

Neil Irish
CSD Bournemouth
PruHealth

25 August 2011

Dear Neil

I am delighted to confirm your Award for the CSD Conference on 25 August 2011:

People's Award – Intellectual Leadership

The nominations provided some wonderful comments about our staff and I'd like to share the comments made specifically about you for this award..... enjoy!

- You can trust him to do what he says he'll do, is open to new ideas, always considers the bigger picture and is respected throughout the business
- Never afraid to question accepted norms
- Excellent support for me as a new starter
- Seems to genuinely care about personal development and working well being
- Identifying your potential to use towards the company's goals
- Neil seems to have a great understanding of ideas and management of the new Eve team is an example of managing a good idea

Many congratulations for your deserving win! On behalf of Tina, I would also like to take the opportunity to thank you for dedication, hard work and commitment during the last year.

Kind regards



Mark Coles
Customer Services Manager

Toyota (GB) PLC

Great Burgh
Burgh Heath
Epsom
Surrey KT18 5UX

Telephone: 01737 363633
Facsimile: 01737 367700
www.toyota.co.uk



To Whom It May Concern.

Our ref
Your ref

6th January 2006

Dear Sir/Madam

Re: Neil Irish

I am pleased to confirm that Neil Irish has been employed by Toyota (GB) PLC since 19th January 1998, and has performed the role of Customer Satisfaction Manager for the past five years.

Neil is an extremely capable individual. He is highly committed, hard working and will deliver to a very high personal standard. Neil has managed the development of the Toyota Customer Satisfaction programme over the past 5 years, and it is down to Neil's passion and commitment to customer service that we have in place today the industry leading programme that we do. The programme is well respected both internally within Toyota (GB) PLC and within our franchise network, which again is testament to the quality of work that Neil has delivered for the organisation.

If you require any additional information please do not hesitate to contact me.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Sarah Fisher", is written over a horizontal line.

Sarah Fisher
Director, Customer Relations, HR & Training

Toyota (GB) PLC

Great Burgh
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Telephone: 01737 363633
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www.toyota.co.uk

All Dealers Zone B2



Our ref MR / car

14th July 2000

Dear Dealer Principal

Neil Irish

I am writing to inform you that Neil Irish has accepted a well earned promotion and will be moving into Head Office at Redhill on Monday 31st July to take up a very important role in the Customer Relations Department.

Neil has been with Toyota since January 1998 and since then has worked particularly hard with each and every one of you to significantly improve the zones after sales achievements. In this time he has established particularly strong relationships with your and your dealer staff. Therefore I am sure you would like to join me in thanking Neil for his commitment and help as Area After Sales Manager and wish him well in his new position.

I am also pleased to be able to tell you that William Whitfield will be taking over for Neil on a temporary basis to ensure that your business interests are not hindered in this critical summer period. Over the past 12 months William has been participating in the TGB field trainee scheme and prior to that worked in Vehicles Systems Department establishing the AFRL scheme. Whilst William has some large shoes to fill I am confident that with your assistance he will be more than a match for the task.

Once a permanent replacement for Neil has been appointed I will advise you accordingly.

I am sure you will join me in wishing Neil all the very best for the future.

Yours sincerely

Mark Roden
Regional General Manager

Loders Garage (Dorchester) Ltd



The Grove, Dorchester, Dorset. DT1 1XU.

24 November 1994

TO WHOM IT MAY CONCERN

MR NEIL IRISH and I have been associated in a professional capacity since 1987. In that time I have recruited him for two separate companies, and would not hesitate to do so again.

Neil has proved himself to be hardworking, honest and committed to whatever task he has been asked to perform, and has time and again achieved the objectives set for him. His ability to operate at both the sharp end of the business and in a strategic management role, has stood him in good stead.

Neil is one of the best people I have ever employed.

A handwritten signature in blue ink, appearing to read 'M. L. Heeley'.

MIKE HEELEY
Group After Sales Manager

V.A.G (United Kingdom) Limited

Yeomans Drive Blakelands Milton Keynes MK14 5AN

~~November 1994~~

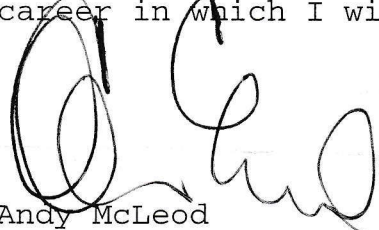
NEIL IRISH

To whom it may concern

Whilst only reporting to me for a period of 9 months Neil came with high recommendations. I have always found him to be conscientious, thorough and dedicated to any task he has performed.

He is a personable and when required, firm individual; with high standards of presentation, flexibility and integrity.

It is with regret that I have actually lost him from employment but he has embarked on a redirection of his career in which I wish him well for the future.



Andy McLeod
Parts & Service Marketing Manager