


















# Y2015 - 33 CS AWARDS IN AMERICAS

| Ctry / Area | Award Achievement  | Awarded by  |
|-------------|--|---|
| Argentina   | <ul style="list-style-type: none"> <li>Frontline Customer Service Team of the Year, All Industries (Bronze)</li> </ul>   |    |
| Bolivia     | <ul style="list-style-type: none"> <li>Customer Service Department of the Year, Airlines, Distribution &amp; Transportation (Bronze)</li> </ul>  |   |
| Brazil      | <ul style="list-style-type: none"> <li>Back-Office Customer Service Team of the Year, Other Services Industries (GOLD)</li> <li>Contact Center of the Year (Up to 100 Seats) , All Other Industries (Silver)</li> </ul>  |   |
|             | <ul style="list-style-type: none"> <li>Bronze - Premio ABT- Internal Operations - Call Center</li> <li>Modern Consumer Award for Excellence in Customer Service</li> <li>Silver - PremioABT</li> </ul>   |    |
|             | <ul style="list-style-type: none"> <li>Gold – Premio PECC</li> <li>Gold – Premio CIC</li> <li>Company of the Year</li> </ul>   |    |
| Canada      | <ul style="list-style-type: none"> <li>Bronze - Female Executive of the Year in Canada</li> <li>Silver - Woman of the Year - Industry</li> <li>Silver - Female Executive of the Year - Business Services (More Than 2,500 Employees) - Transportation</li> <li>Gold - Maverick of the Year (All Other Industries)</li> </ul> |  |



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|-------------|--|---|
| Chile       | <ul style="list-style-type: none"> <li>Frontline Customer Service Team of the Year, Other Service Industries (Bronze)</li> </ul>   |  THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE   |
| Colombia    | <ul style="list-style-type: none"> <li>Customer Service Department of the Year, Transportation (Silver)</li> </ul>   |  THE INTERNATIONAL BUSINESS AWARDS <sup>SM</sup>   |
| Ecuador     | <ul style="list-style-type: none"> <li>Contact Center of the Year (Up to 100 Seats) , All Other Industries (Silver)</li> <li>Back Office Customer Service Team of the Year, All other Industries (Bronze)</li> </ul> |  THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE   |
| El Salvador | <ul style="list-style-type: none"> <li>Customer Service Department of the Year, All Other Industries (Bronze)</li> </ul>   |  THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE   |
| Guatemala   | <ul style="list-style-type: none"> <li>Customer Service Department of the Year – Transportation (Bronze)</li> </ul>  |  THE INTERNATIONAL BUSINESS AWARDS <sup>SM</sup>  |
| Honduras    | <ul style="list-style-type: none"> <li>Customer Service Team of the Year - Silver</li> </ul>   |  THE INTERNATIONAL BUSINESS AWARDS <sup>SM</sup> |

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|-------------|---|---|
| Mexico      | <ul style="list-style-type: none"> <li>COE – Service Strategy Award</li> <li>Best Talent in Contact Centre</li> </ul>                                       |    |
|             | <ul style="list-style-type: none"> <li>Customer Service Department of the Year</li> </ul>   |    |
| Nicaragua   | <ul style="list-style-type: none"> <li>Customer Service Team of the Year – Transportation (Bronze)</li> </ul>   |    |
| Panama      | <ul style="list-style-type: none"> <li>Customer Service Department of the Year – Transportation (Bronze)</li> </ul>   |    |
| Paraguay    | <ul style="list-style-type: none"> <li>Customer Service Team of the Year – Transportation (Bronze)</li> </ul>   |    |
| Peru        | <ul style="list-style-type: none"> <li>E-Commerce Customer Service Award – transportation Industries (Silver)</li> </ul>                                    |    |
|             | <ul style="list-style-type: none"> <li>Bronze - Woman of the Year - Business Services</li> </ul>  |  |
| U.S.A       | <ul style="list-style-type: none"> <li>Service Department of the Year: Complaints (OOP, STTT)</li> <li>Customer Service Professional of the Year</li> </ul> | CCS World Award   |

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|-------------|--|---|
| Uruguay     | <ul style="list-style-type: none"><li data-bbox="338 335 1323 371">Customer Service Department of the Year – Transportation (Silver)</li></ul> |  |
| Venezuela   | <ul style="list-style-type: none"><li data-bbox="338 468 1323 504">Customer Service Department of the Year, Transportation (Bronze)</li></ul>  |  |





