

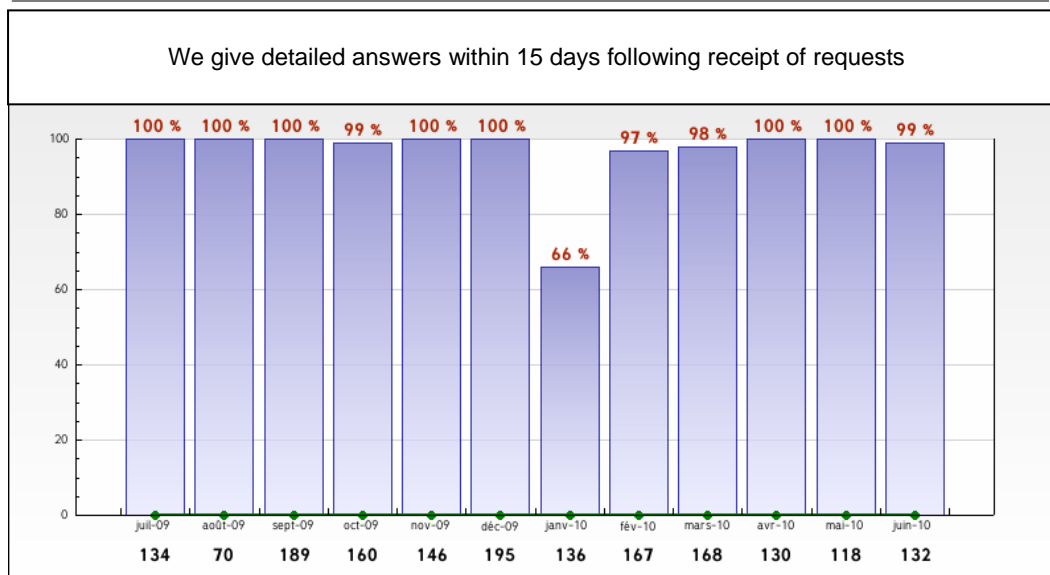
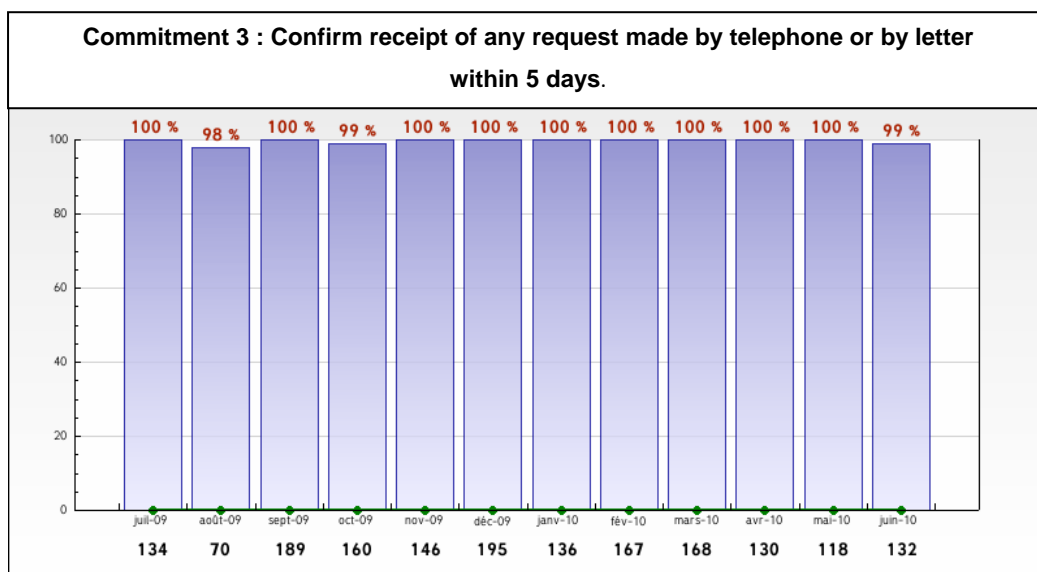
Monthly figures to verify our commitments - ARDTA

July 2009 – JUNE 2010



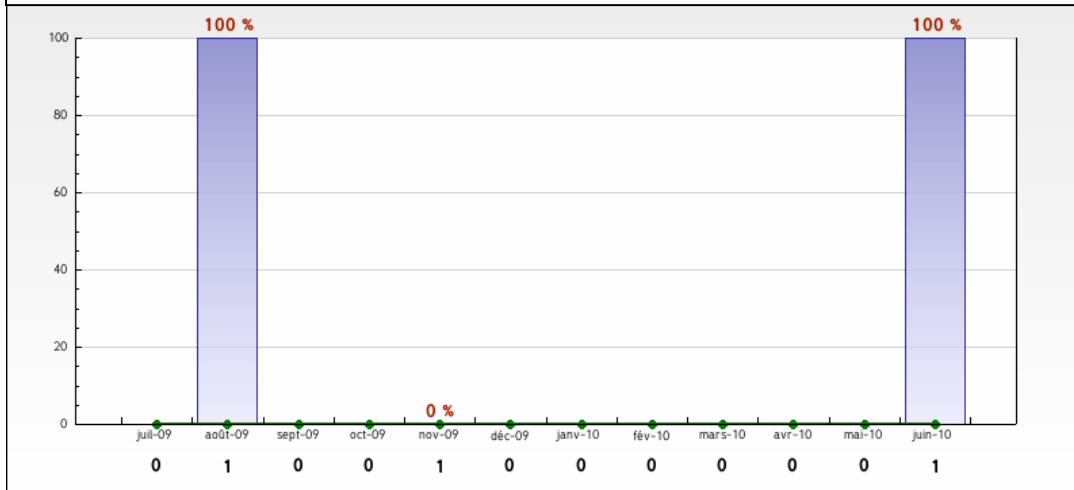
From July 2009 to June 2010 :

