



SUSTAINABILITY REPORT 2018

Yanlord Land Group Limited

SUSTAINABILITY REPORT

ABOUT THIS REPORT

The annual sustainability report of Yanlord Land Group Limited for the financial year ended 31 December 2018 ("FY2018") has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core option, the international standard for sustainability reporting.

The objective of this report is to provide our stakeholders with a holistic overview of our sustainability agendas, efforts and initiatives. Furthermore, this report aims to disclose our sustainable performance in the environmental, social and governance ("ESG") aspects to our stakeholders in an accountable and transparent manner.

The scope of this report covers the sustainability performance of our main operations in the People's Republic of China ("PRC"), Singapore and Hong Kong from 1 January 2018 to 31 December 2018, unless stated otherwise. Although this report has not been externally assured, we intend to seek external assurance for future sustainability reports.

The content of this report adheres to the four reporting principles prescribed by the GRI Standards:

- Stakeholder Inclusiveness principle: Implemented to determine the report context through the refreshment of materiality assessment exercise conducted in December 2018.
- Sustainability Context principle: Implemented to determine the report context which covered the ESG aspects.
- Materiality principle: Implemented to determine the report context based on the internal and external factors that were considered when assessing whether a topic is material.
- Completeness principle: Implemented to evaluate specific and material topics on data availability as well as to determine the topics' boundaries.

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INTRODUCTION

ABOUT YANLORD LAND GROUP LIMITED

Yanlord Land Group Limited (“Yanlord” or “Company”, and together with its subsidiaries the “Group”) is a real estate developer of high-quality properties that distinguish ourselves among peers. Our properties are characterised by outstanding architectural design and quality construction. With a track record in developments at prime locations, our brand name – just like the properties we build – is an icon itself.

Our focus is to develop high-end residential, commercial and integrated property projects in high-growth cities within the PRC. We have significant subsidiaries in Singapore, Hong Kong and PRC – with Singapore as the headquarters. Based on the information available to the Company as at 11 March 2019, approximately 27% of the issued ordinary shares (excluding treasury shares) of the Company is held by the public.

We retain some of our commercial and integrated developments as investment properties for lease, as well as provide property management services for residential and other properties developed by us.

