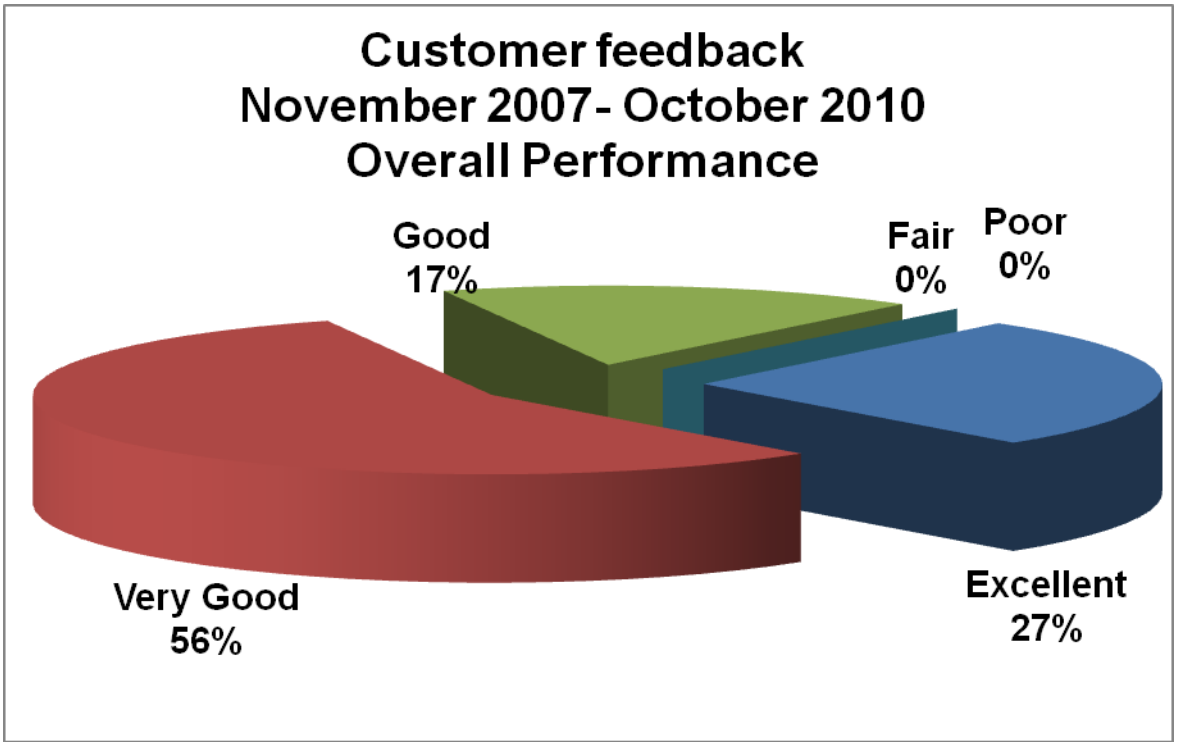
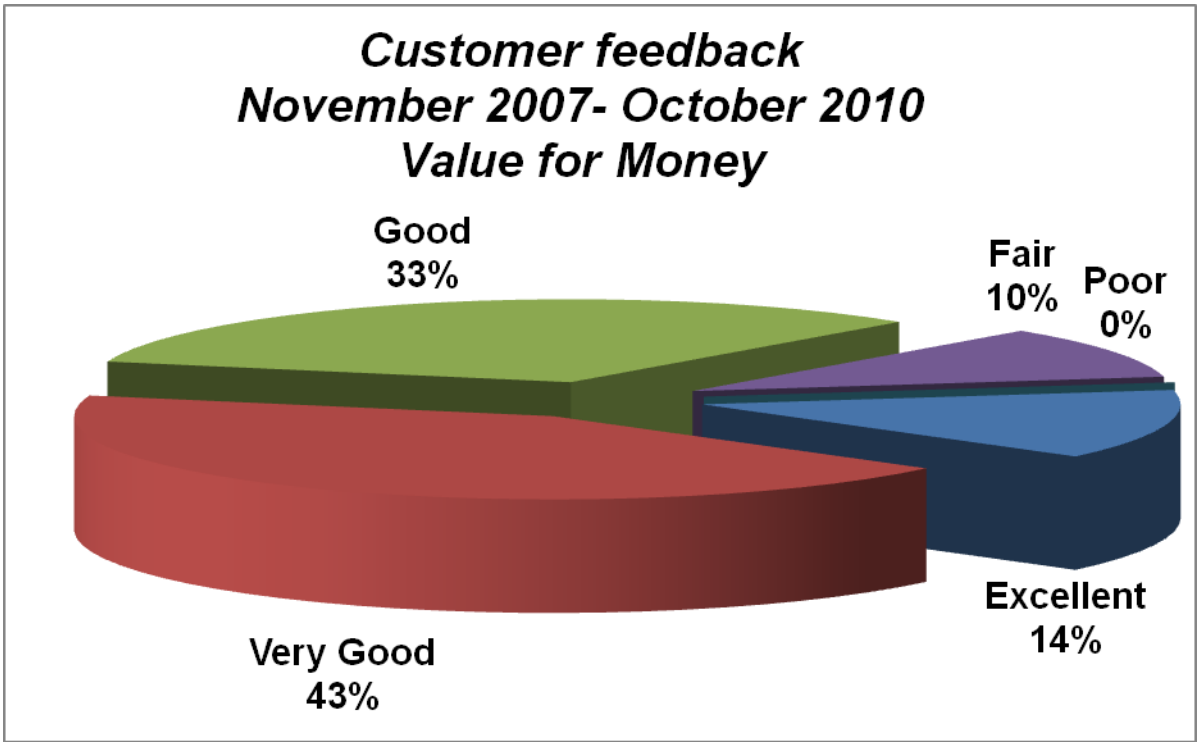
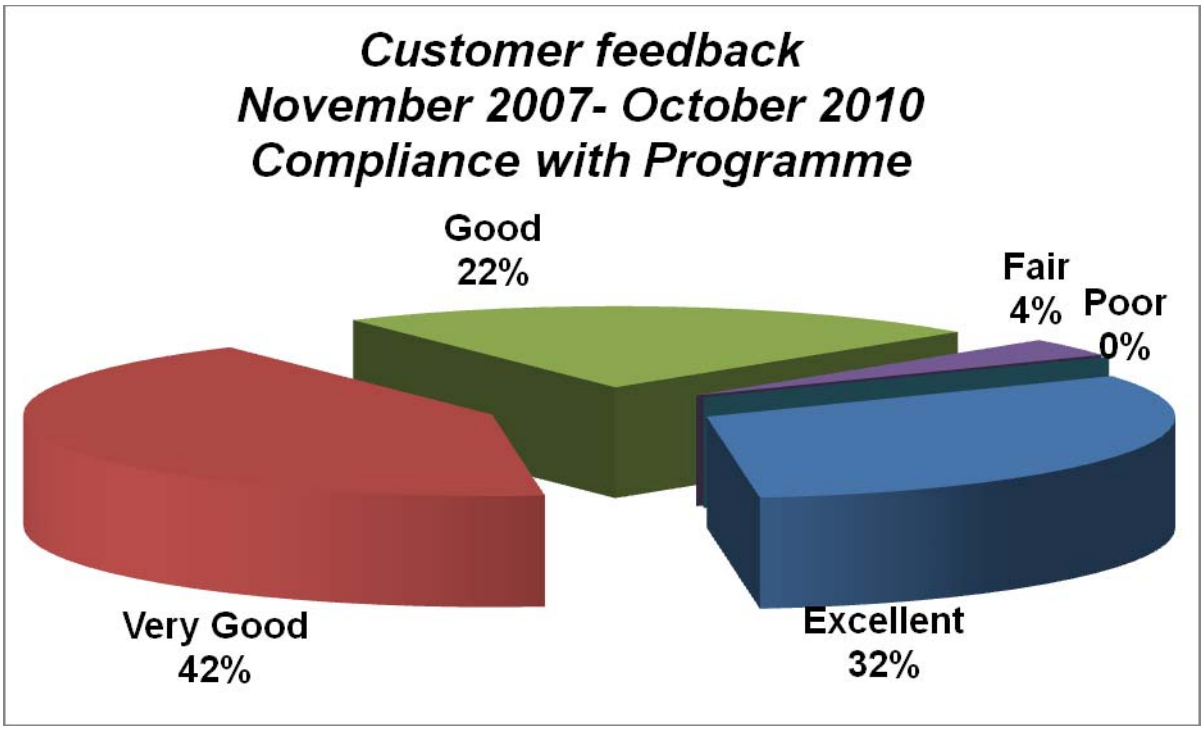
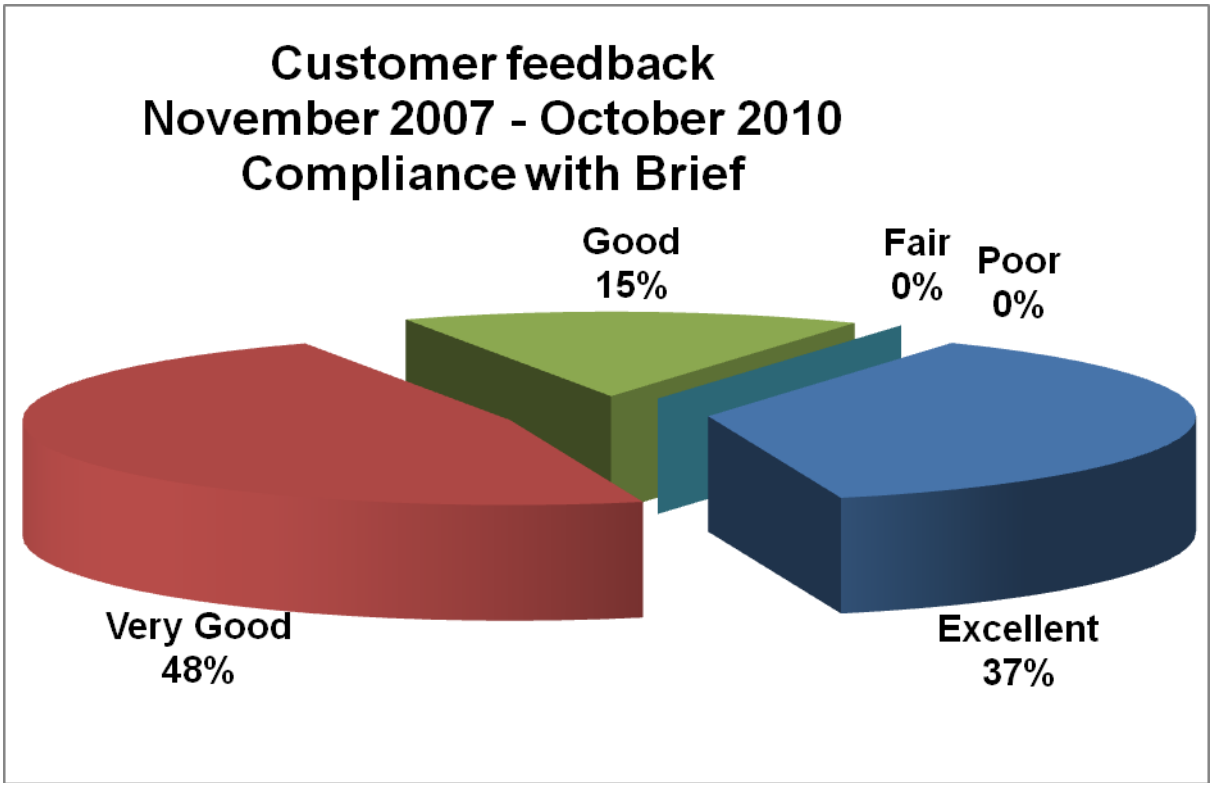
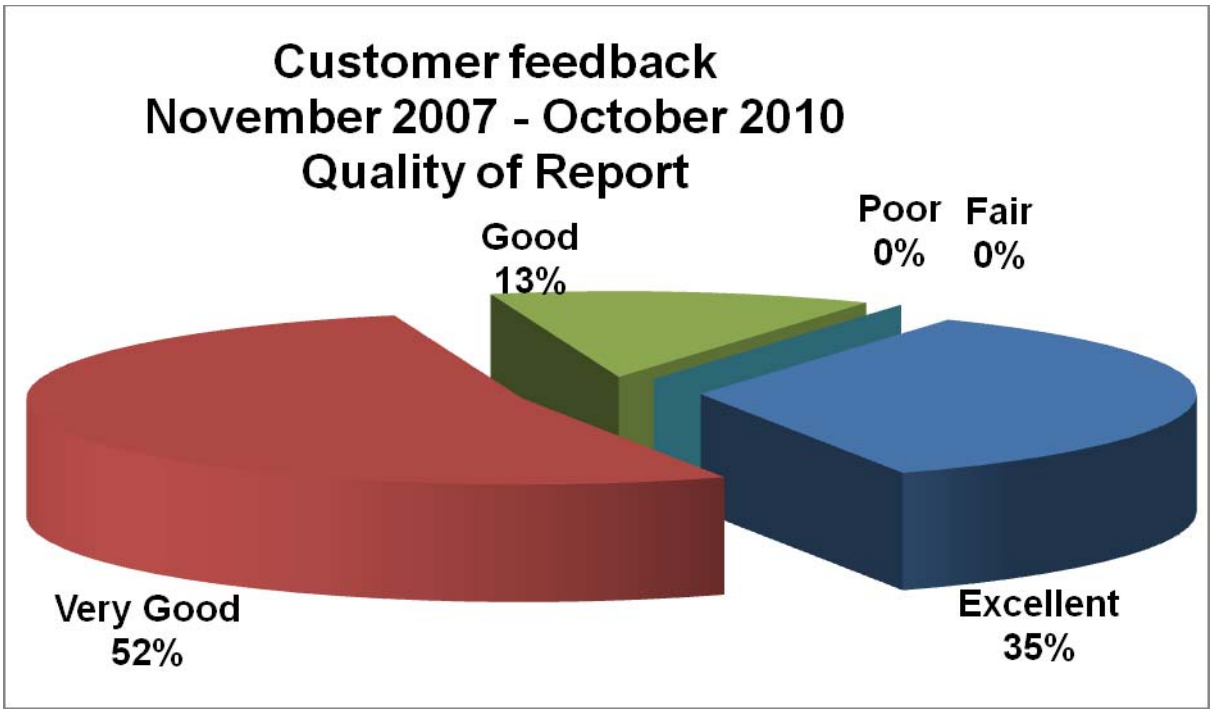
