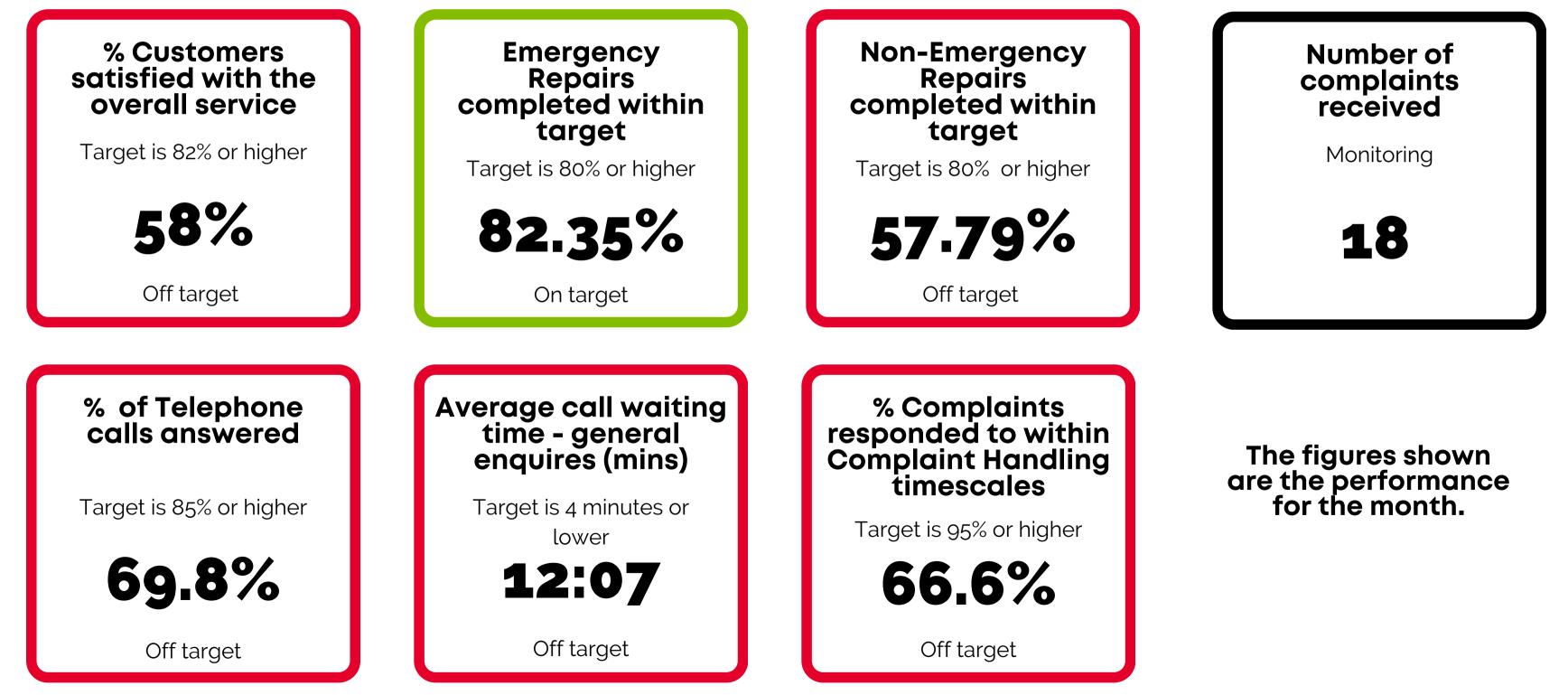
Our performance - December 24

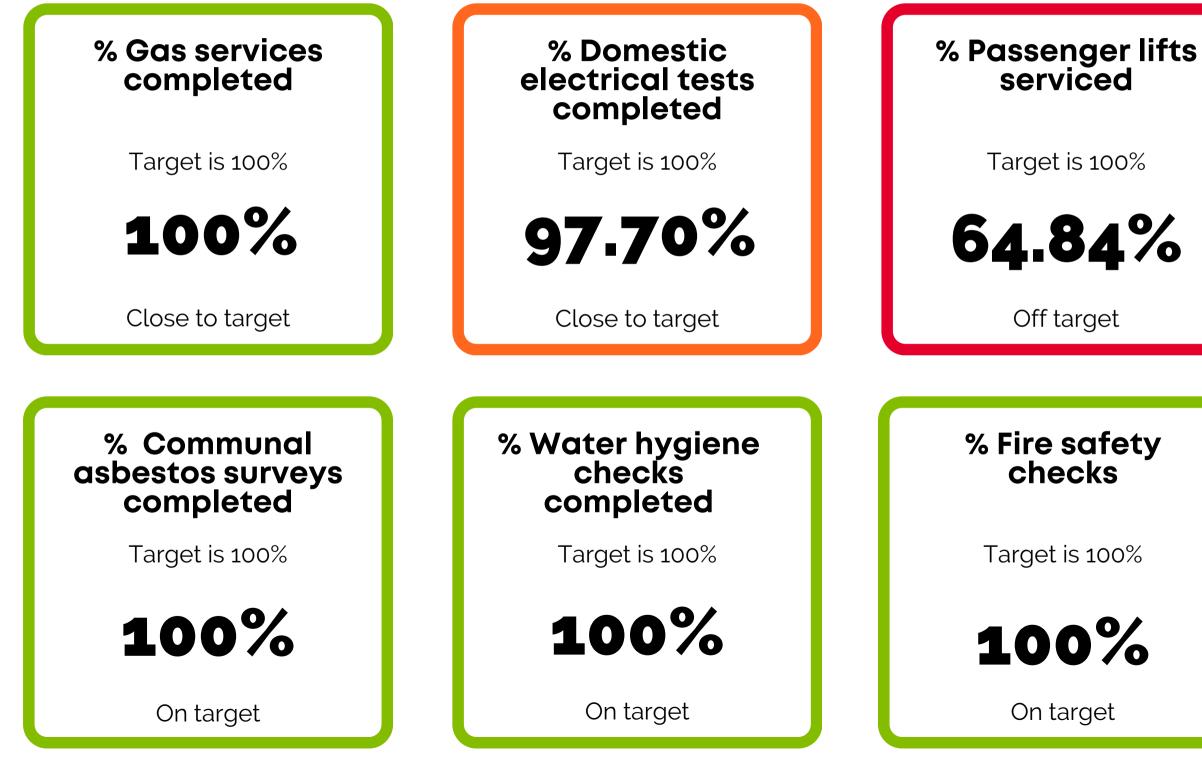
These key areas are reported monthly to make sure we're providing the best service across our business. We're working on improving performance in the areas targets are not being met.





Our performance - December 24

These key areas are measured monthly to make sure we're providing the best service across our business. We're working on improving performance in the areas targets are not being met.





We measure our performance for these measure, based on our performance at month end.