

Due to the nature of the services provided by the Company, service levels are of the upmost importance in order for the Company to fulfil its key obligations with its clients. The Supplier agrees and understands that the services provided must meet the standards expected of a professional and competent supplier in their field and agrees the following Key Service Levels will be utilised by the Company to observe the quality and proficiency of the services provided.

Key Service Level Indicators (KSLI's)

Operational KSLI's	Goal	Minimum	Breach
1) Delivery Completion Rate (DCR)	Above 99.00%	98.80%	Below 98.60%
2) Delivered Not Received (DNR DPMO)	Below 550	650	Above 750
3) Photo-On-Delivery	Above 99.00%	95.00%	Below 90.00%
4) Contact Compliance	Above 99.00%	95.00%	Below 90.00%
5) Del SPOZH	0.00%	-1.00%	Below - 2.00%

Performance – Weeks 23 to 26

Metric	Total	Week 23	Week 24	Week 25	Week 26
Dispatched Packages	2,607	803	539	435	830
Delivered Packages	2,595	800	539	434	822
Delivery Success (%)	99.54%	99.63%	100%	99.77%	99.04%
First Day Delivery Success %	100.35%	99.38%	99.63%	99.77%	102.13%
Delivery Attempt	2,606	802	539	435	830
Delivery Attempt %	99.96%	99.88%	100%	100%	100%
Packages Delivered Not Received DPMO	1,541	0	3,710	0	2,433
Number of DNR Controllable Concessions (*)	4	0	2	0	2
Shipments Per On Zone Hour	36.05	37	37.2	31.04	37.6
Returned to Station DPMO	4,602	3,735	0	2,298	9,638
Packages Returned To Station	12	3	0	1	8
Packages Returned To Station %	0.46%	0.37%	0%	0.23%	0.96%
RTS Packages Unable to Access	0	0	0	0	0
RTS Packages Unable to Access %	0%	0%	0%	0%	0%
RTS Packages Customer Unavailable	5	1	0	0	4
RTS Packages Customer Unavailable %	0.19%	0.12%	0%	0%	0.48%
RTS Packages Unable to Locate	0	0	0	0	0
RTS Packages Unable to Locate %	0%	0%	0%	0%	0%
RTS Packages No Secure Location	0	0	0	0	0
RTS Packages No Secure Location %	0%	0%	0%	0%	0%
RTS Packages Out of Drive Time	0	0	0	0	0
RTS Packages Out of Drive Time %	0%	0%	0%	0%	0%
RTS Packages Business Closed	4	0	0	1	3
RTS Packages Business Closed %	0.15%	0%	0%	0.23%	0.36%
Packages Returned to Station, Other	12	3	0	1	8
Packages Not On Van	1	1	0	0	0
POD Opportunities	179	27	55	28	69
POD Success	178	27	54	28	69
POD Success Rate	99.44%	100%	98.18%	100%	100%

