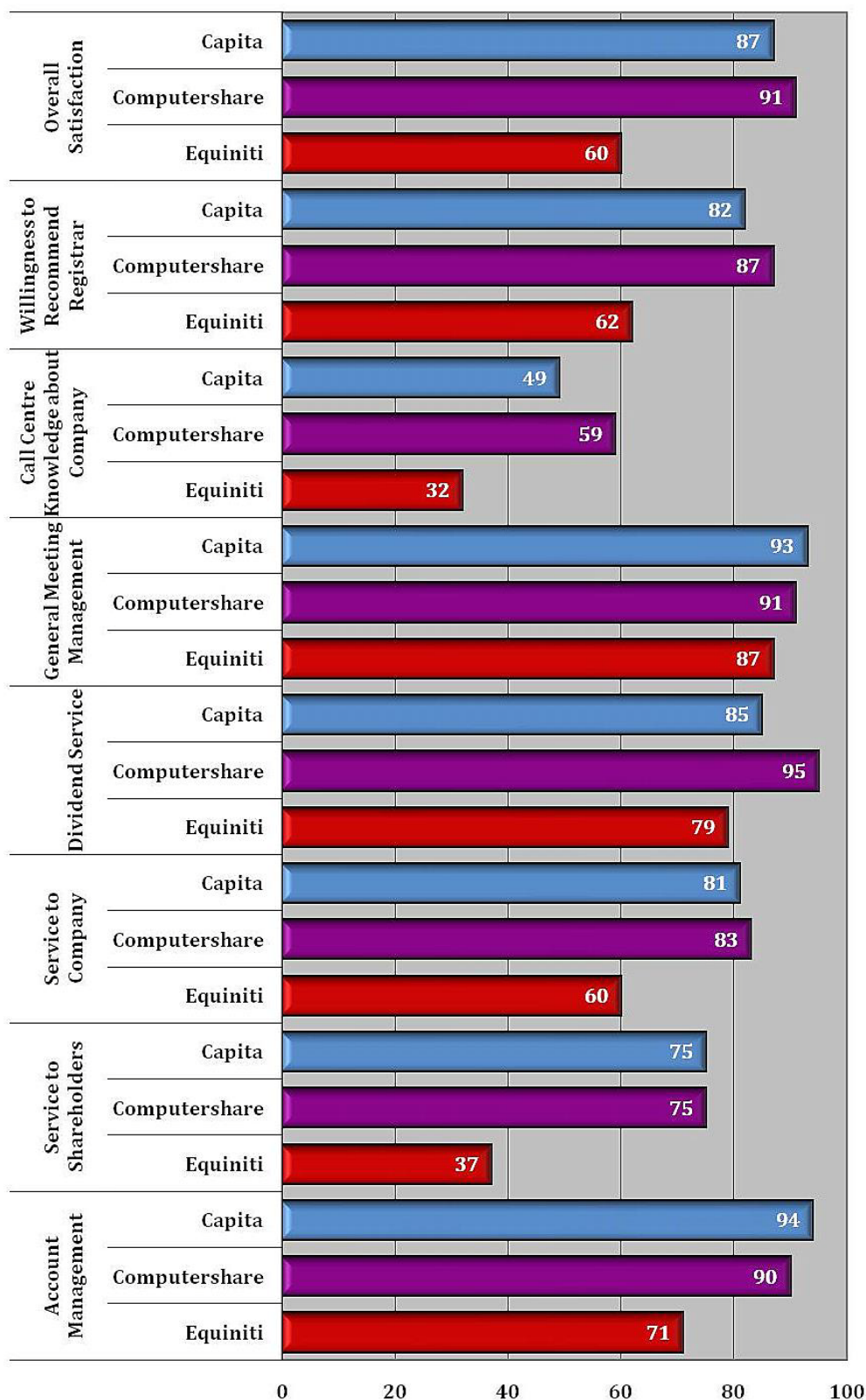


### COMPANY SATISFACTION INDEX 2009



*These values represent the percentage of favourable responses (ratings of 4 or 5 on a five-point scale).*