

CHART 3: What was your organization's overall profitability in 2012?

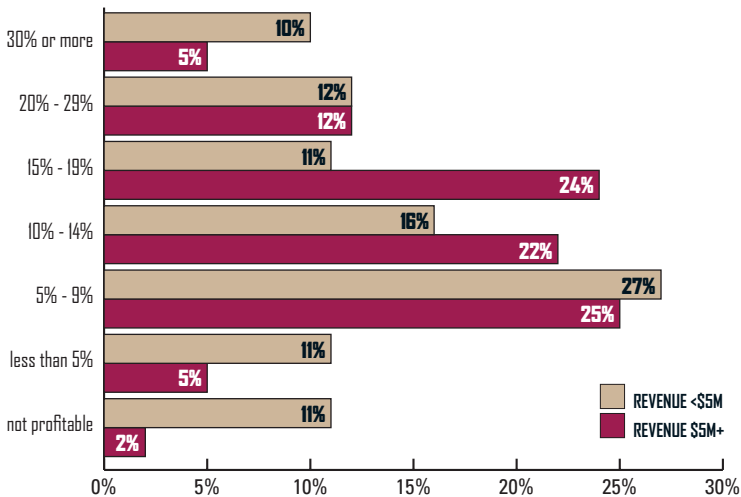


CHART 4: How profitable were each of these areas of your organization in 2012?

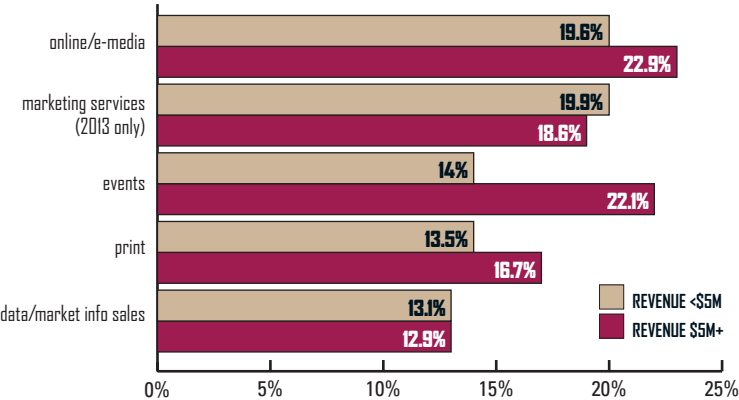


CHART 5: What were the fastest growing parts of your organization's business in 2012?

