

Monitor data (Letters – Regular and Priority)

| Year                      | Product         | Missort samples failures | Total Samples | %             |
|---------------------------|-----------------|--------------------------|---------------|---------------|
| 2020 (period 7/7 - 31/12) | Regular         | 223                      | 48503         | 0.46 %        |
| 2020 (period 7/7 - 31/12) | Priority        | 0                        | 0             | 0.00 %        |
| 2021                      | Regular         | 560                      | 97259         | 0.58 %        |
| 2021                      | Priority        | 664                      | 48133         | 1.38 %        |
| 2022                      | Regular         | 398                      | 98845         | 0.40 %        |
| 2022                      | Priority        | 1296                     | 95881         | 1.35 %        |
| 2023 (period 1/1 - 6/7)   | Regular         | 165                      | 47735         | 0.35 %        |
| 2023 (period 1/1 - 6/7)   | Priority        | 556                      | 47775         | 1.16 %        |
| <b>Total</b>              | <b>Combined</b> | <b>3862</b>              | <b>484131</b> | <b>0.80 %</b> |