

Questions and Answers for TruTac staff

Am I going to be made redundant?

No, we don't have any redundancies planned. In fact one of the first reactions we had from the Microlise leadership team was "Is there any space in the office to recruit more people?"

Is Microlise buying the company to Asset strip?

No, we are planning on moving some software assets to TruTac for ongoing support and maintenance, because we believe they fit better with the TruTac products than our other products.

Are we closing the office or moving?

No, we are not moving people to the Microlise office.

Are we changing the TruTac branding?

We intend to keep the TruTac brand, but will probably add a suffix "A Microlise company"

Will there be a change in management?

Yes, George and Deborah are leaving. Terry, Chris and Jemma will continue running the company. Nadeem Raza will join as chairman, and Nick Wightman will join as Company Secretary. All other management reporting lines will stay the same.

Will we be selling and supporting the full range of Microlise Products?

No, the Sales team will continue to sell TruTac products and will not be selling additional Microlise products, but will create collaborations like you already do with Trakm8. We will move a couple of software assets to TruTac, but this will not happen immediately. Microlise has a large customer base that we can more easily sell TruTac products into. Both sales teams will collaborate so that we can target the right customers to sell more TruTac services to. There is also a European customer base which will require more internationalisation of the product.

Do I work for Microlise now?

No, you work for TruTac with the same contract and terms. We will be looking at aligning employee benefits and insurance etc. over the next 12 months. There are only very minor differences between the Microlise employee contract and the TruTac one.

Will we change customer support?

No, but we will, over time, integrate software tools to provide consistency across Microlise and TruTac. We have many of the same customers, and they will now see us as one organisation, therefore we need to ensure that our internal systems and processes allow us to provide a seamless experience for the customer.

Does this effect our relationship with the RHA?

It only strengthens it. The RHA are aware that this is happening and were delighted that TruTac would be working with Microlise. Microlise already have a strong relationship with the RHA, even having a charity that we have jointly setup, "Road to Logistics", which recently received a £1million grant from the government.

So what is changing?

Well, in reality, very little. It is business as usual. Some things that you will see happen over the next 12 months, that won't really impact you are things like changing auditors to be the same as Microlise. We will also be changing banks from Santander to HSBC, again to align with the bank that Microlise uses. Part of this will mean that your payroll service will change to use the same services that Microlise uses.

We will also use the buying power that Microlise has to improve the pricing of what you buy. For example we have far lower SIM costs.

Part of the due diligence that was carried out by Microlise included the culture of the organisation. This was part of our acquisition criteria, and in fact a deal breaker if it didn't align with the Microlise culture. We are pleased to say that we have similar cultures, with similar core values, and believe that you will find working with Microlise colleagues a positive experience.

Messages to TruTac customers (being done by Jemma)

Key messages:-

- This does not change support,
- Additional investment will accelerate product development
- Internationalisation

Messages to TruTac Suppliers (being done by Jemma)

The main supplier that needs communication is Tachosys. They need reassurance that TruTac are an independent company, and will continue to work with them. No other suppliers need any communication.

Chris will talk to the IT Support company to assure them that it's business as usual.

Messages to Partners (being done by Jemma)

File providers need reassurance that that it is business as usual.

Need to talk to BigChange, Volvo, Verilocation, and Connexus, and assure business and usual.

Diary of events (assuming completion on 6th March)

2nd March

Arrange meeting with Nadeem, Paul, Jackie, Jonathan Dolby and Terry, Jemma, Liam (TruTac) to brief them on what is happening, and get them to:-

- Tidy up messaging.
- Do a PR statement
- Produce updates for websites and social media – embargoed until Monday 9th
- Do internal Microlise video – embargoed until Monday 9th
- Jemma to provide sales collateral for Jonathan, then prepare this for sales meeting on the 18th
- Jonathan to prepare messaging to Microlise customers
- Possible webinar briefing to Motor Transport and other Press.

6th March

Completion – contracts signed, and money transferred.

9th March

In Order...

- **Phase 1**
- Presentation to TruTac staff by Terry, Jemma, Chris, Nadeem, Bill and Nick. (George may attend)
- Followed by email including Q&A in writing.
- **Phase 2**
- Call to RHA by Terry
- Call to RHA by Bob
- Nadeem to talk to Trakm8
- Nadeem to brief Microlise Managers
- Shashin to brief Microlise India Managers
- Paul to brief French and ANZ staff, and confirm Dako integration will still continue, but French sales team will also have TruTac product to sell.
- Send Internal Microlise video.
- **Phase 3**
- Microlise Product managers to talk to FTA, Tachomaster and Aquarius and confirm business as usual.
- Bill to tell Bridgestone
- Bill to talk to Lee Sprout at Megabyte
- Bill to talk to KPMG
- Paul to let KB, MAN, DAF and Mercedes
- Sales team to talk to top 20 Microlise customers and top 20 TruTac customers, may need Bob, Bill, Nadeem to talk to “special” Microlise customers.
- Website update and social media
- Press statement sent out
- Terry and Brendan to call Gist.
- Bill to talk to Santander Bank and auditors

11th March

- Surgery session at Microlise to answer any questions raised by staff.

17th March

- Terry, Jemma and Chris to come to Orders meeting, and then meet other managers for peer to peer relationships – Ian Kirkwood, Richard Thorpe, Jonathan Dolby, Finance team, HR team, Clive, Fiona Kilduff, Duncan McCreadie, Development managers, Rob Shoreson, Nathan, Michael McGough, Mark Paul.
- Terry to join leadership L10 meeting
- Organise calendar of TruTac board meetings for the rest of the year.

18th March

- Jemma and TruTac sales team to attend Microlise sales meeting
- Briefing to Sales operations on how to transfer leads and dealing with chats.
- Discuss with Paddy on how we can get MAN to resell TruTac service – could be quick win.

Other Actions

- Bill to cover IR35 rules and feedback to Chris
- Organise a meeting room for the 2nd