



express

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Our Ref: RO/tr9190

29 January 2013

To whom it may concern

Innovation Professional Service Ltd

I write in a personal capacity

Following an extensive tender process with two large accounting firms, a leading car leasing company and Innovation, we recently appointed Innovation to manage our fuel buy-out program (Fuel Optimiser) and business mileage capture.

During the tender process it became clear that the Fuel Optimiser is a niche area and that TNT would only consider implementing the arrangements in partnership with a firm that has extensive experience.

Innovation gave us the confidence that this is an area that they not only specialise but also excel at. They were the only firm that could offer a fully managed end to end solution that provided the software to allow employees to accurately capture mileage records, verification and analysis of the mileage records, and calculations provided directly to the Payroll department of Fuel Optimiser deductions. They also provided support for TNT and a help desk facility for TNT employees.

However, it was Innovation's experience of successful implementations, and references, with a wide portfolio of other clients that provided TNT with the confidence that Innovation were the right firm to work in partnership with. None of the other firms invited to tender gave us this level of confidence, or demonstrated the depth of knowledge and experience of how the Fuel Optimiser arrangements work in practice and the potential pitfalls.

We engaged with Innovation in summer 2012, rolled out the mileage capture software in September 2012 with a planned full implementation in April 2013.

TNT has been very pleased with the success of the roll out of the web based mileage capture system to c. 900 company car drivers. This can only be attributed to the high quality communications drafted by Innovation and the ease of use and design of the system. Innovation has demonstrated a very flexible client focussed approach in ensuring that the communications are right for TNT and its employees. The Innovation team proactively send reminders to staff, chase anyone who is late submitting mileage returns, conduct rolling



INVESTOR IN PEOPLE

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quarterly audits and also produce a range of useful management reports for TNT tailored for our needs.

We have met and spoken with a large number of people from Innovation and it is clear they have depth as well as strength in their team, with a number of staff undertaking different roles but all working well together. We are particularly impressed with their levels of service whereby they demonstrate that through their extensive experience in this area they have the skills to tailor the Fuel Optimiser specifically for the TNT, rather than adapting TNT's current processes.

Innovation are happy to work on a contingency basis and have invested considerable time with TNT in implementing the arrangements, to date for no charge. This sets them apart from other organisations and demonstrates that they are a real value-added organisation that cares about their clients and treasure long term relationships.

Although TNT has not yet fully implemented the Fuel Optimiser arrangements, we have every confidence that the full implementation will be a success and savings will be delivered as expected for both TNT and also personally for low private mileage employees.

Overall we are happy to recommend Innovation's services to other companies.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rob Outram'.

Rob Outram
Indirect Tax & Duty Manager