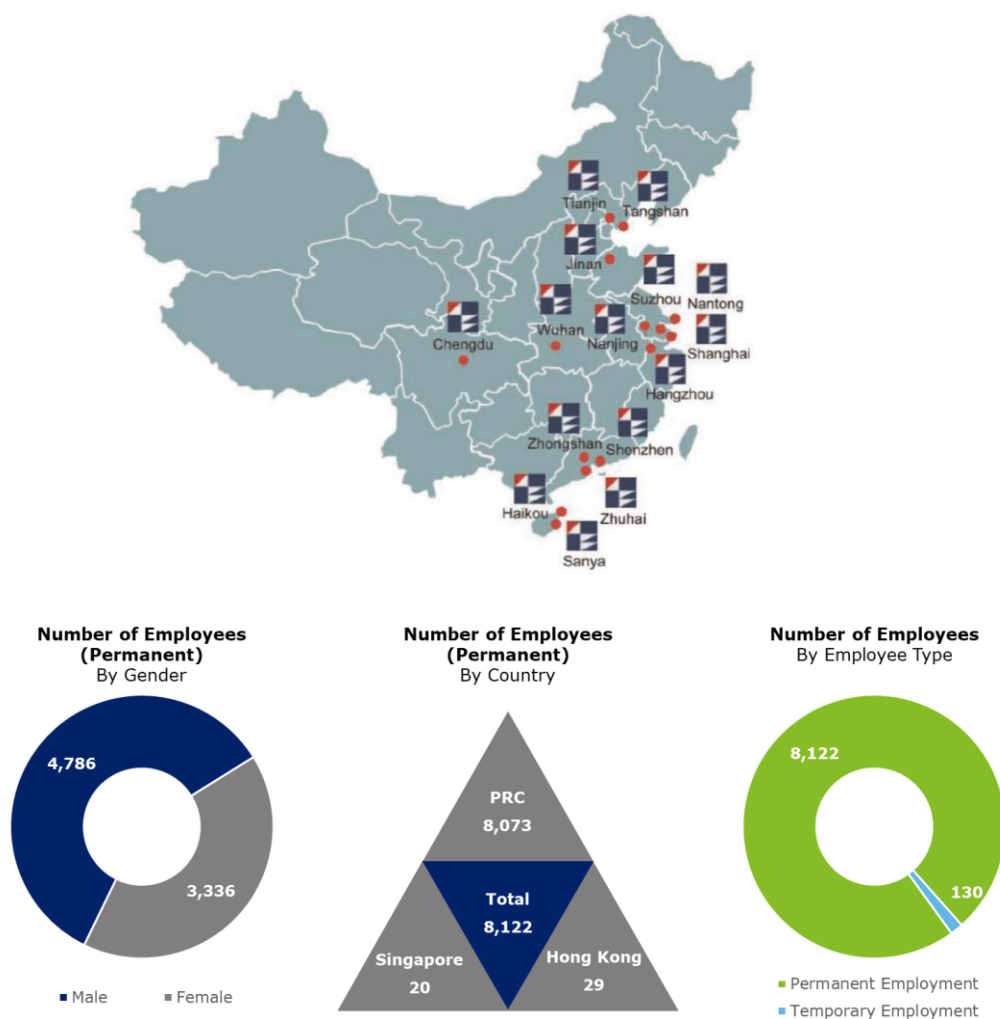


Figure 1: Employee headcount for Yanlord Group

Note: The diversity at the Board’s level is disclosed on page 175 of Yanlord’s FY2018 Annual Report.

OUR CORE VALUE



Led by a dynamic mission and strategic vision, we sought to pave the way forward and establish our brand in the PRC in the early 1990s. Since then, we have grown from strength to strength, honing our experience and expertise with every project and performance. Over the past quarter-century, we have evolved to become a builder of homes, dreams, and icons.



AWARDS

AWARDS	YEAR AWARDED
National Award for Civil Engineering (by China Construction Industry Association)	2018
2018 China Top 100 Real Estate Developers	2018
2018 China Top 100 Real Estate Developers – Financial Stability Top 10	2018
2018 China Top 100 Real Estate Developers – Top 10 Foreign Enterprises	2018
2018 Excellence in Human Resources Management	2018
Best in Sector (Property Development) by The Edge Singapore Billion Dollar Club 2017	2017
Best Performing Stock (Property Development) by The Edge Singapore Billion Dollar Club 2017	2017
2017 National Customer Satisfaction Project Customer Satisfaction Index (CSI) Assessment – Company with Satisfaction Rating	2017
Shanghai City User Satisfaction Award – Company Category LEED – EB Platinum Certification	2017
Jiangsu Province Top 50 Property Management Company Award	2017
Guandong Province – Award for Structural and Engineering Excellence	2017
Top 10 City Landmark of Zhuhai in 2016	2016
China’s Property Management – Best Growth Company	2015
China’s Top 100 Best Brands for Property Management	2015
China’s Golden Key Award – 6S Concierge Management Innovation Award	2015
Shanghai City Property Management Industry – AAA Grade Company	2015
Shanghai City User Satisfaction Award – Residential Property Management	2015
Jiangsu Province Property Management Association – Excellence in Property Management (Gold Award)	2015
Shanghai Property Management Association – Outstanding Business Unit	2015
Tianjin City Brands of Excellence for Property Management	2015
Shanghai Outstanding Projects Award	2015

MESSAGE FROM BOARD

BOARD STATEMENT



After taking our first step to show our commitment towards sustainable development, we are proud to share with you our second annual sustainability report. This year, we have strengthened our commitment to build a sustainable business while still delivering high-quality development projects to our customers. We as the Board of Directors (the “Board”) continue to believe that integrating sustainability in our long-term strategies will contribute our business success.

During the year, we have made credible progress in the management of material ESG factors in our sustainability strategy. We conducted a refreshment of materiality matrix to evaluate the relevancy of the selected ESG factors against the current business strategy, market conditions, stakeholder concerns, etc. of the Group and the same material ESG factors identified for last financial year remain relevant to current context of the Group and were used to develop the content of this report.

