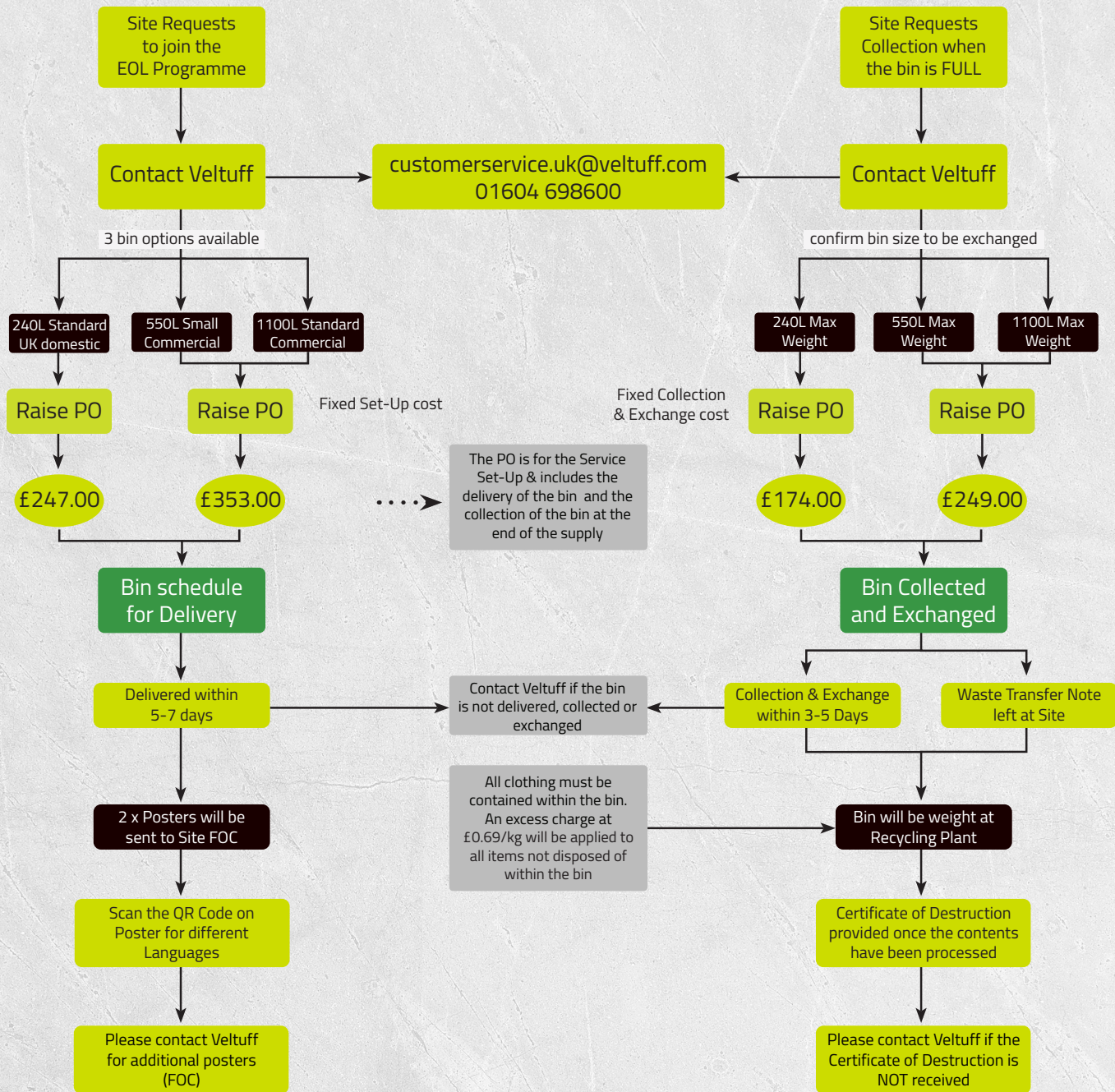


VEL-USED PROCESS



KPI	SLA Criteria	Target & Measurement
Bin Delivery (mobilisation)	Within 5-7 business days of Request PO	100% Monitored & Reported by Veltuff
Bin Collection & Exchange	Within 3-5 business days of the Request	100% Monitored & Reported by Veltuff
Enquires & Complaint Resolution	Acknowledgement & Resolution Same Day	100% Monitored & Reported by Veltuff
Waste Transfer Notes	Left with the Site on the Collection Date	100% Monitored & Reported by Veltuff
Certificate of Destruction	Issued to Site and Procurement, within 4 weeks from date of Collection & Exchange	100% Monitored & Reported by Veltuff
Replacement Posters FOC	Despatched and received by Site within 5 days of request	100% Monitored & Reported by Veltuff
End of Service and Supply Collection of Bin and termination of service	Within 10 business days of the Request	100% Monitored & Reported by Veltuff

