

Transparency and Performance Report (February 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 | Pass |
| Smiths News | Brislington | Pass | Pass | Pass | Pass | Pass |
| Smiths News | Bristol | Pass | Pass | Pass | Pass | Pass |
| Smiths News | Coventry | Pass | Pass | Pass | Pass | N/A |
| Smiths News | Crawley | Pass | Pass | Pass | Pass | Pass |
| Smiths News | Lancing | Pass | Pass | Pass | Pass | N/A |
| Smiths News | Manchester | Pass | Fail | Pass | Pass | N/A |
| Smiths News | Newcastle | Pass | Pass | Pass | Pass | Pass |
| Smiths News | Newport | Pass | Pass | Pass | Pass | Pass |
| Smiths News | Nottingham | Pass | Pass | Pass | Pass | Pass |
| Smiths News | Peterborough | Pass | Pass | Pass | Pass | Pass |
| 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 | Pass | Pass | N/A |
| Menzies Distribution | Cambuslang | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Chester | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | DNDS | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Dundee | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Ipswich | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Leeds | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Linwood | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Maidstone | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Newbridge | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Norwich | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Portsmouth | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Preston | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Ryde | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Sheffield | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | Swansea | ** | Pass | Pass | Pass | Pass |
| Menzies Distribution | York | ** | Pass | Pass | Pass | Pass |

Notes

Lancing, Birmingham, Coventry, Manchester, Plymouth, Stockport & Southampton do not take any calls.
All calls handled at Regional Centre