

## Transparency and Performance Report (Sep 2012)

### MAGAZINES

|                      |                      | WHOLESALE MEASURES |                      |                         |                  |                  |
|----------------------|----------------------|--------------------|----------------------|-------------------------|------------------|------------------|
| Wholesaler           | Depot                | On Sale Compliance | Pack Accuracy Copies | Pack Accuracy Customers | Returns Accuracy | Grade of Service |
|                      | KPI Minimum Standard | 98.0%              | 99.5%                | 98.0%                   | 98.5%            | 70.0%            |
| Smiths News          | Birmingham           | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Borehamwood          | Pass               | Pass                 | Pass                    | Pass             | Fail             |
| Smiths News          | Brislington          | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Crawley              | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Newcastle            | Pass               | Pass                 | Pass                    | Pass             | Fail             |
| Smiths News          | Newport              | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Nottingham           | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Peterborough         | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Plymouth             | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Reading              | Pass               | Pass                 | Pass                    | Pass             | Pass             |
| Smiths News          | Slough               | Pass               | Pass                 | Pass                    | Pass             | Pass             |
| Smiths News          | Southampton          | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Stockport            | Pass               | Pass                 | Pass                    | Pass             | N/A              |
| Smiths News          | Wednesbury           | Pass               | Pass                 | Pass                    | Pass             | Pass             |
| Menzies Distribution | Belfast              | **                 | Pass                 | Pass                    | **               | N/A              |
| Menzies Distribution | Chester              | **                 | Pass                 | Pass                    | **               | Pass             |
| Menzies Distribution | SEL                  | **                 | Pass                 | Pass                    | **               | Pass             |
| Menzies Distribution | Ipswich              | **                 | Pass                 | Pass                    | **               | Pass             |
| Menzies Distribution | Linwood              | **                 | Pass                 | Pass                    | **               | Fail             |
| Menzies Distribution | Maidstone            | **                 | Pass                 | Pass                    | **               | Fail             |
| Menzies Distribution | Newbridge            | **                 | Pass                 | Pass                    | **               | Fail             |
| Menzies Distribution | Norwich              | **                 | Pass                 | Pass                    | **               | Pass             |
| Menzies Distribution | Portsmouth           | **                 | Pass                 | Pass                    | **               | Pass             |
| Menzies Distribution | Preston              | **                 | Pass                 | Pass                    | **               | Pass             |
| Menzies Distribution | Ryde                 | **                 | Pass                 | Pass                    | **               | Pass             |
| Menzies Distribution | Sheffield            | **                 | Pass                 | Pass                    | **               | Fail             |
| Menzies Distribution | Swansea              | **                 | Pass                 | Pass                    | **               | Fail             |
| Menzies Distribution | York                 | **                 | Pass                 | Pass                    | **               | Fail             |

#### Notes

Lancing, Birmingham, Coventry, Manchester, Plymouth, Stockport & Southampton do not take any call.

All calls handled at Regional Centre

\*\* Not available at present - SAP conversion