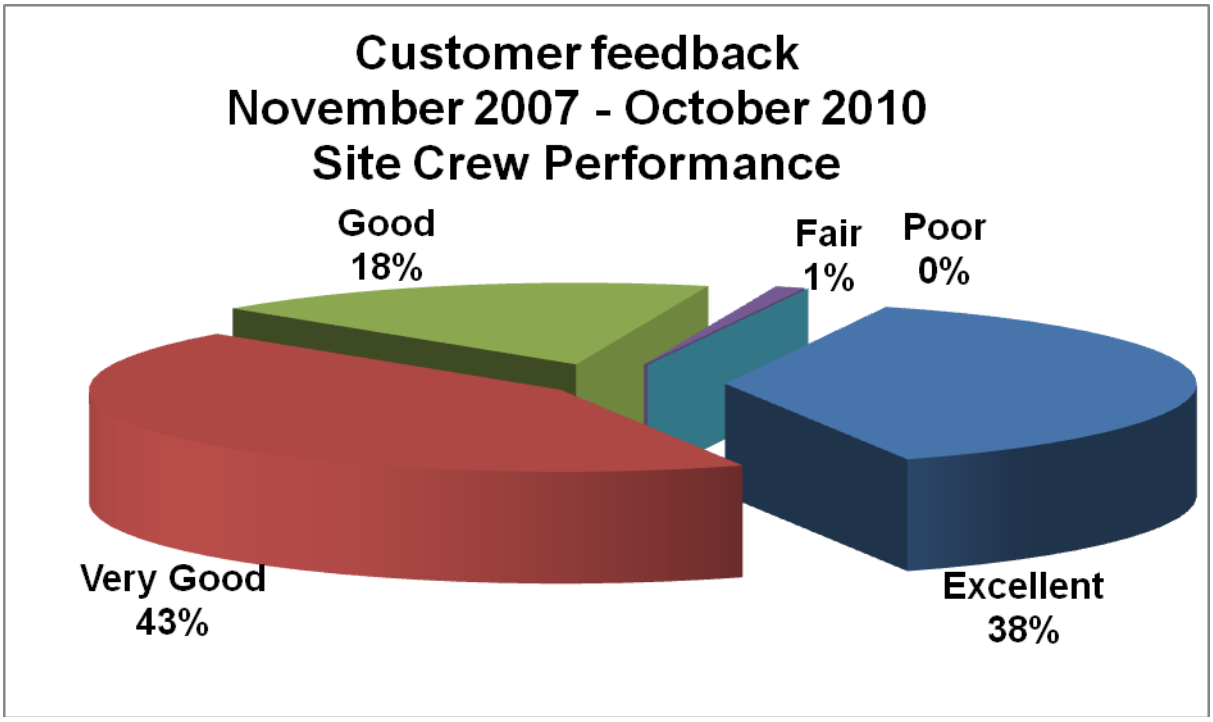

Customer feedback
November 2007- October 2010
Overall Performance
Good
17%
Fair
0%
Poor
0%
Very Good
56%
Excellent
27%

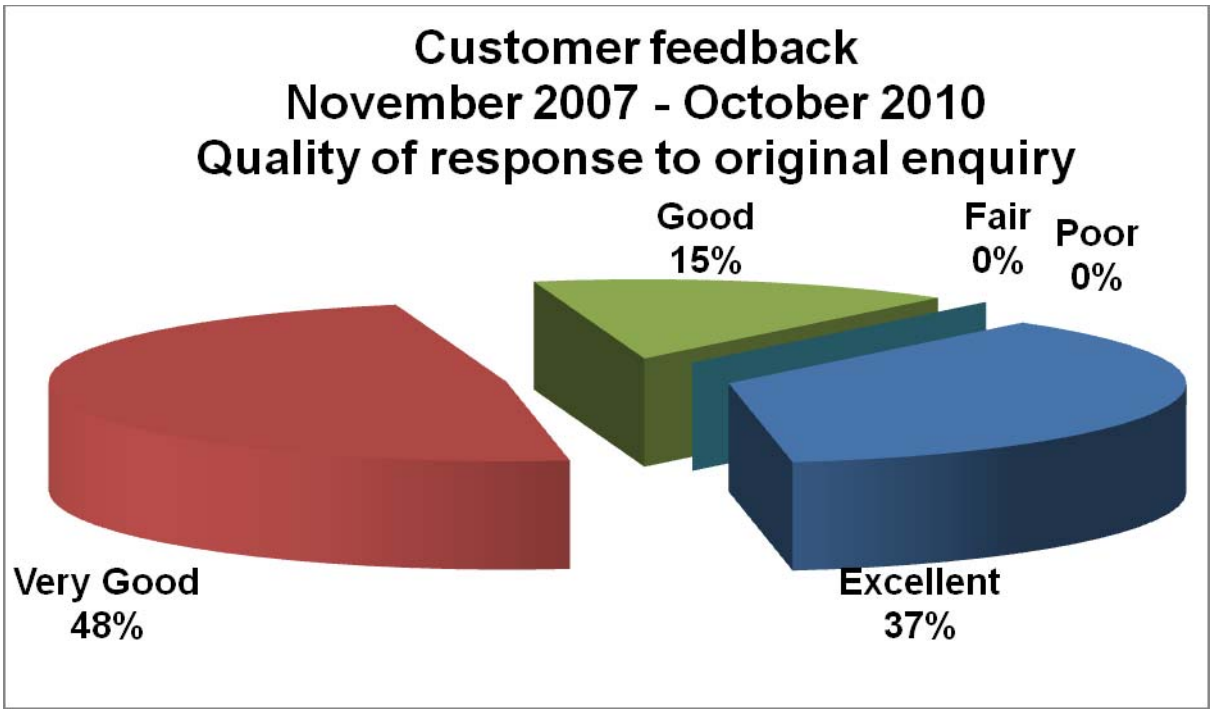

Customer feedback
November 2007- October 2010
