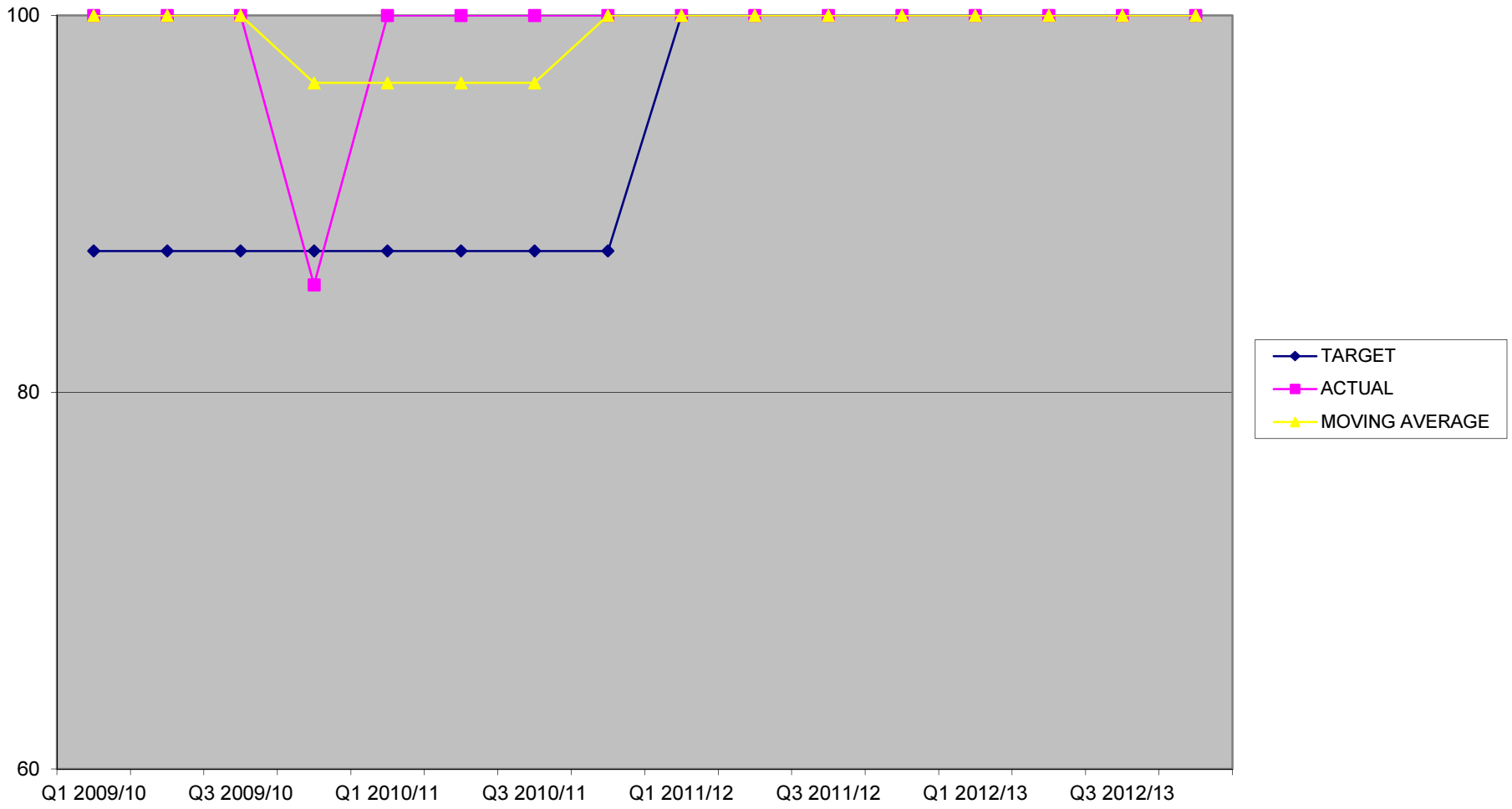


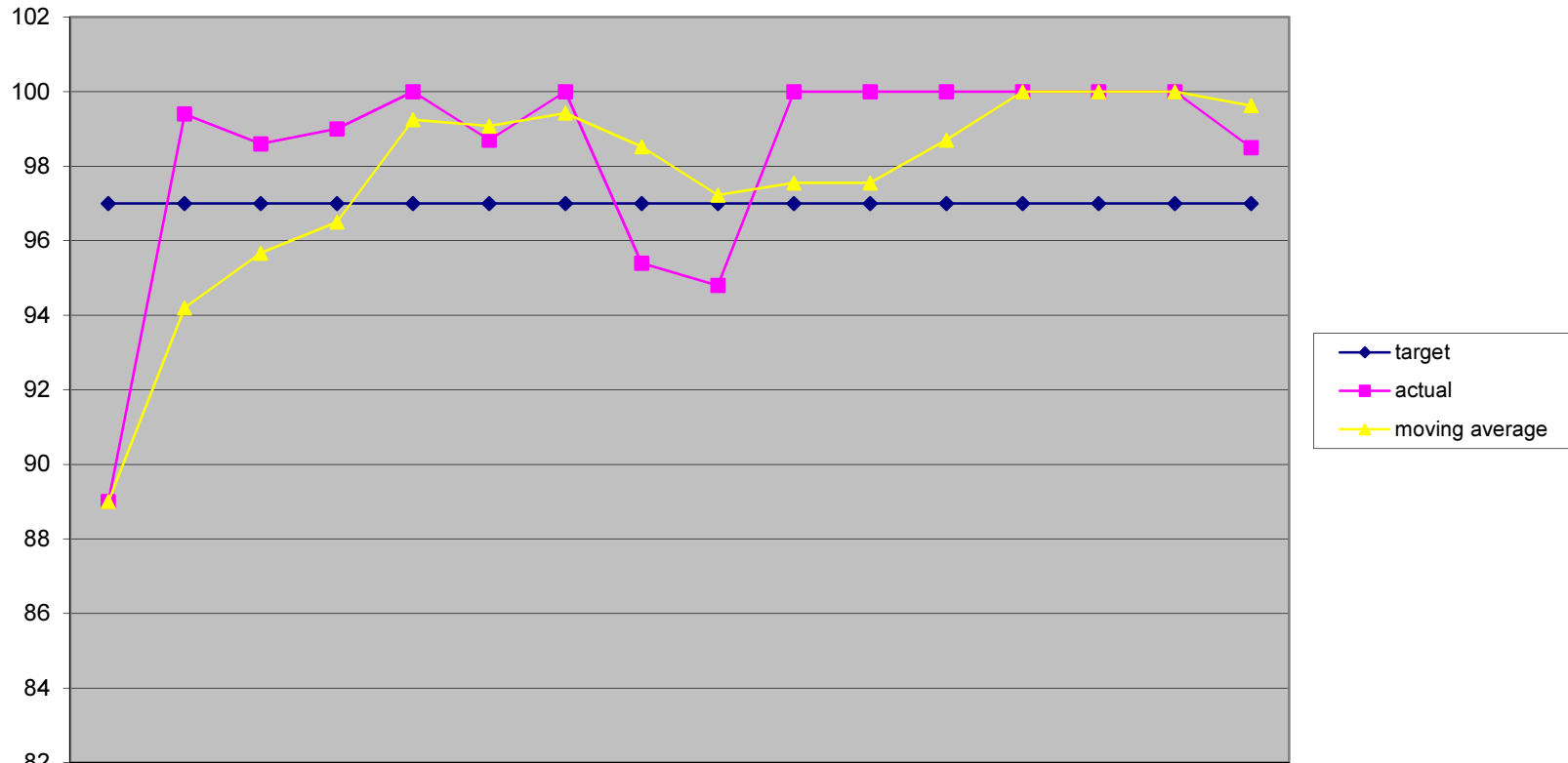
Percentage of draft reports issued within 15 days