# Y2015 - 104 CS AWARDS IN ASIA PACIFIC

| Ctry / Area | Award Achievement  | Awarded by   |
|-------------|--|--|
| Australia   | <ul style="list-style-type: none"> <li>▪ Customer Service Department of the Year (Silver)</li> <li>▪ Woman of Year (Bronze)</li> </ul>   |  <b>ASIA-PACIFIC<br/>STEVIE® AWARDS</b>   |
|             | <ul style="list-style-type: none"> <li>▪ Service Excellence of the Year</li> <li>▪ The Australian Business Award for Service Excellence</li> </ul>   |  <b>THE<br/>AUSTRALIAN<br/>BUSINESS AWARDS</b>  |
| Bangladesh  | <ul style="list-style-type: none"> <li>▪ Industry Champion for Bangladesh</li> <li>▪ Best in Customer Service (Silver)</li> <li>▪ Best Contact Center (Runner up)</li> <li>▪ Best Customer Service Director (Runner Up)</li> </ul> |  <b>CONTACT CENTER WORLD</b><br><small>The Global Association for Contact Center Best Practices &amp; Networking<br/>www.ContactCenterWorld.com</small> |
|             | <ul style="list-style-type: none"> <li>▪ Gold- Customer Service Executive of the Year (Leadership)</li> <li>▪ Bronze- Customer Service Department of the Year</li> <li>▪ Bronze- Customer Service Team of the Year</li> </ul>      |  <b>THE INTERNATIONAL<br/>BUSINESS AWARDS™</b>  |
|             | <ul style="list-style-type: none"> <li>▪ 1st Runner Up – Best Customer Experience Team</li> <li>▪ 2nd Runner Up – Best Contact Center</li> <li>▪ Honorary Award - Best Customer Experience</li> </ul>                              |  <b>3rd annual<br/>CUSTOMER<br/>EXPERIENCE<br/>MANAGEMENT<br/>ASIA SUMMIT</b>   |





# Y2015 - 104 CS AWARDS IN ASIA PACIFIC

| Ctry / Area | Award Achievement  | Awarded by  |
|-------------|--|---|
| China       | <ul style="list-style-type: none"> <li>▪ China Best Call Centre Manager</li> <li>▪ China Best Customer Service Agent</li> <li>▪ China Call Center Best customer experience Award</li> <li>▪ China Call Center Best management innovation award</li> <li>▪ China Best Call Center of the Year (2014-2015)</li> </ul>  |    |
|             | <ul style="list-style-type: none"> <li>▪ China Best Customer Contact Center Manager of the Year Awards 2015</li> <li>▪ China Best Customer Contact Center(CS) of the Year Awards 2015</li> </ul>   |    |
|             | <ul style="list-style-type: none"> <li>▪ Contact Center of the Year (Under 1000 Seats)</li> <li>▪ Customer Satisfaction Quality System of the Year</li> <li>▪ Customer Relationship Excellence Award</li> <li>▪ Customer Service Manager of the Year</li> <li>▪ Customer Service Team Leader of the Year X 2</li> <li>▪ Customer Service Professional of the Year X 3</li> </ul> |    |
| Hong Kong   | <ul style="list-style-type: none"> <li>▪ Best Contact Centre (Under 300 seats)</li> <li>▪ Global Support Services of the Year</li> </ul>   |   |
|             | <ul style="list-style-type: none"> <li>▪ Gold Award - Best Contact Centre in Quality Assurance</li> <li>▪ Gold Award - Mystery Caller Assessment</li> </ul>  |  |

# Y2015 - 104 CS AWARDS IN ASIA PACIFIC

| Ctry / Area | Award Achievement   | Awarded by  |
|-------------|---|---|
| Indonesia   | <ul style="list-style-type: none"> <li>Call Centre Award for Service Excellence</li> <li>Excellence Award for Email Centre Category</li> </ul>  |    |
|             | <ul style="list-style-type: none"> <li>Platinum Award for Employee Engagement</li> <li>Gold Award for Best Operations</li> <li>Gold Award for Business Contribution</li> <li>Gold Award for Best Technology Innovation</li> <li>The Best Top 10 Companies</li> <li>Platinum Award for Best CS Manager</li> <li>Gold Award for Best English Agent</li> <li>Bronze Award for Back Office Agent</li> </ul> |    |
| India       | <ul style="list-style-type: none"> <li>Honorary Award - Best Customer Experience Team</li> </ul>  |    |
|             | <ul style="list-style-type: none"> <li>Voice of the Customer Award</li> </ul>   | Express Logistics & Supply Chain Conclave (ELSC)                                      |
| Japan       | <ul style="list-style-type: none"> <li>Contact Center Operation Award</li> <li>Contact Center Leader of the Year</li> </ul>   | CCJA  |
|             | <ul style="list-style-type: none"> <li>Gold – Premio PECC</li> </ul>  |  |

