

Financial Year
Financial Period

Reported Business staff
Headcount
Full Time Equivalent (as defined in paragraph 2.2)

Processing productivity¹
Total workload (Weighted Items)
Total gross hours
Workload (Weighted Items) YoY%
Gross hours YoY%
Productivity (WIGH) YoY%

1 includes hours for collections & regional logistics (local distribution) activity within the processing cost centres

Delivery productivity²
Total workload (Weighted Items)
Total gross hours
Workload (Weighted Items) YoY%
Gross hours YoY%
Productivity (WIGH) YoY%

2 includes hours for collection that fall within the Delivery cost centres

Productivity for Processing/Delivery functions
Total workload (Weighted Items)
Total gross hours
Workload (Weighted Items) YoY%
Gross hours YoY%
Productivity (WIGH) YoY%

Transformation
Total number of Mail Centres
Number of Mail Centre closures
Number of Mail Centre openings
Total number of fully modernised Delivery Offices
Voluntary Redundancy costs ('VR')
Operating and capital expenditure on transformation excluding VR

Year to date				
Actual	Prior Year	%Var	Budget	%Var

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