the team at Innovation. What little feedback I have had from staff has been entirely positive.

As well as the schemes we have put in place, Innovation have been extremely helpful in providing additional services that we have requested in order to help us benchmark Wincanton against our peers and other companies who incur significant business mileage costs. This has been used internally to see where we can improve our carbon footprint and provide further insight into driver behaviour and their health and wellbeing whilst on the road.

They have also managed a unique scenario regarding a transaction within part of the business, which saw a number of individuals move to a different company. This potentially complex change was managed with the minimum of effort on our part, with Innovation providing advice and support to both us and the drivers. This exercise was completed on a timely basis and gave a smooth exit for the individuals concerned.

We have made considerable savings thanks to the arrangements Innovation have implemented and these are complimented by the way that their mileage and workplace recoding has allowed us to drive compliance through the business.

I am impressed by their ability to deliver innovative, cost effective solutions, as well as providing excellent customer service. This understanding of the needs of our business has allowed us to improve our internal compliance processes and they are now an integral part of our extended Shared Service operation. In that respect I would have no hesitation in recommending them to others.

Yours truly

A handwritten signature in black ink, appearing to read "Adrian Evans", written over a light blue horizontal line.

Adrian Evans
Head of HR ESS Operations
Wincanton

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Fax: +44(0)1249 710001
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