

To whom it may concern,

Ryder Mexico entered into a consulting agreement with London Consulting Group (LCG) in 2004 to assist in re-designing and implementing new back-office processes related to procurement, billing, payroll, productivity and financial information required to properly support Ryder Mexico's aggressive growth plans.

LCG was hired to perform a diagnostic analysis to assess the major opportunity areas. As result of this diagnosis, Ryder decided to enter into a longer term agreement with LCG and established a multi functional team to work with LCG consultants in designing and implementing new procedures. This effort continued for almost one year, divided in two phases:

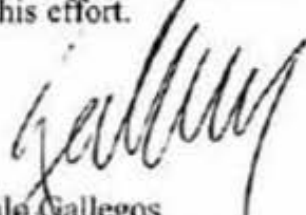
Phase 1 (12 weeks). *Analysis and Design.*

Most of LCG effort was focused on the design of Ryder new processes, seeking better performance and results. LCG Consultants worked with Ryder personnel and Top Management in the analysis, design and validation of changes to current work models and workload analysis. Design phase was critical given the wide arrange of special needs borne by Ryder Mexico. LCG proposals underwent major review by all operations, which required LCG and Ryder's multifunctional team to devote a significant amount of time and resources to get buy-in from all areas.

Phase 2 (33 weeks). *Change Management.*

LCG Team was reduced to 1-2 Consultants dedicated 100% to help Ryder Implementation Team to develop detailed business models and processes to prepare the Company for a major IT investment.

LCG was instrumental in assisting management in designing and implementing new business processes to allow greater flexibility, strengthen administrative procedures and allow better performance of the back office. To this date, Ryder Mexico has continued to pursue enhancements as originally designed by LCG and Ryder teams, achieving significant benefits from this effort.


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