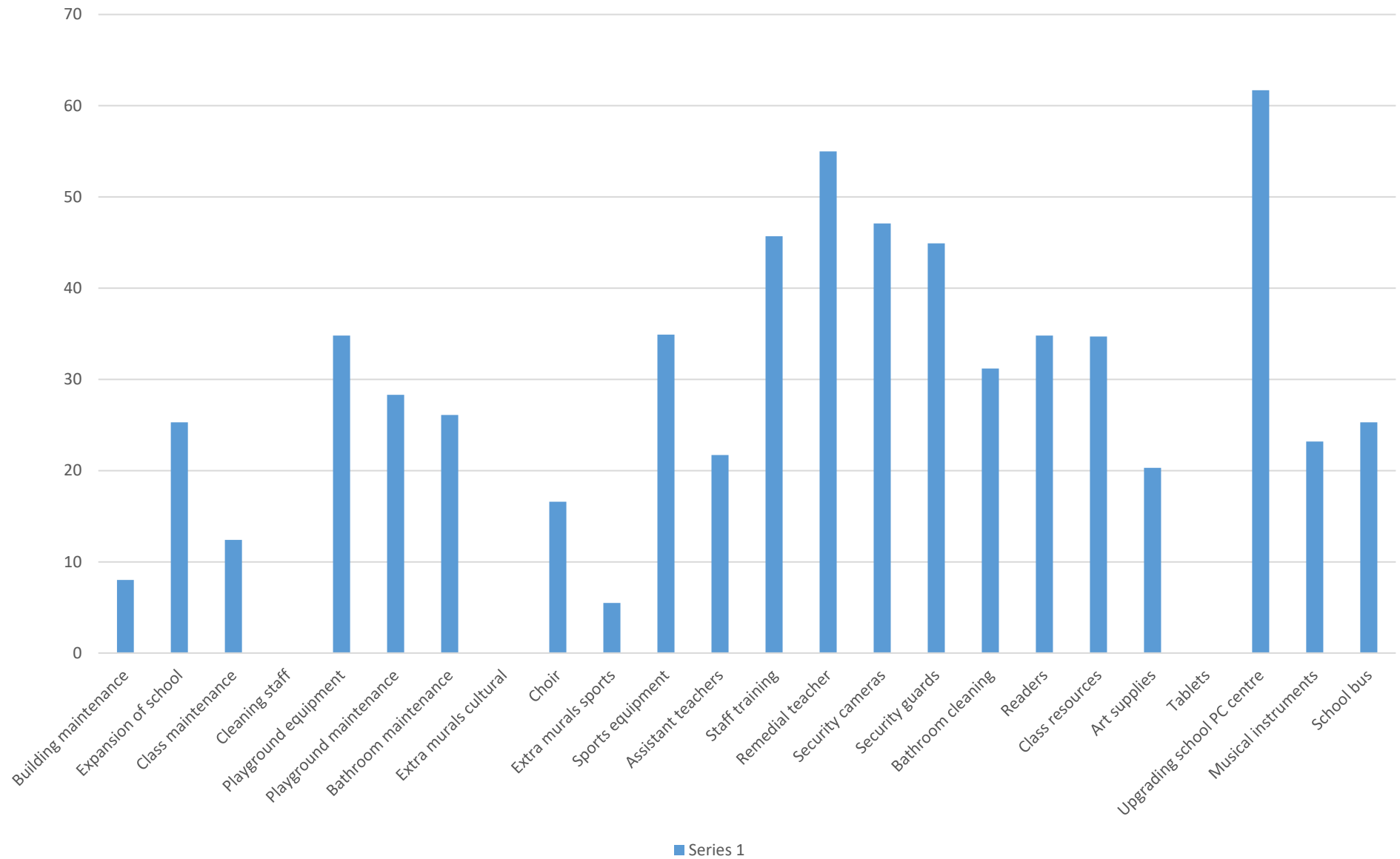
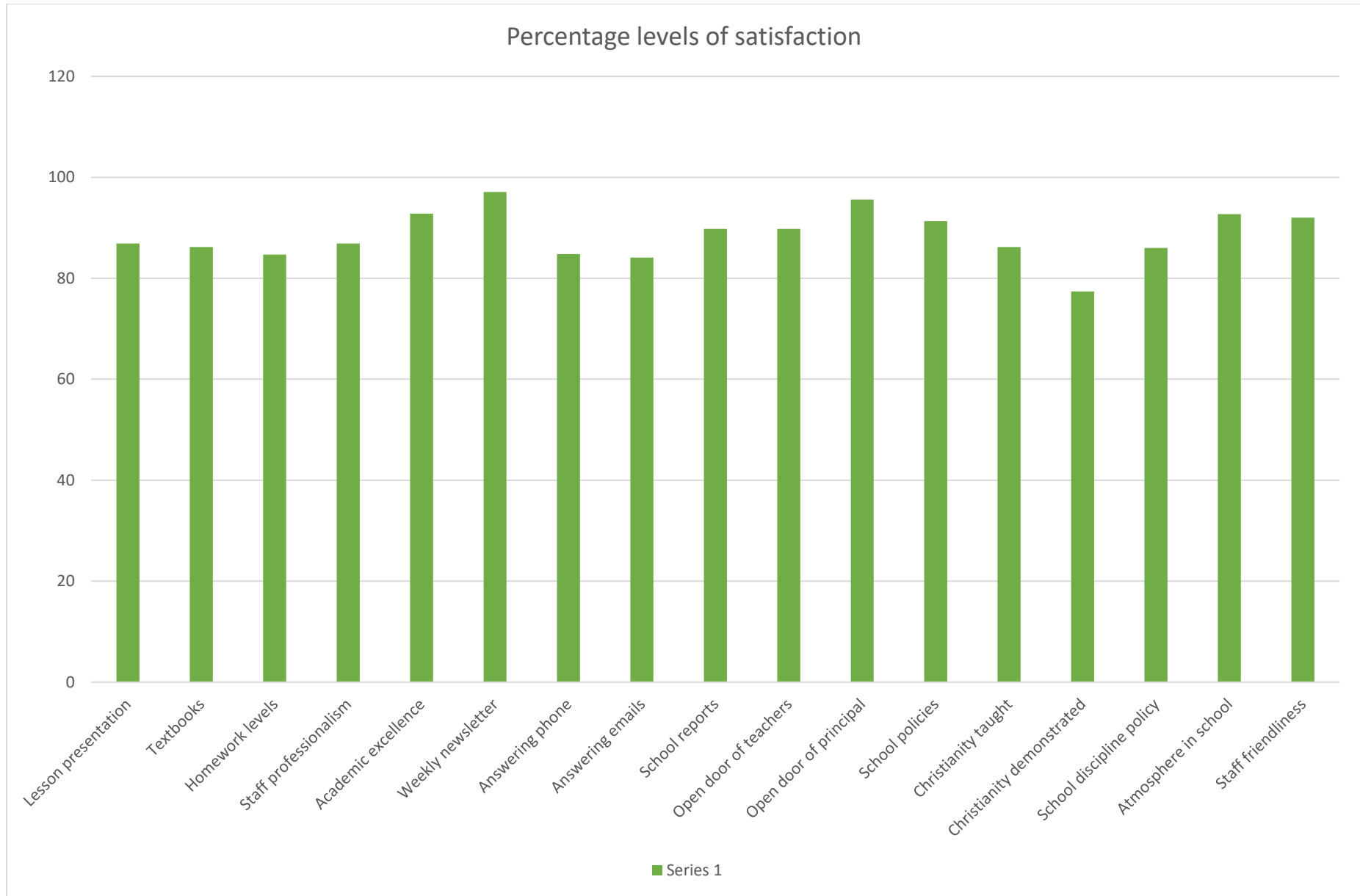


Calculated 2016 results displaying  
areas requiring financial attention in 2017



Percentage levels of satisfaction



Percentage levels of dissatisfaction (all lower than 4%)

