

SAFETY IN MOTION

To Whom It May Concern:

Incentive Services and Kraft Foods Customer Logistics have worked together since 2003 on the “Making Safety Your Business” reward and recognition program. The program has evolved into a real performance improvement system as our employees have responded to the challenges presented. Results have been outstanding, and we continue to set the improvement pace. Here are the latest CL Group results:

- 50% decrease in days of lost time rate
- 21% improvement in recordable incident rate
- 43% improvement in lost time accidents
- 42% in Worker’s Comp Variable Charge for CDO, saving \$1.7 Million this year and reducing base charge by over \$3 Million with potential for more savings
- Customer Logistic Leadership heavily involved in the process
- Increased communication to all employees

In program design, roll-out, and administration, Incentive Services has been professional and consultative. Their approach has made Incentive Services a great partner. They understand the need for communication, training, measures and analysis, and rewards.

We have been very pleased with Incentive Services.

Regards,

Michael Cole