Appendix 1



Percentage of management actions agreed

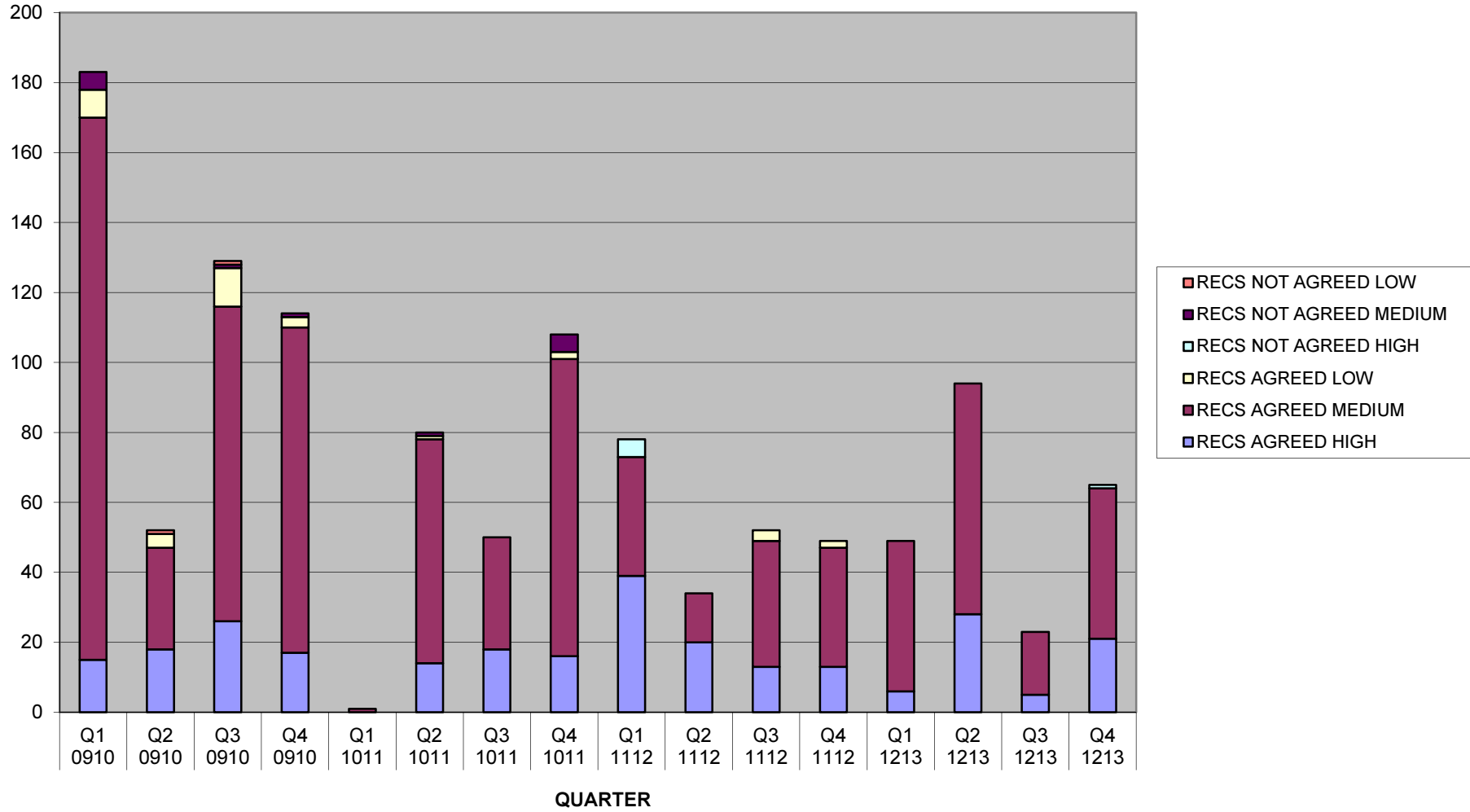
Appendix 2



|                | Q1<br>2009/<br>10 | Q2<br>2009/<br>10 | Q3<br>2009/<br>10 | Q4<br>2009/<br>10 | Q1<br>2010/<br>11 | Q2<br>2010/<br>11 | Q3<br>2010/<br>11 | Q4<br>2010/<br>11 | Q1<br>2011/<br>12 | Q2<br>2011/<br>12 | Q3<br>2011/<br>12 | Q4<br>2011/<br>12 | Q120<br>12/13 | Q220<br>12/13 | Q320<br>12/13 | Q420<br>12/13 |
|----------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------|---------------|---------------|---------------|
| target         | 97                | 97                | 97                | 97                | 97                | 97                | 97                | 97                | 97                | 97                | 97                | 97                | 97            | 97            | 97            | 97            |
| actual         | 89                | 99.4              | 98.6              | 99                | 100               | 98.7              | 100               | 95.4              | 94.8              | 100               | 100               | 100               | 100           | 100           | 100           | 98.5          |
| moving average | 89                | 94.2              | 95.67             | 96.5              | 99.25             | 99.08             | 99.43             | 98.53             | 97.23             | 97.55             | 97.55             | 98.7              | 100           | 100           | 100           | 99.63         |

MANAGEMENT ACTIONS AGREED BY NUMBER

Appendix 2.1



Proportion of agreed management actions implemented 2012/13

