

TAKING STAFF OPINIONS ON BOARD...

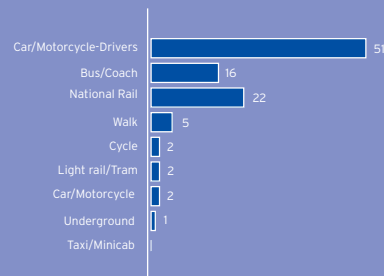
CASE STUDY **NO. 6**

the good and the bad

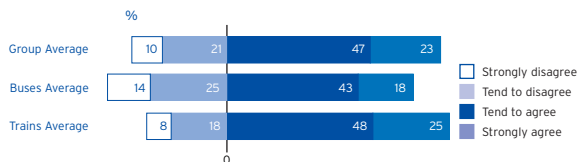
The aim of the employee surveys was to hear what our staff and management think and to learn from their experiences of working for our operating companies.

In 2004 we will be working to address the major concerns raised by our employees and will keep them informed of progress on implementing action plans arising from the surveys. We will also report progress in next year's Corporate Responsibility Report.

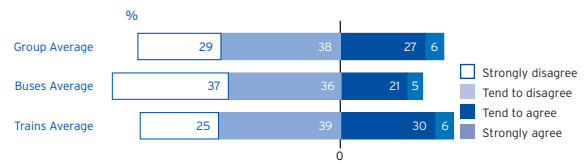
Staff survey - How do you travel to and from work? (Chart 35)



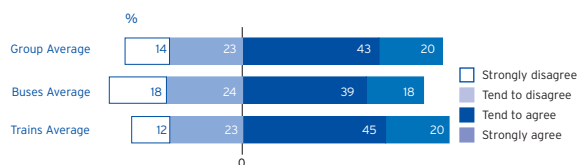
Employee survey - I enjoy working for my company (Chart 36)



Employee survey - I feel I am adequately consulted on issues that affect me (Chart 37)



Employee survey - I believe my company strives to deliver good customer service (Chart 38)



Employee survey - I would recommend my company as a good place to work (Chart 39)