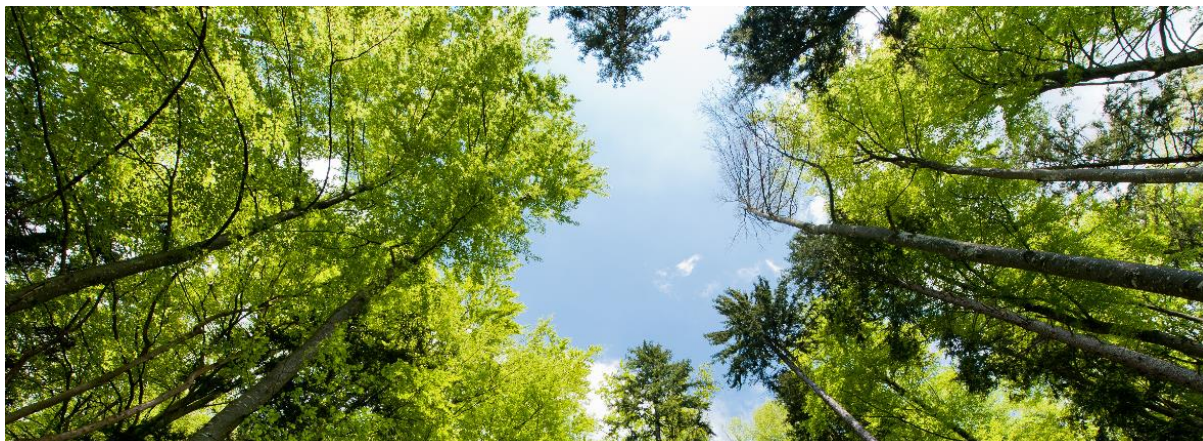
At Yanlord, we strive to ensure that our employees are always taken care of by upholding Occupational Health and Safety (“OHS”) standards at the workplace. In 2018, we have abided by the PRC Labour Law and Safe Production Law, among others, to safeguard the health and safety of our employees. Our objective of emphasising workplace health and safety management remains unwavered and we will persist to minimise OHS-related incidents amongst our employees.

With the same care, the health and safety aspect of our customers are taken into consideration at every stage of the property development. During the year, we have abided by the policies set up to ensure that accidents and non-compliance of regulations are avoided. We have met the goals and targets set from the previous year to have neither non-compliance nor health and safety incidents for our customers, and aim to sustain this record.

We also recognise the value which customer feedback offers as we seek to identify and address the needs of our valued customers. Continuing from last year, we have engaged an independent and reputable agency to conduct regular surveys and subsequently analyse for follow-up actions. This proactive approach will allow us to consistently maintain the highest level of customer satisfaction by meeting and exceeding the expectations of our customers.

As we proceed along our sustainability journey, we look forward to strengthening our business performance by integrating our material ESG factors in upcoming sustainable development projects.

OUR COMMITMENT TO SUSTAINABILITY



Sustainability remains high on our agenda and we are committed to delivering quality residential and commercial properties (for sale or held for rental purpose) to our customers, through realising eco-friendly developments. Several of our properties are located in scenic areas that are also recognised by the PRC government as sustainable properties. Residential properties of Yanlord Riverside Plaza in Tianjin and Riverbay Gardens in Suzhou are not only recognised for their architectural design, but have won various awards for energy conservation technologies, landscaping, and quality.

SUSTAINABILITY GOVERNANCE

A key approach undertaken to embrace sustainability in our operations is the management of internal and external risks. We have implemented a sustainability governance structure which allows us to identify, drive and execute sustainability initiatives across the Company.

The Board has the overall responsibility for the governance of risk to ensure a sound system of risk management and internal controls. Reporting to them is the four-member Risk Management Committee which identifies, measures, manages, and controls risks that may have a significant impact on the Group's property development activities. The Risk Management Committee has the added responsibility of reviewing and assessing risk related policies and methodologies.



We act in accordance with the code of business conduct which deals with issues such as confidentiality, conduct and work discipline, corporate gifts and concessionary offers. This is supported by the clear policies and guidelines which we have put in place on how to handle workplace harassment and grievances. A whistleblowing policy has also been established to provide sufficient channels for our employees and any other persons to give their feedback about possible improprieties in matters of financial reporting, accounting or auditing, internal controls or internal accounting controls and other operational matters. We are dedicated to safeguarding workplace health and safety and is a member of the Workplace Safety and Health Council (Construction and Landscape) Committee in Singapore, upholding our commitment to high corporate governance standards.

SUSTAINABILITY IN OUR VALUE CHAIN

As a company, we aspire to continuously integrate sustainability in our operations and dealings with key stakeholders. We believe that good governance and ethics, strong stakeholder relationships, and respect for the local communities and environment are key indicators of our business performance.

