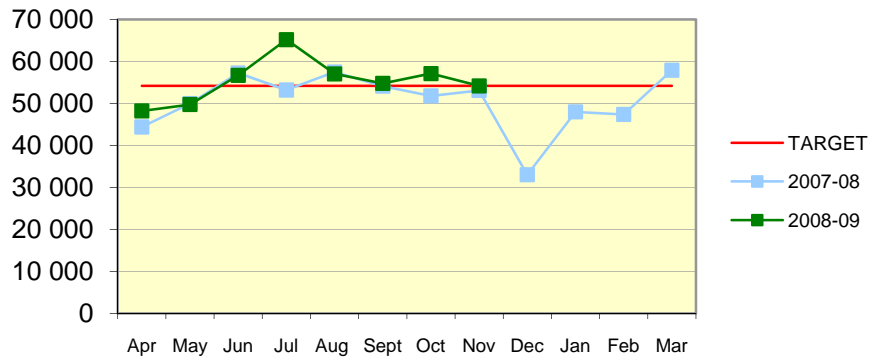


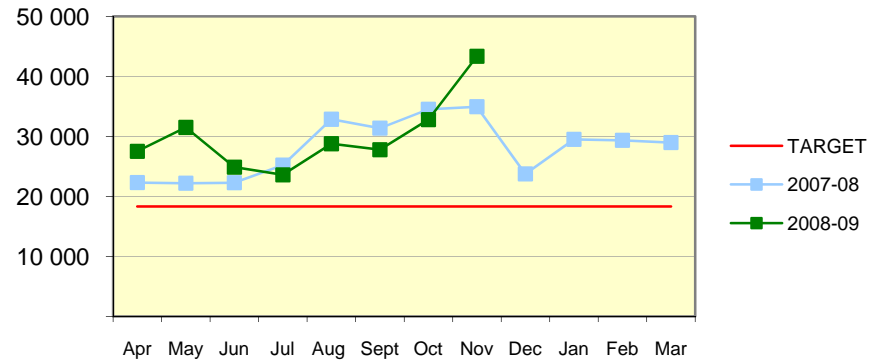


Key performance figures to November 2008

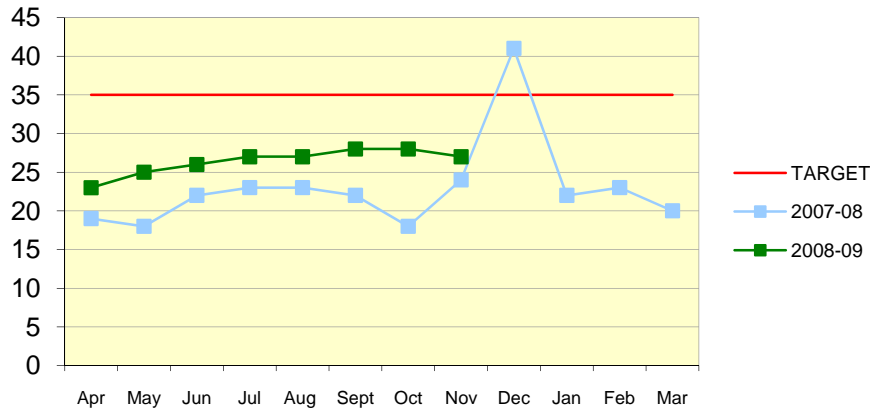
Number of documents delivered onsite (annual target: 655,000)



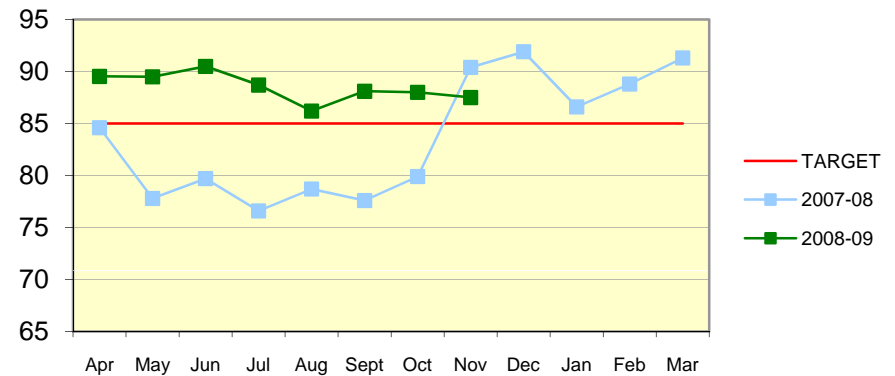
Number of documents supplied online (annual target: 220,000)



Average document delivery (minutes)



Percentage of telephone calls answered within 20 seconds





Documents held outside of TNA repositories December 2008

