



DHL Supply Chain
Nisa Way
Bloom Lane
Scunthorpe
DN15 9YA

To Whom It May Concern:

I have a pleasure to confirm that I am happy with the quality of services provided by The Best Connection Group Ltd. The Best Connection operates in our warehouse from October 2012 and since then was working really closely with our Management team to understand and fulfil our requirements.

In June 2014 The Best Connection to provide even better service and to understand in depth our changing requirements conducted the site analysis and as a result they introduced an onsite Coordinator and opened an onsite office to work even closer with our team. They also introduced the Implementation Manager Mat Filipiak to organise the onsite office, to implement all the relevant systems and processes, to train the onsite Coordinator and most of all, to understand the needs of our business. He was working with us to design all the site improvements and to make sure that all the changes are implemented and structured in the correct way.

By the end of July 2014 thanks to numerous professional meetings that were organised and conducted with our Management team, as well as the experience that The Best Connection Group brought to our Company, all the identified requirements were implemented to meet the needs of our business. All the implemented solutions brought significant improvements to the site especially to the payroll department and temporary workers attendance as well as performance management structures.

Since The Best Connection started to work with us, they continued to deliver a high level of service that is related to: labour planning with short notice bookings and cancellations, managing workers in all aspects and producing Key Performance Indicators on a daily and weekly basis.

I have no hesitation to recommend The Best Connection onsite services to any company that would have similar requirements or would like to review and improve their current services.

Yours sincerely,

Rob Corcoran
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