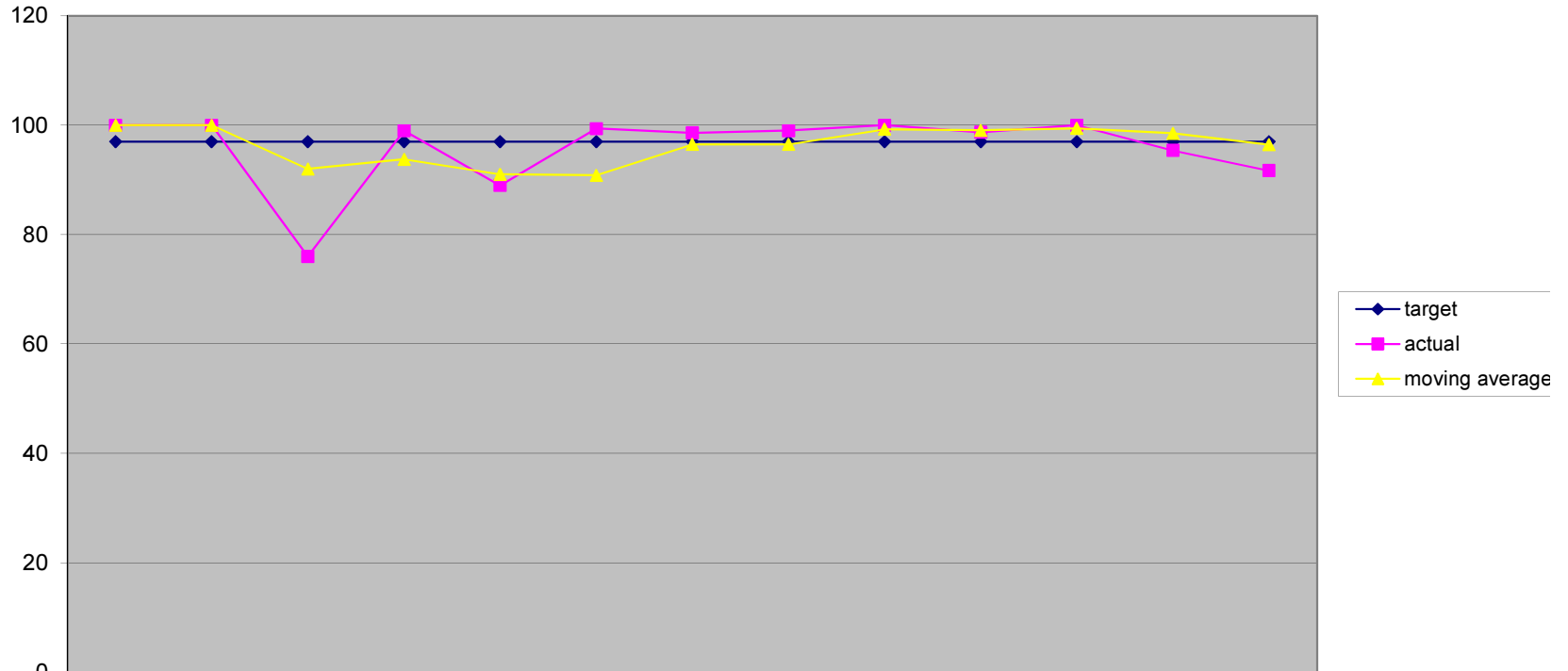


Percentage of management actions agreed

Appendix 2



	Q1 2008/0 9	Q2 2008/0 9	Q3 2008/0 9	Q4 2008/0 9	Q1 2009/1 0	Q2 2009/1 0	Q3 2009/1 0	Q4 2009/1 0	Q1 2010/1 1	Q2 2010/1 1	Q3 2010/1 1	Q4 2010/1 1	Q1 2011/1 2
target	97	97	97	97	97	97	97	97	97	97	97	97	97
actual	100	100	76	99	89	99.4	98.6	99	100	98.7	100	95.4	91.7
moving average	100	100	92	93.75	91	90.85	96.5	96.5	99.25	99.075	99.425	98.525	96.45

