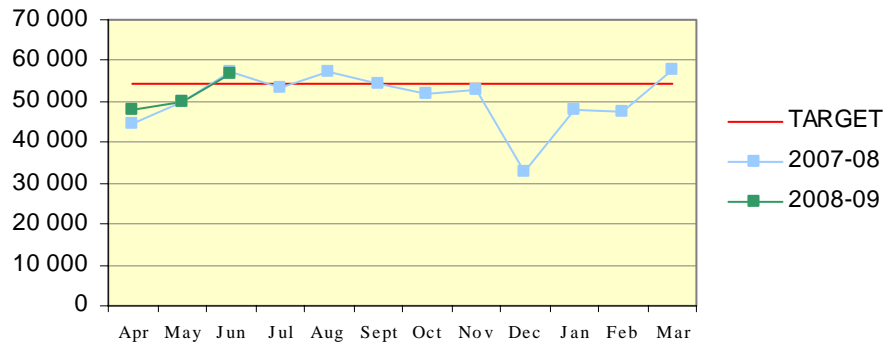


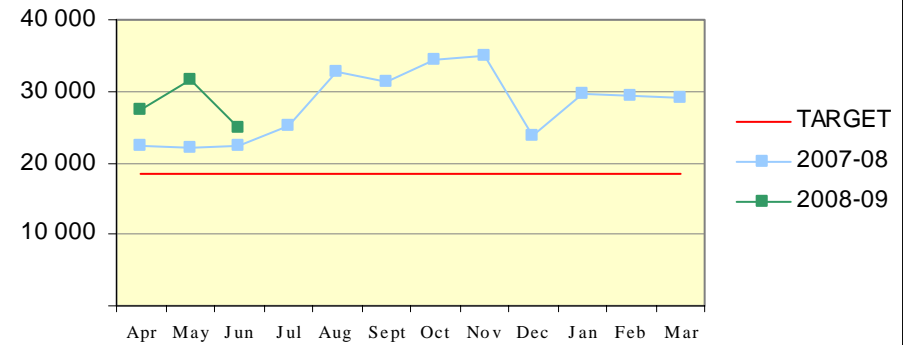


Key performance figures to June 2008 (1)

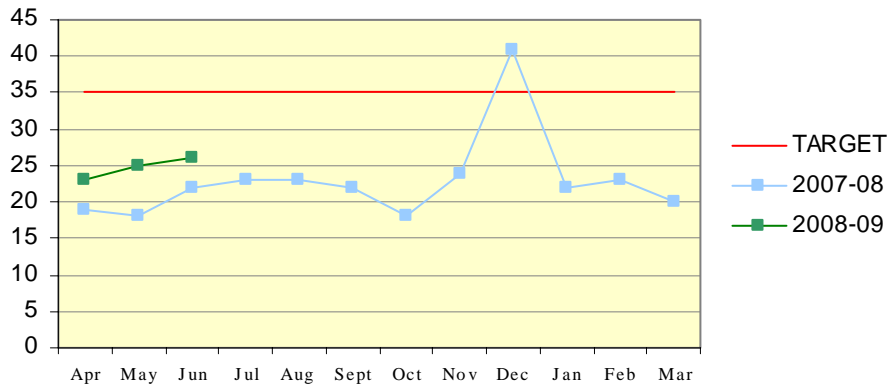
Number of documents delivered on site (annual target: 655,000)



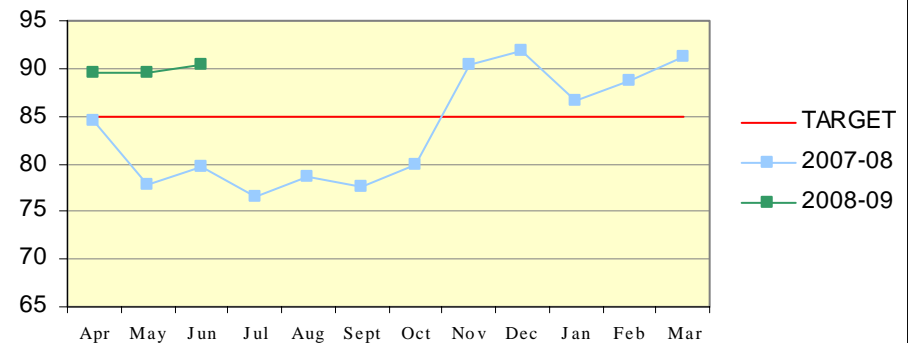
Number of documents supplied online (annual target: 220,000)



Average document delivery time



Percentage of telephone calls answered within 20 seconds





Key performance figures to June 2008 (2)

