

NEWS RELEASE

Monday, May 5, 2014

407 ETR RECOGNIZED WITH PRESTIGIOUS CUSTOMER SERVICE AWARDS

Customer Service at 407 ETR has again been recognized for offering outstanding call centre service as measured by the independent Service Quality Measurement (SQM) group. 407 ETR was recently presented with prestigious awards for having World Class Call Centre Representatives, high rates of first call resolution and leading best practices for call centre management and recognition programs. SQM is an independent organization that 407 ETR has had an association with for the past 10 years. SQM independently measures both call centre and customer service representative satisfaction rates - surveying hundreds of 407 ETR customers each month. SQM benchmarks call centre customer service for over 450 call centres around the world and provides call centres with feedback on how best to improve their services.

Over the past several years, 407 ETR has invested over \$110 million into call centre systems and upgrades to ensure an excellent level of service is maintained at its call centre in Woodbridge, Ontario. 407 ETR continues to meet its goal of having 80% of all calls answered in 30 seconds or less. In addition, an overwhelming majority of calls for service are resolved on the first call, resulting in 407 ETR winning awards for World Class calls and best-in-class first call resolution practices. Customer surveys and a recent study by the Conference Board of Canada showed 407 ETR customers continue to be very satisfied with the highway and enjoy several time and money saving benefits by using the highway.

“Delivering a fast, safe and reliable trip and excellent service both on and off the road continues to ensure high levels of customer satisfaction,” said Jose Tamariz, President and Chief Executive Officer of 407 ETR. “High rates of customer satisfaction remain critical to our business and an important part of the high value service we offer customers.”

In noting 407 ETR’s customer service success, Mike Miller, Chief Customer Operations Officer of 407 ETR noted, “407 ETR’s success has come as a result of our entire team’s support for building a well skilled and highly engaged team.”

407 ETR was presented an award for Best Practices in Recognition Programs. This award recognizes that 407 ETR has implemented recognition programs for Customer Service Staff and Supervisors that have directly contributed to maintaining very high first call resolution rates and excellent levels of customer service satisfaction.

407 ETR continues to closely align recognition programs to its Team Charter values, the needs of the business and the voice-of-the-customer which has led to many continuous improvements, customizations of our processes and the right coaching and opportunities for staff. "This award is important because Customer Service remains the most personal touch-point our customers have with 407 ETR and high-quality customer service directly contributes to our reputation and supports our brand promise," said John Galibert, Director of Customer Service at 407 ETR.

The 407 ETR Team was also recognized for Leadership in First Call Resolution. Mike Miller, was presented the "First Call Resolution Leadership Award". The award is a prestigious honour within the North American Call Centre Industry, and is presented to the Executive and their Team that contribute to the achievement of First Call Resolution. First call resolution contributes to a positive customer experience and ensures call centre efficiency by resolving customer inquiries without the need for follow up calls to be placed. First Call Resolution is one of the single biggest benchmarks the industry uses to measure call centre effectiveness and we consistently do well on this measure.

407 ETR has won awards for customer service in the past and also has won awards from the International Bridge and Tunnel and Turnpike Association, the Intelligent Transportation Systems Society and the Canadian Council for Public Private Partnerships.

407 International Inc. is owned by Cintra Infraestructuras S.A., a wholly owned subsidiary of Ferrovial S. A. (43.23%), by indirectly owned subsidiaries of Canada Pension Plan Investment Board (total 40%), and by SNC-Lavalin (16.77%).

For further information

Kevin Sack
Vice President
Communications and Government Relations
407 ETR Concession Company Limited

ksack@407etr.com
905-264-5374 (office)
416-455-5262 (cellular)