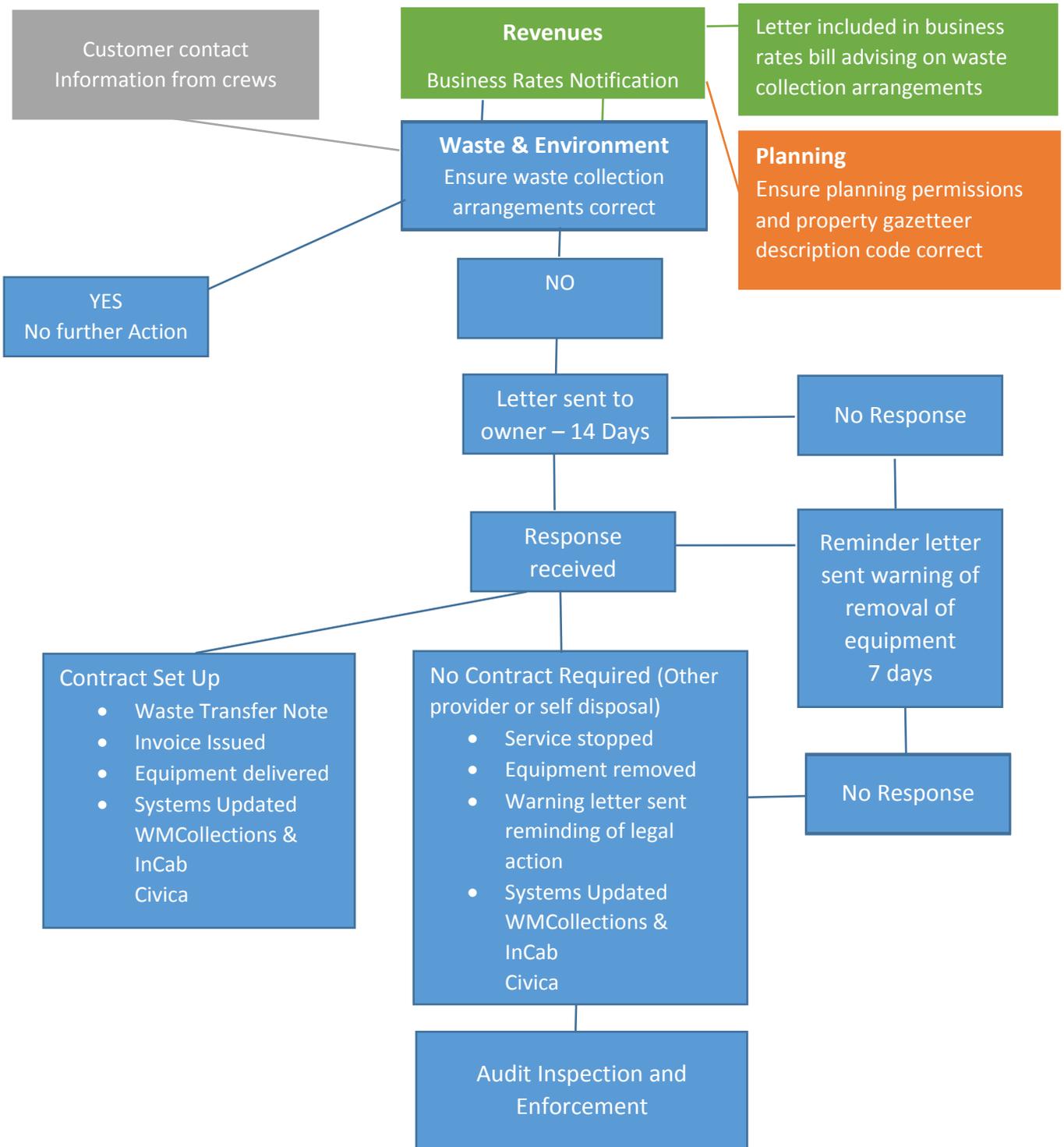


HOLIDAY LET NOTIFICATION PROCESS – FLOW CHART



Monthly Reconciliation of Commercial Waste holiday let contracts to Business Rate totals

Quarterly reporting of Key Performance Indicator