# Y2015 - 104 CS AWARDS IN ASIA PACIFIC

| Ctry / Area | Award Achievement  | Awarded by  |
|-------------|--|---|
| Malaysia    | <ul style="list-style-type: none"> <li>▪ 1st Place --Technology Innovation Contact Centre</li> <li>▪ 2nd Place --Best Inbound Contact Centre (In House, under 100 seats)</li> <li>▪ 3rd Place -- Customer Satisfaction Management Process</li> <li>▪ 2nd Place --Best Contact Centre Manager (Inbound, under 100 seats)</li> </ul>   |    |
| New Zealand | <ul style="list-style-type: none"> <li>▪ Contact Centre of the Year (Gold)</li> <li>▪ Customer Service Department of the Year, Transportation (Silver)</li> <li>▪ Customer Service Team of the Year, Transportation (Silver)</li> <li>▪ Frontline Customer Service Team of the Year, All Industries (Silver)</li> <li>▪ Back Office Customer Service Team of the Year, All other Industries (Silver)</li> <li>▪ Customer Service Manager of the Year (Gold)</li> <li>▪ Back Office Customer Service Profession of the Year (Bronze)</li> <li>▪ Management team of the Year, all Industries (Silver)</li> </ul> |    |
|             | <ul style="list-style-type: none"> <li>▪ Management Team of the Year in Customer Service (Gold)</li> <li>▪ Best Support Department in Customer Service (Gold)</li> <li>▪ Customer Services Team of the Year (Bronze)</li> <li>▪ Customer Services Department of the Year (Bronze)</li> <li>▪ Company of the Year in Customer Service – Transportation (Bronze)</li> <li>▪ Woman of the Year (Bronze)</li> </ul>  |   |
| Pakistan    | <ul style="list-style-type: none"> <li>▪ Best Customer Service (Gold)</li> <li>▪ Best Contact Centre (Bronze)</li> <li>▪ Contact Centre Industry Champion</li> </ul>   |  |





# Y2015 - 104 CS AWARDS IN ASIA PACIFIC

| Ctry / Area | Award Achievement   | Awarded by   |
|-------------|---|--|
| Philippines | <ul style="list-style-type: none"> <li>Customer Service Department of the Year (Bronze)</li> </ul>  |  <p>THE STEVIE® AWARDS FOR<br/>SALES &amp; CUSTOMER SERVICE</p>   |
|             | <ul style="list-style-type: none"> <li>Customer Service Team of the Year (Silver)</li> </ul>  |  <p>ASIA-PACIFIC<br/>STEVIE® AWARDS</p>   |
| Singapore   | <ul style="list-style-type: none"> <li>Best Customer Service Mid Size (Gold)</li> <li>Best Contact Centre Mid Size (Silver)</li> <li>Best Workforce Specialist (Silver)</li> <li>Best CS Supervisor (Runner Up)</li> <li>Best CS Advisor (Runner Up)</li> </ul>   |  <p>CONTACT CENTER WORLD<br/>The Global Association for Contact Center Best Practices &amp; Networking<br/>www.ContactCenterWorld.com</p> |
|             | <ul style="list-style-type: none"> <li>Best Contact Centre (Under 100 seats)</li> <li>Best Employee Engagement Program</li> <li>Best Customer Satisfaction Quality System</li> </ul>  |  <p>CUSTOMER RELATIONSHIP EXCELLENCE AWARDS</p>   |
|             | <ul style="list-style-type: none"> <li>Gold - Best In-House Program / Section Contact Centre</li> <li>Silver - Customer Experience Mystery Calling Awards</li> <li>Bronze - Best CS Professional of the Year</li> <li>Bronze - Best Contact Centre Support Manager of the Year</li> <li>Bronze - Best Contact Centre Manager of the Year</li> </ul> |  <p>CCAS<br/>Contact Centre Association of Singapore</p>  |









