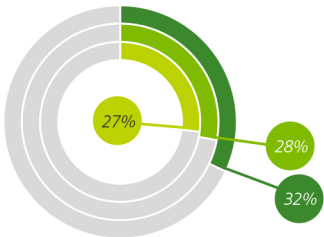
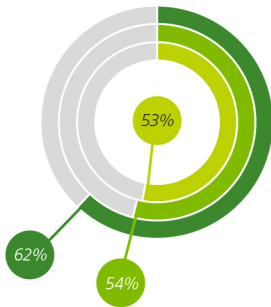


Percentage who will stay over 5 years



Percentage reporting high level of satisfaction



- All
- People are held accountable for their actions and performance
- Focus on getting detail right