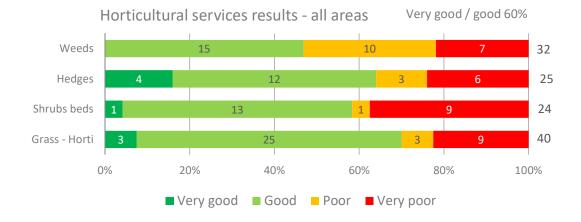


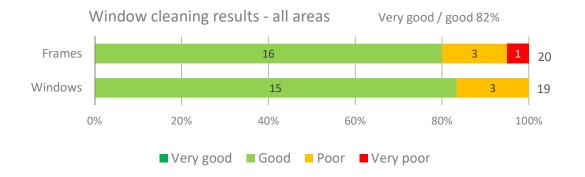


Caretaking results - all areas Very good / good 83% Window frames 20 10 5 4 Handrails 20 6 12 Lights 26 Δ 17 Walls 19 11 Landings 19 6 1 Stairs 21 13 Lifts 3 Entrance 26 8 16 1 Bins 19 11 40% 60% 80% 0% 20% 100% ■ Very good ■ Good ■ Poor ■ Very poor

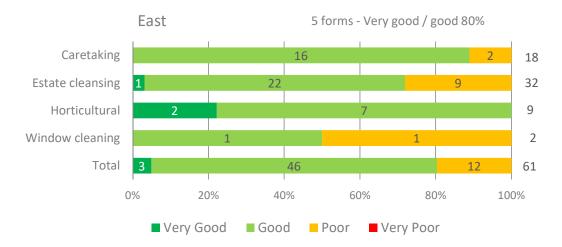


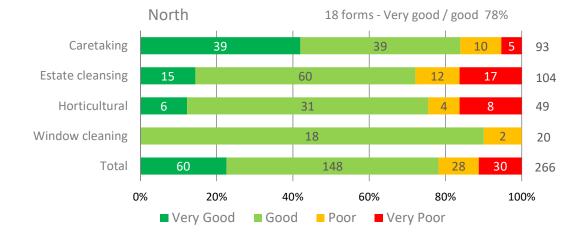


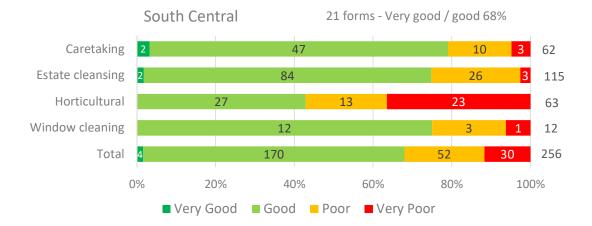




Results by area

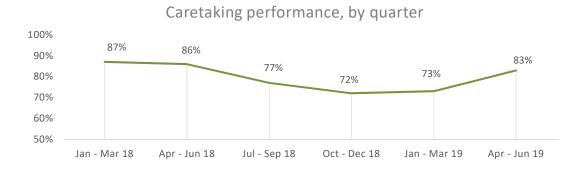




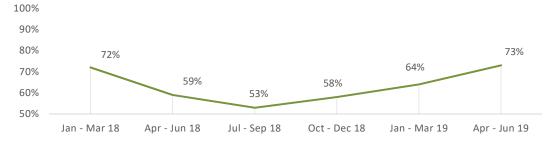


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Service area trendlines







Horticultural services performance, by quarter



Window cleaning performance, by quarter