We have zero tolerance for any form of corruption and bribery and have an anti-corruption policy in place. This policy aims to prevent corruption and sets out the principles on how we conduct our business. Our corporate governance procedures are in line to ensure we behave in a socially responsible manner. As a safeguard, vendors and suppliers are required to sign agreements / contracts with sections on anti-corruption and anti-bribery, and special attention is paid to our dealings with third-party vendors and suppliers.

Our agreements with vendors and suppliers go beyond anti-corruption and anti-bribery to ensure that the products and services sourced are of high quality and standards. All contractors are appointed based on their current positive track record of compliance with regulations and upon meeting the safety criteria. They are required to abide by our policies on health and safety which includes the use of personal protective equipment, the need for proper disposal of waste matter and requirement to report on accidents.

Additionally, we recognise our responsibility to the local communities and have set in motion several corporate social responsibility initiatives. These include holding engagement programs for students and youths, and providing grants and donations to educational institutions and other non-profit organisations.

KEY ECONOMIC HIGHLIGHTS IN 2018

For FY2018, our Group achieved a total revenue of RMB24.9 billion and earnings before interest and tax (EBIT) of RMB11.2 billion. Total net profit after tax and non-controlling interests (PATNCI) was RMB3.5 billion.

For a detailed breakdown of our FY2018 financial results, please refer to the relevant sections of Yanlord's FY2018 Annual Report.

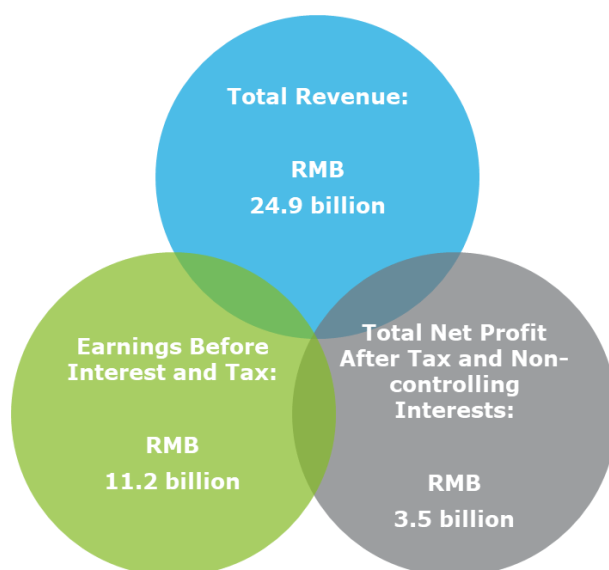


Figure 2: Key Economic Highlights for FY2018

STAKEHOLDER ENGAGEMENT



We recognise the integral role played by our key stakeholders in ensuring the sustainable development of our organisation and have regularly engaged them via various channels. Our objective is to inform and keep them updated of our sustainability initiatives throughout the year, and at the same time, gather their expectations and concerns on the sustainability of our business. These concerns raised by them are subsequently compiled and prioritised based on the sustainability considerations and impact on the business.

These engagements provide us with a holistic understanding of the expectations and concerns of our key stakeholders, bolstering our sustainability efforts. We are thus better positioned to anticipate and react to economic and ESG challenges as they arise.

Our key stakeholders were selected based on their ability to influence our performance and provide effective solutions to incorporate sustainability into our operations. They include investors, business partners, suppliers, local communities, customers, media, and employees.

ENGAGING WITH OUR STAKEHOLDERS		
Stakeholder Group	Modes of Engagement	Value Creation
Investors	<ul style="list-style-type: none"> • Annual General Meeting • Financial results briefings • Financial results • Presentations • Regular analyst and investor meetings • Announcement, media releases and interviews (if any) • Annual report • Company website and email alerts 	We aim to maximise investors' returns and build a strong investor network through the maintenance of good corporate governance. We are also dedicated to increasing the levels of transparency through the publishing of our financial results and sustainability reports, complemented with timely and proactive communication.
Business Partners	<ul style="list-style-type: none"> • Regular dialogue sessions, town halls, and forums • News bulletin • Financial results briefings • Financial results • Presentations • Annual report • Company website and email alerts 	We aim to cultivate stronger working relationships with our business partners through increased transparency via dialogue sessions and presentations. This is to ensure that business proceedings are impactful and beneficial in relation to the economic, environmental and societal aspects.
Suppliers	<ul style="list-style-type: none"> • Supplier Code of Conduct • Green procurement specifications • Environmental, Health and Safety ("EHS") assessment 	We work closely with our value chain partners and aim to create cooperative and long-lasting working relationships while ensuring that they have adhered to regulations and EHS standards, protecting the continuity of our partnership.