We acknowledged receipt of 99, 83 % of requests within 5 working days (commitment 3),
 For 66.67% of cases, action plans were forwarded within 7 working days following a first interview (commitment 5),
 68, 42 % of customers have been given an interview during the last quarter as part of our individual assistance commitment (commitment 7),
 And following arrival, 100 % of customers had an annual interview and this for the three years after arrival (commitment).

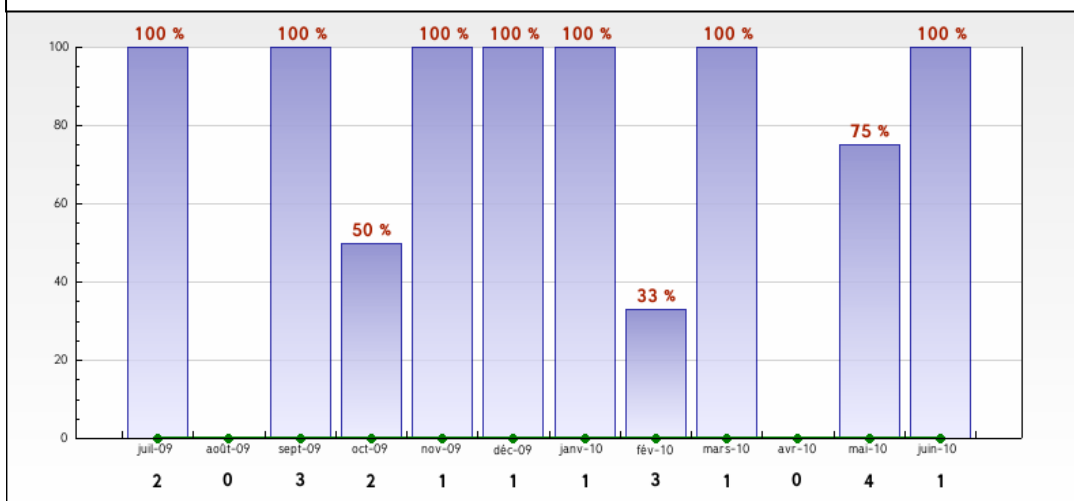




Commitment 5: Provide an action plan with the main steps and priorities for any project, within 7 days following a first interview.



Commitment 7: Assist with a consultant to give guidance and individual support

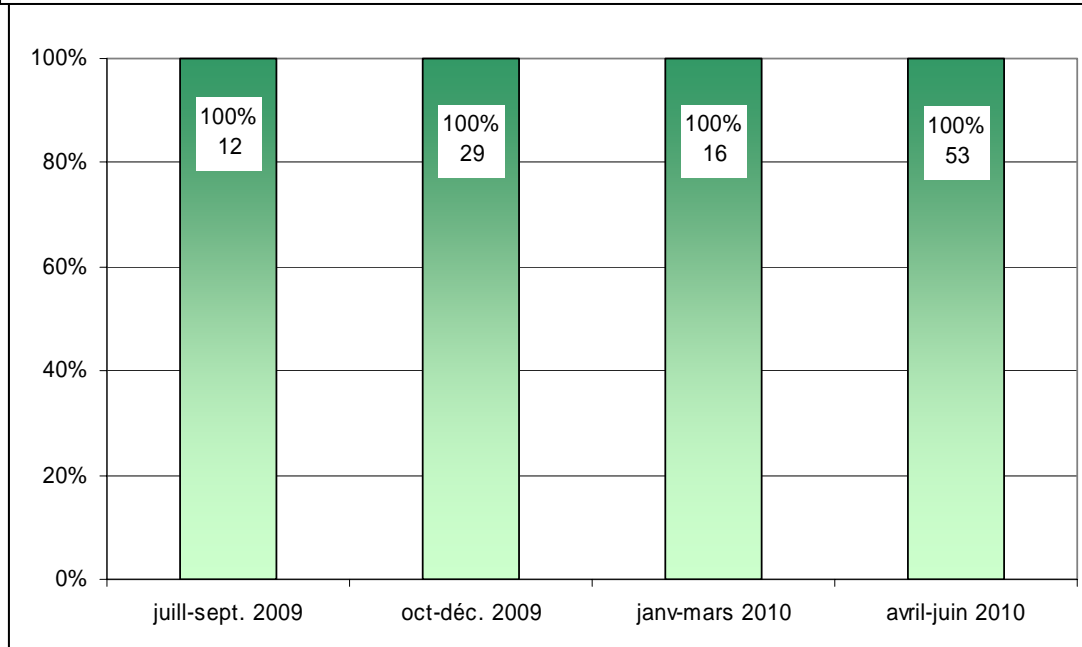


Monthly figures to verify our commitments - ARDTA

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Commitment 7 : Assist with a consultant to give guidance and individual support. All consultants and officers involved on installation projects meet at least once a quarter to give feedback



Commitment 9: Assist and deliver project monitoring during the first 3 years after arrival