# Y2015 - 104 CS AWARDS IN ASIA PACIFIC

| Ctry / Area | Award Achievement  | Awarded by  |
|-------------|--|---|
| South Korea | <ul style="list-style-type: none"> <li>Contact Center Leader of the Year</li> </ul>  | <br>Korea Contact Center Association |
|             | <ul style="list-style-type: none"> <li>2015 Number 1 Call Center</li> </ul>  | <br>KSA                              |
|             | <ul style="list-style-type: none"> <li>2015 National Best Call Center</li> </ul>   | <br>KSQI                             |
| Taiwan      | <ul style="list-style-type: none"> <li>Contact Centre of the Year – Logistics (Under 50 Seats)</li> <li>Best Customer Experience Management of the Year – Logistics</li> <li>CRM Manager of the Year - Logistics</li> <li>Customer Service Team Leader of the Year – Contact Centre</li> <li>Customer Service Professional of the Year – Service Centre</li> <li>People Development of the Year</li> <li>Customer Service Team Leader of the Year – Contact Centre</li> <li>Customer Service Team Leader of the Year – Contact Centre</li> <li>Customer Service Professional of the Year – Contact Centre</li> </ul> | <br>CSC Awards                      |








# Y2015 - 104 CS AWARDS IN ASIA PACIFIC

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|-------------|--|--|
| Thailand    | <ul style="list-style-type: none"> <li>▪ Customer Service Department of the Year (Bronze)</li> <li>▪ 2015 People's Choice for favorite Customer Service</li> </ul> |  <p>THE STEVIE® AWARDS FOR<br/>SALES &amp; CUSTOMER SERVICE</p>   |
|             | <ul style="list-style-type: none"> <li>▪ Customer Service Department of the Year (Bronze)</li> <li>▪ Customer Service Team of the Year (Bronze)</li> </ul>         |  <p>ASIA-PACIFIC<br/>STEVIE® AWARDS</p>   |
| Vietnam     | <ul style="list-style-type: none"> <li>▪ Customer Service Department of the Year (Silver)</li> </ul>   |  |
|             | <ul style="list-style-type: none"> <li>▪ Customer Loyalty Program (Bronze)</li> </ul>  |  <p>CONTACT CENTER WORLD<br/>The Global Association for Contact Center Best Practices &amp; Networking<br/><a href="http://www.ContactCenterWorld.com">www.ContactCenterWorld.com</a></p> |


# Y2015 - 29 CS AWARDS IN EUROPE

| Ctry / Area    | Award Achievement  | Awarded by  |
|----------------|--|---|
| Austria        | <ul style="list-style-type: none"> <li>European Service Value Award 2015</li> </ul>  |    |
|                | <ul style="list-style-type: none"> <li>Top Service Österreich</li> </ul>   |    |
| Belgium        | <ul style="list-style-type: none"> <li>Accessibility Role Model Award</li> </ul>   |    |
|                | <ul style="list-style-type: none"> <li>Best use of Technology (2<sup>nd</sup> place)</li> </ul>                            |    |
| Czech Republic | <ul style="list-style-type: none"> <li>European Service Value Award 2015 – Customer Orientation</li> </ul>                 |    |
| Denmark        | <ul style="list-style-type: none"> <li>Best Customer Service Award – Transportation and Logistics</li> </ul>               |    |
| Finland        | <ul style="list-style-type: none"> <li>Best Contact Center in Finland 2015</li> </ul>                                      |  |
| France         | <ul style="list-style-type: none"> <li>Gold - French Customer Service of the Year 2015 (Transport and Logistic)</li> </ul> |  |






# Y2015 - 29 CS AWARDS IN EUROPE

| Ctry / Area | Award Achievement   | Awarded by   |
|-------------|---|--|
| Germany     | <ul style="list-style-type: none"> <li>Gold - Support Department of the Year</li> </ul>               |   |
| Israel      | <ul style="list-style-type: none"> <li>Service as a strategic partner for B2B</li> </ul>              |  |
| Italy       | <ul style="list-style-type: none"> <li>Best Customer Service in Italy 2015</li> </ul>                 |   |
| Netherlands | <ul style="list-style-type: none"> <li>Best Sales Campaign</li> </ul>                                 |   |
| Norway      | <ul style="list-style-type: none"> <li>Customer Service Award 2015 – Transportation</li> </ul>        |   |
| Poland      | <ul style="list-style-type: none"> <li>Gold Emblem for DHL brand (Consumer Quality Leader)</li> </ul> |    |
|             | <ul style="list-style-type: none"> <li>Golden Emblem for TDI</li> </ul>                               |   |