Value for Money
Good
33%
Fair
10%
Poor
0%
Excellent
14%
Very Good
43%

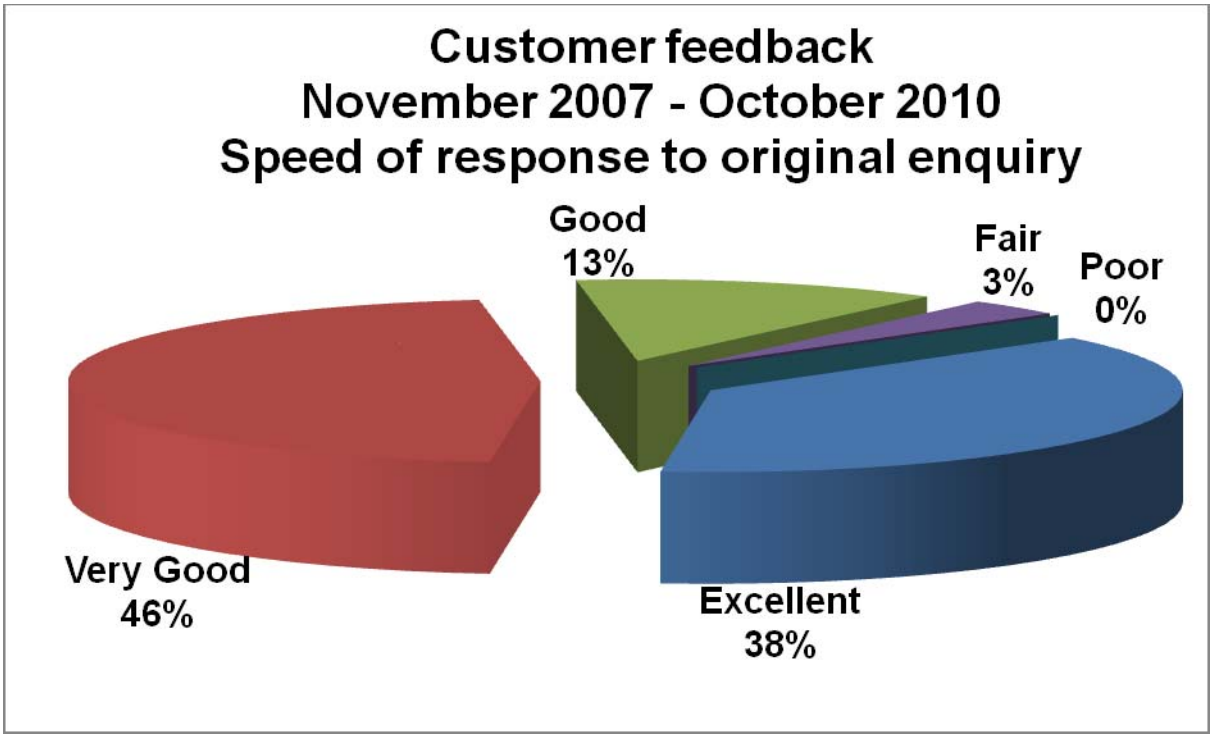

Customer feedback
November 2007- October 2010
Compliance with Programme
Good
22%
Fair
4%
Poor
0%
Very Good
42%
Excellent
32%


Customer feedback
November 2007 - October 2010
Compliance with Brief
Good
15%
Fair
0%
Poor
0%
Very Good
48%
Excellent
37%


Customer feedback
November 2007 - October 2010
Quality of Report
Good
13%
Poor
0%
Fair
0%
Very Good
52%
Excellent
35%


Customer feedback
November 2007 - October 2010
Site Crew Performance
Good
18%
Fair
1%
Poor
0%
Very Good
43%
Excellent
38%


Customer feedback
November 2007 - October 2010
Quality of response to original enquiry
Good
15%
Fair
0%
Poor
0%
Very Good
48%
Excellent
37%


Customer feedback
November 2007 - October 2010
Speed of response to original enquiry
Good
13%
Fair
3%
Poor
0%
Very Good
46%
Excellent
38%