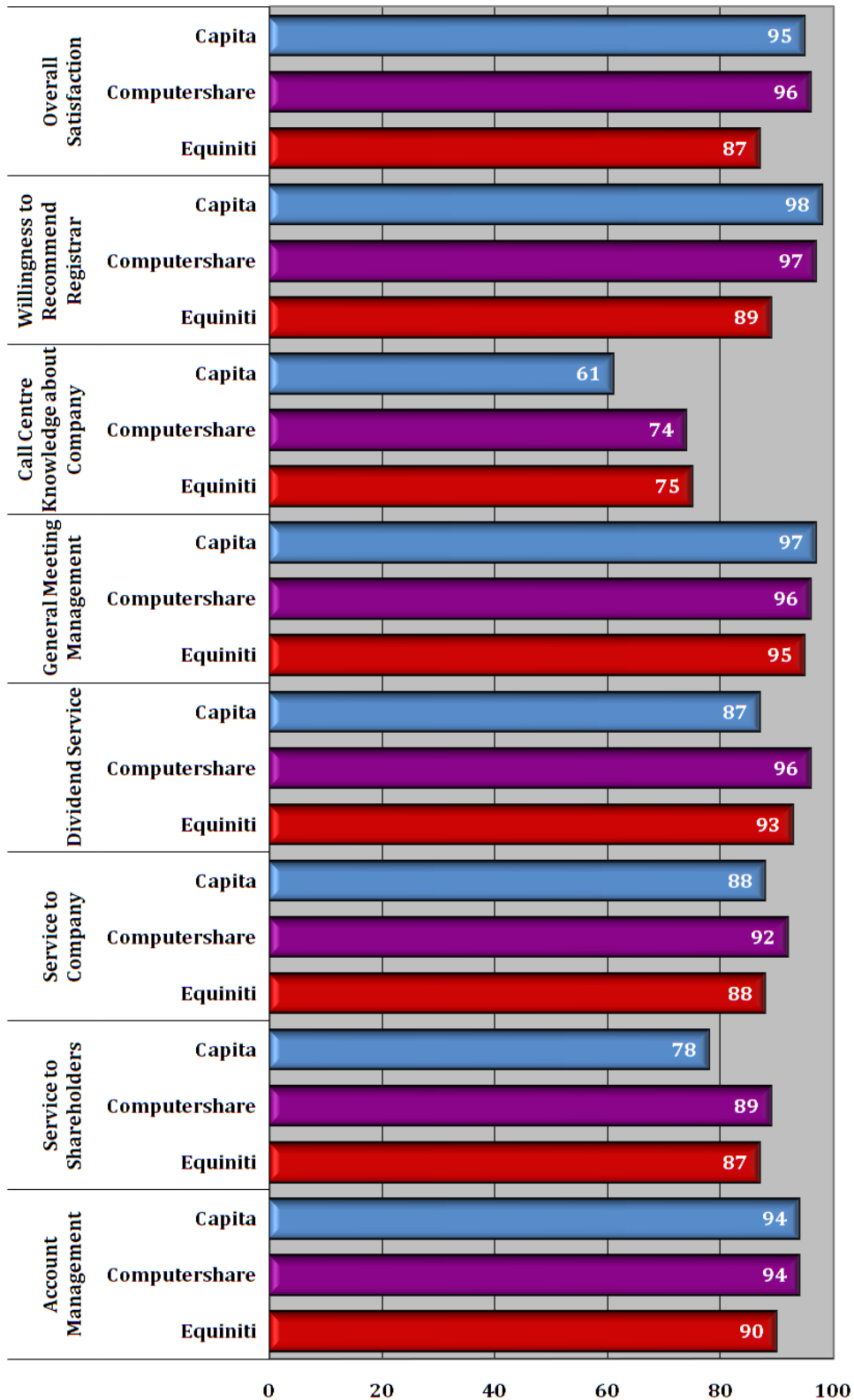


### 2011 COMPANY SATISFACTION INDEX



The values above represent the percentage of favourable responses (ratings of 4 or 5 on the five-point scale).

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