

407 ETR Wins National Award for Excellence in Customer Service

TORONTO, November 25, 2008 – 407 ETR has been recognized for its commitment to providing drivers with a world-class highway and outstanding customer service.

Last night, the company, along with the Ontario Ministry of Transportation (MTO), was awarded a 2008 National Award for Innovation and Excellence by The Canadian Council for Public-Private Partnerships (CCPPP) in the Service Delivery category.

"Our customers are a top priority, so it's wonderful to be recognized for improving customer service both on and off the highway," said Antonio de Santiago, 407 ETR's President and CEO. "We have made major changes in recent years and the hard work has paid off.

"I am so proud of our employees," said de Santiago. "It's because of their innovative ideas and outstanding commitment to customer service that 407 ETR is the choice for hundreds of thousands of drivers everyday."

407 ETR was recognized as a global leader in service delivery for a toll highway and is one of the most mature public-private partnerships in Canada. In particular, 407 ETR was recognized for implementing major service delivery improvements, including:

- \$110 million invested in customer service upgrades.
- Over \$1.18 billion spent on building 428 kilometres of new lanes and ramps in record time.
- The launch of an innovative loyalty program – ETR Rewards – which has offered over \$18 million in savings to its customers.

The CCPPP's National Awards for Innovation and Excellence honour governments and their private sector partners which have demonstrated superiority in the establishment of public-private partnerships and benefit the public interest in infrastructure projects or service delivery.

407 ETR Concession Company Limited ("407 ETR") is the operator and manager of Highway 407, which extends 108 kilometres east-west, just north of Toronto. 407 International Inc., the sole shareholder of 407 ETR, is owned by a consortium comprised of Cintra Concesiones de Infraestructuras de Transporte, Macquarie Infrastructure Group and SNC-Lavalin.

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