

*E.D. Osinga B.Sc.  
Zonnebloemlaan 15  
2111 ZD Aerdenhout*

*tel 023-5440810  
fax 023-5440823  
mail [e.osinga@osqa.nl](mailto:e.osinga@osqa.nl)*

i-health bv  
t.a.v. Dhr.H.J. van der Eng  
Rosendaal 4  
6891 DA Rozendaal

21 oktober 2005

Re: i-health-systems  
Treatment by H.J. van der Eng,

During my tenure as CEO of DHL WorldWide Express I was responsible for the organisation of DHL in the Netherlands with more than 2000 employees. In 2003, one of the important problem area's for the management-team was the then structurally high level of absence due to illness, especially the large number of people that were ill during a long period of time. A very structured approach of the high absence percentages began to show positive results, but the structurally high level of long term illness remained a negative factor. An external bureau was engaged to identify causes and to formulate solutions for that particular problem, but in many instances failed to do so.

During a meeting with the directors of i-Health we discussed the nature of our problems and were introduced to the i-health system and the methods for prevention and treatment of chronic conditions.

This was unknown territory for us and as management team we decided to engage Mr. van der Eng so we could gain first hand experience with the method and would be able to evaluate its importance for DHL. The members of the management team did not suffer from serious illnesses nor was any one absent for a longer period of time. Due to the potential fusions and planned acquisitions there was an enormous amount of work that the team had to cope with and therefore the stress-level was very high. During 2003 6 members of the management-team were treated and coached according to the i-health-method. Leaving the individual details for what they are, the general conclusion of the management team was that the i-health method was delivering amazingly good results. This varied from the significant reductions of the stress-levels and effects of stress to the effective treatment of personal health-issues and physical complaints.

We were all of the opinion that the i-health method as practiced by Mr. van der Eng would be capable to contribute significantly to a reduction of the health-issues and long term absentee percentages through addressing physical as well as emotional blockages with the employees.

The effectiveness of the management team during that period was greatly improved.

Sincerely,

Enno D. Osinga B.Sc.  
Managing Partner Rothwell Douglas Ltd  
Voormalig Managing Director DHL Nederland van 1999 tot en met 2004  
CEO CargoSchiphol