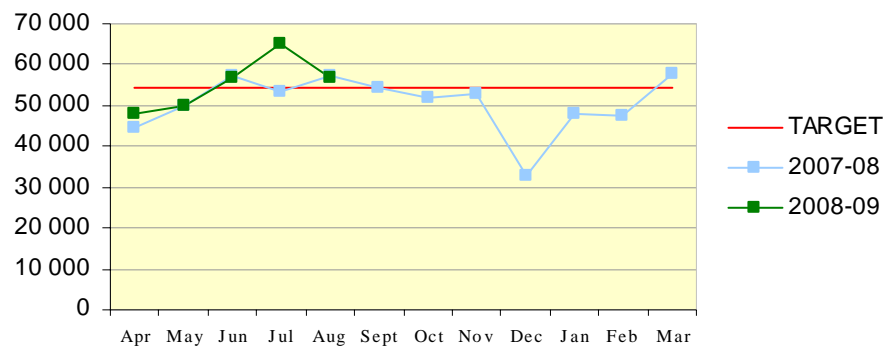


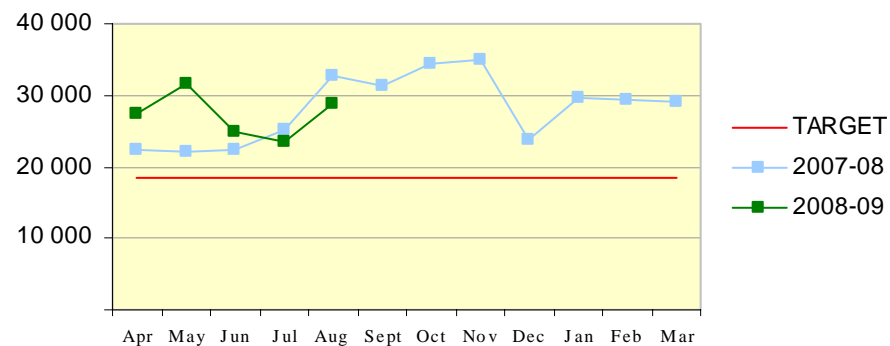


Key performance figures to August 2008 (1)

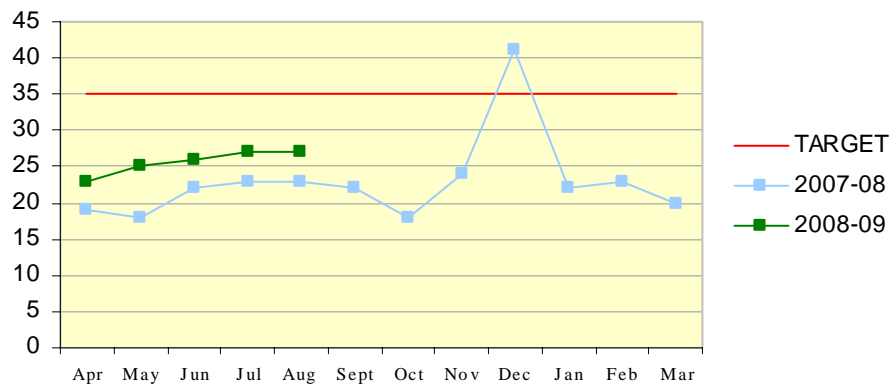
Number of documents delivered onsite (annual target: 655,000)



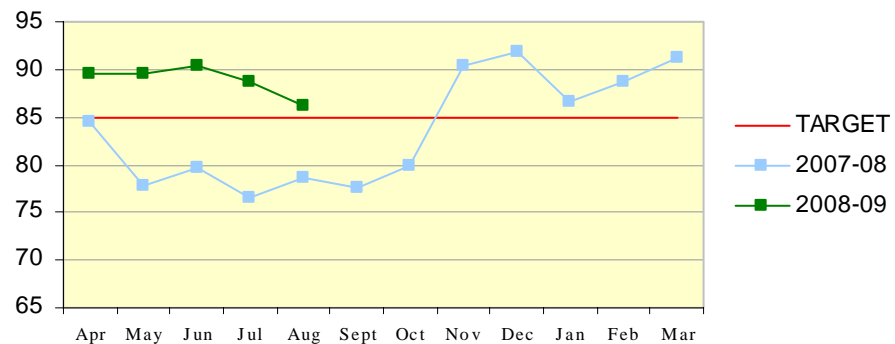
Number of documents supplied online (annual target: 220,000)



Average document delivery time (minutes)



Percentage of telephone calls answered within 20 seconds





Key performance figures to August 2008 (2)