# Y2015 - 29 CS AWARDS IN EUROPE

| Ctry / Area | Award Achievement   | Awarded by  |
|-------------|---|---|
| Portugal    | <ul style="list-style-type: none"> <li>Best National Contact Center - Logistics and Distribution (Gold)</li> </ul>                      |    |
| Romania     | <ul style="list-style-type: none"> <li>Best Small Contact Centre</li> </ul>   |    |
| Russia      | <ul style="list-style-type: none"> <li>Best Small Call Center (Silver)</li> <li>Best Selling Team (Silver)</li> </ul>                   |    |
|             | <ul style="list-style-type: none"> <li>Customer Excellence Award – Customer Experience</li> </ul>                                       |    |
| Spain       | <ul style="list-style-type: none"> <li>Best internal Customer Service platform</li> <li>Best Customer Service Transportation</li> </ul> |    |
|             | <ul style="list-style-type: none"> <li>Elegido Servicio al Cliente 2016</li> </ul>  |  |

# Y2015 - 29 CS AWARDS IN EUROPE








| Ctry / Area    | Award Achievement   | Awarded by   |
|----------------|---|--|
| Sweden         | <ul style="list-style-type: none"> <li>Swedish Customer Service Championship Award (B2B)</li> </ul>   |                                       |
| Switzerland    | <ul style="list-style-type: none"> <li>Customer Service Team of the Year</li> <li>Customer Service Executive of the Year – Transportation (Bronze)</li> </ul> |                                       |
| Turkey         | <ul style="list-style-type: none"> <li>Customer is King Award</li> </ul>  |                                       |
| United Kingdom | <ul style="list-style-type: none"> <li>Outstanding Customer Service Team</li> </ul>   | <br>Global Business Excellence Awards |
|                | <ul style="list-style-type: none"> <li>Call Centre Support Manager of the Year (Merit)</li> </ul>   |                                       |

# Y2015 - 19 CS AWARDS IN MIDDLE EAST NORTH AFRICA

| Ctry / Area | Award Achievement   | Awarded by  |
|-------------|---|---|
| Bahrain     | <ul style="list-style-type: none"> <li>▪ Silver - Customer Service Team of the Year - Transportation</li> </ul>   |    |
| Egypt       | <ul style="list-style-type: none"> <li>▪ Gold - Customer Service Department of the Year - Transportation</li> </ul>   |   |
| Jordan      | <ul style="list-style-type: none"> <li>▪ Silver - Contact Centre of the Year (Up to 100 seats) – Other Services Industries</li> </ul>   |    |
| Kuwait      | <ul style="list-style-type: none"> <li>▪ Bronze - Customer Service Department of the Year – Airlines, Distribution and Transport</li> </ul>   |   |
| Lebanon     | <ul style="list-style-type: none"> <li>▪ Silver - Young Customer Service Professional of the Year – All Other Industries</li> <li>▪ Gold - Customer Service Leader of the Year – All Other Industries</li> <li>▪ Silver - Customer Service Training Team of the Year</li> </ul> |   |
|             | <ul style="list-style-type: none"> <li>▪ Best Contact Center Agent (Finalist)</li> </ul>  |   |
| Morocco     | <ul style="list-style-type: none"> <li>▪ Best Call Center</li> </ul>  |  |



# Y2015 - 19 CS AWARDS IN MIDDLE EAST NORTH AFRICA

| Ctry / Area          | Award Achievement  | Awarded by  |
|----------------------|--|---|
| Qatar                | <ul style="list-style-type: none"> <li>Silver - Customer Service Team of the Year – Transportation</li> </ul>  |    |
|                      | <ul style="list-style-type: none"> <li>Bronze - Female Executive of the Year in Europe, the Middle East &amp; Africa</li> </ul>  |    |
| Saudi Arabia         | <ul style="list-style-type: none"> <li>Bronze - Customer Service Department of the Year – Transportation</li> <li>Bronze - Customer Service Team of the Year - Transportation</li> </ul> |    |
| Syria                | <ul style="list-style-type: none"> <li>Silver - Customer Service Department of the Year – Airlines, Distribution and Transport</li> </ul>  |    |
| United Arab Emirates | <ul style="list-style-type: none"> <li>Silver - Customer Service Department of the Year – Airlines, Distribution and Transport</li> </ul>  |   |
|                      | <ul style="list-style-type: none"> <li>Silver - Customer Service Executive of the Year – Transportation</li> <li>Bronze - Community Involvement Program of the Year</li> </ul>           |    |
|                      | <ul style="list-style-type: none"> <li>Best QA and Customer Experience Program</li> </ul>  |  |
|                      | <ul style="list-style-type: none"> <li>Customer Service Department of the Year</li> </ul>  |  |

# Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

| Ctry / Area | Award Achievement  | Awarded by   |
|-------------|--|--|
| Botswana    | <ul style="list-style-type: none"> <li>Customer Empathy and Assurance Award</li> </ul>   |   |
| Ghana       | <ul style="list-style-type: none"> <li>Customer Service Hall of Fame</li> </ul>  | <p>Organisation for Customer Service Excellence - Ghana</p>                          |
| Kenya       | <ul style="list-style-type: none"> <li>Rising Star Award – Logistics and Supply Chain</li> </ul>   |   |
|             | <ul style="list-style-type: none"> <li>Highly Commended - International Service Excellence for Contact Center</li> <li>Customer Service Manager of the Year</li> </ul> |   |
|             | <ul style="list-style-type: none"> <li>Highly Commended (Corporate)</li> </ul>   |  |
| Malawi      | <ul style="list-style-type: none"> <li>Best customer services, postal and courier services sector</li> </ul>   | <p>Chartered Institute for Customer Management (CICM)</p>                            |






# Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

| Ctry / Area | Award Achievement   | Awarded by  |
|-------------|---|---|
| Nigeria     | <ul style="list-style-type: none"> <li>Customer Service Team of the Year – Transportation (Bronze)</li> </ul>   |    |
|             | <ul style="list-style-type: none"> <li>Highly Commended (Corporate)</li> </ul>  |    |
|             | <ul style="list-style-type: none"> <li>Miss Service Excellence, ASQUABHA 2015</li> <li>Outstanding CS Advisor of the Year X 2</li> <li>Service Champion - Spirit of Service Excellence</li> <li>Best Customer Service Company in Nigeria - Courier Service</li> </ul> |    |
|             | <ul style="list-style-type: none"> <li>Bronze - Female Executive of the Year - Business Services (&gt;2,500 Employees) - Transportation</li> </ul>  |  |

# Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

| Ctry / Area  | Award Achievement  | Awarded by  |
|--------------|--|---|
| South Africa | <ul style="list-style-type: none"> <li>Customer Service Professional of the Year</li> </ul>  |    |
|              | <ul style="list-style-type: none"> <li>CRM Director of the Year</li> <li>Best Contact Centre of the Year (under 50 seats)</li> <li>Best Use of Knowledge Management - Logistics</li> <li>Best Customer Service Professional</li> <li>Best Customer Service Professional (Merit)</li> <li>Best CS Manager (Merit)</li> <li>Best Team Leader in CS – Contact Centre (Merit)</li> <li>Best Team Leader in CS – Key Account (Merit)</li> </ul> |    |
|              | <ul style="list-style-type: none"> <li>Customer Service Team of the Year – Transportation (Gold)</li> <li>Customer Service Department of the Year – Transportation (Silver)</li> <li>Customer Service Executive of the Year – Transportation (Silver)</li> </ul>   |  |

# Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

| Ctry / Area             | Award Achievement  | Awarded by   |
|-------------------------|--|--|
| Sub-Saharan Africa Team | <ul style="list-style-type: none"> <li>▪ Customer Service Department of the Year, Airlines, Distribution &amp; Transportation (Silver)</li> <li>▪ Customer Service Department of the Year - Transportation (Bronze)</li> </ul> |  <p>THE STEVIE® AWARDS FOR SALES &amp; CUSTOMER SERVICE</p>   |
|                         | <ul style="list-style-type: none"> <li>▪ Bronze - Female Executive of the Year- Consumer Products (&gt;2,500 Employees)</li> </ul>   |  <p>THE STEVIE® AWARDS FOR WOMEN IN BUSINESS</p>  |
| Tanzania                | <ul style="list-style-type: none"> <li>▪ Best Small Inhouse Contact Centre (Gold)</li> <li>▪ Best Community Spirit (Gold)</li> </ul>   |  <p>CONTACT CENTER WORLD<br/>The Global Association for Contact Center Best Practices &amp; Networking<br/>www.ContactCenterWorld.com</p> |
| Zambia                  | <ul style="list-style-type: none"> <li>▪ CS Personality of the Year 2015</li> <li>▪ 2015 Best Call Centre</li> <li>▪ 2015 Most Customer Focused Organization</li> </ul>  |  <p>ZICM<br/>ZAMBIAN INSTITUTE FOR CUSTOMER MANAGEMENT</p>  |
| Zimbabwe                | <ul style="list-style-type: none"> <li>▪ Service Excellence Award 2015 - Courier Services Category</li> </ul>  |  <p>CCAZ</p>   |