

29 November 2010

To Whom It may concern

Innovation Professional Services llp (Innovation)

For the last few months we have been working closely with the Innovation team, John Messore and Peter Moroz, to implement changes to our fuel card arrangements. Both Peter and John have been a pleasure to work with and have done everything in their power to ensure that this project has progressed successfully.

When we rolled out the scheme to our employees, Innovation were very active in developing clear and detailed communications, meeting our staff face to face in road shows around the country and dealing personally with the few individual queries which did arise. Some staff had incorrect tax codes. Innovation proactively helped us quickly resolve all staff queries with the result that tax codes are now substantially correct. Peter and John have remained very positive and energetic, in all our dealings with them, making the experience very painless.

The success of this project so far has been partly due to the neat concept of the scheme itself, but more importantly in my view, the quality of the Innovation team. It is the rare combination of technical knowledge, strong personal experience, a pragmatic approach and the human touch which makes them so good at what they do.

I believe that the fuel card arrangements proposed by Innovation and recently implemented are an extremely innovative and flexible way to save significant sums for the business, without negatively impacting employees now or in the future.

Since then, Innovation have been in touch regarding other possible opportunities which we are currently reviewing. In the event these schemes will work for us I would have no hesitation in working in partnership with Innovation again or recommending them to others.



Ralph Steward  
Head of Reward  
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