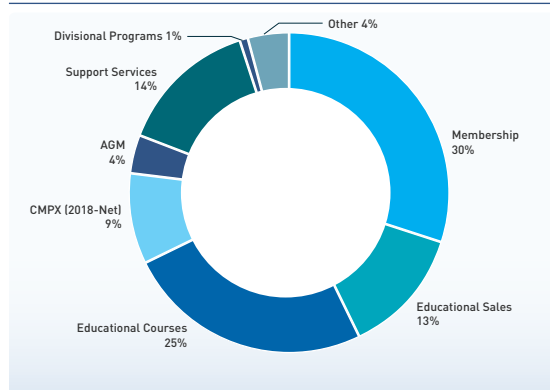


HRAI Quarterly Strategy Tracker

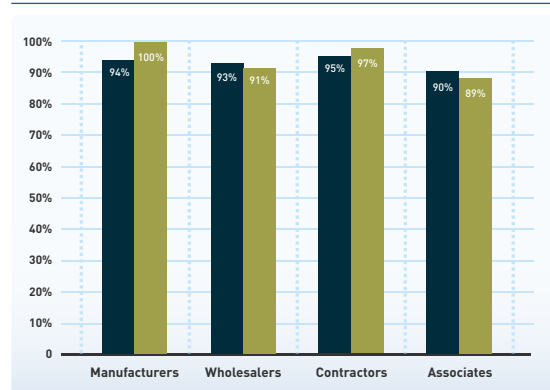
Q4 2019/2020

Revenue Diversification



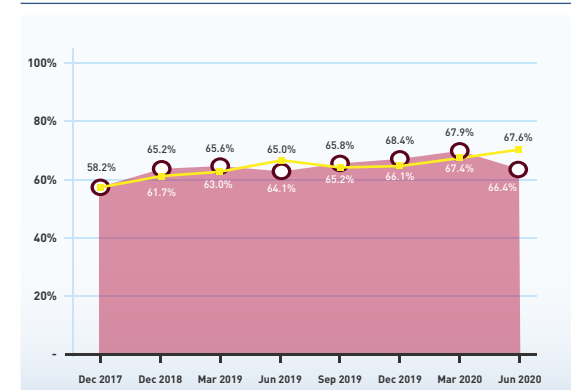
YTD Revenue Q4 2019/2020

Member Retention



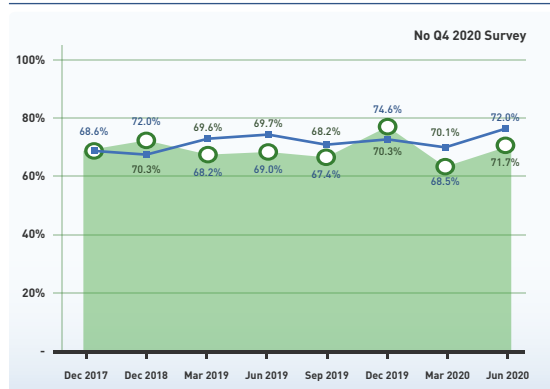
2019/2020 Member Retention Target YTD Member Renewed

Member Interests Representation



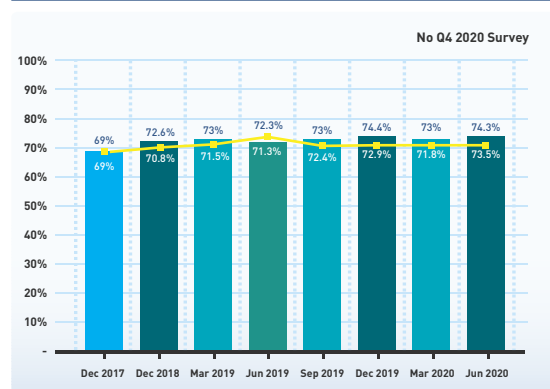
Score 3 mth Avg

Member Satisfaction



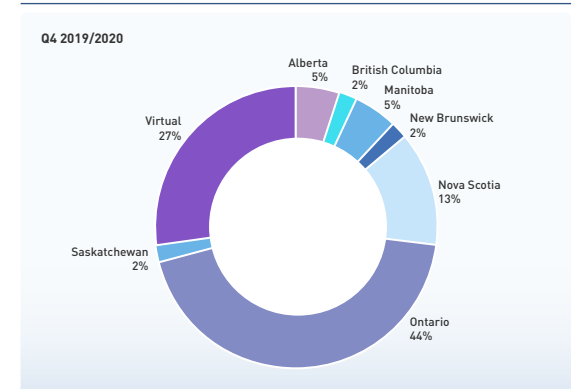
Score 3 mth Avg

Communications Effectiveness

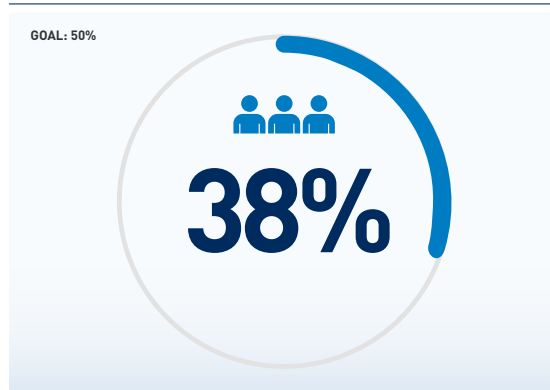


3 mth Avg

Training by Region



Member Outreach



1219 Active Members as of June 30 2020

TBD



RMC-YTD Disposal of GHG/ODS (Kgs)