ENGAGING WITH OUR STAKEHOLDERS		
Stakeholder Group	Modes of Engagement	Value Creation
	<ul style="list-style-type: none"> • Quarterly seminars and peer sharing • Vendor evaluation 	
Local Communities	<ul style="list-style-type: none"> • Collaborations with charity and NGOs partners for community development • Universal design for homes and offices • Annual report • Company website • Corporate advertisements 	We understand that our development projects will impact the local communities and we aim to effectively design spaces that incorporate the knowledge harnessed from the engagements.
Customers	<ul style="list-style-type: none"> • Integrated customer and call centre • Welcome parties • Green Living Guides • Customer satisfaction surveys • Show suites feedback • Recycling programme • Campaign • Healthy Workplace Ecosystem • Annual tenant satisfaction surveys • Tenant engagement / networking events 	We aim to build long-lasting relationships with our customers and are focused on maintaining the highest standards and increasing the value brought to them. This is done through delivering quality products and services together with satisfaction surveys which allows us to discover areas of improvements which are necessary to meet customers' rising expectations.
Media	<ul style="list-style-type: none"> • Roadshows • Conferences, meetings and site visits • Media releases and interviews (if any) • Annual report • Company website and email alerts • Project launches 	We aim to engage media outlets to broadcast our sustainability agenda and promote sustainable living, as they are a main source of information for our stakeholders.
Employees	<ul style="list-style-type: none"> • Regular dialogue sessions, town hall meetings and forums • Company intranet • News bulletin • Employee Assistance Programme (counselling service) • Employee grievance handling procedures • Employee volunteering platform • Employee performance review 	We aim to regularly engage our employees through dialogue sessions and support their professional development through performance reviews as they are essential to ensuring our operational efficiency and overall business excellence.

Figure 3: Stakeholder Groups for Yanlord Land Group Limited

MATERIALITY ASSESSMENT



In the process of prioritising the material ESG factors, we first gathered the expectations and sustainability-related concerns of our stakeholders, and subsequently mapped them to the GRI list of economic, environmental, social and governance topics.

The topics mapped were individually assessed and prioritised based on their importance to our key stakeholders and their significance to the business. Yanlord's top management is ultimately responsible for validating the topics which share a high degree of importance to both our key stakeholders and our business.

MATERIAL TOPICS IDENTIFIED	GRI INDEX	GRI SUB-TOPICS	IMPACT WITHIN / OUTSIDE THE ORGANISATION
Economic Performance	GRI 201-1	Direct economic value generated and distributed	Within the organisation
Occupational Health and Safety	GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Within the organisation
Customer Health and Safety	GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Within the organisation
Customer Satisfaction	GRI 102-43	Approach to stakeholder engagement	Within the organisation
	GRI 102-44	Key topics and concerns raised	Within the organisation

Figure 4: Material Topics Identified

CARING FOR OUR PEOPLE



At Yanlord, we believe that our people are the backbone holding up our business and building them within the organisation will play a crucial role in determining our success. We strive to ensure that our employees are always taken care of and are committed to improving their workplace competencies. Throughout the year, we have abided by PRC's Labour Law and Safe Production Law, among others, to ensure the health and safety of our employees.

We recognise the importance of inculcating safety into our workplace culture and have implemented health and safety policies to establish a safe workplace for our employees. We have taken a systematic approach of reporting any incidents of injury or accident arising within our residential and commercial properties (for sale or held for rental purpose). For construction sites, any incidents will be reported to project managers for immediate treatment. For managed properties, any incidents will be reported to the respective property manager. All cases of incident will be documented by our human resources department for the processing of leaves and insurance payout.

In 2018, we had 45 incidents reported, compared to the 23 reported last year. This translates to 113.1 lost days per million hours worked. We achieved our goals regarding zero cases of occupational diseases or work-related fatalities in our residential and commercial properties (for sale or held for rental purpose). However, the management has noted that there were more cases of work injuries in Shanghai and Nanjing reported in 2018 compared to 2017 due to more projects handed over to property management team for daily maintenance.

Looking ahead, we have further outlined goals and targets to better manage health and safety concerns of our employees as our objective of emphasising workplace health and safety management remains unwavering. We will strengthen workplace safety and continue to monitor our progress closely and aim to reduce cases of injury in 2019.

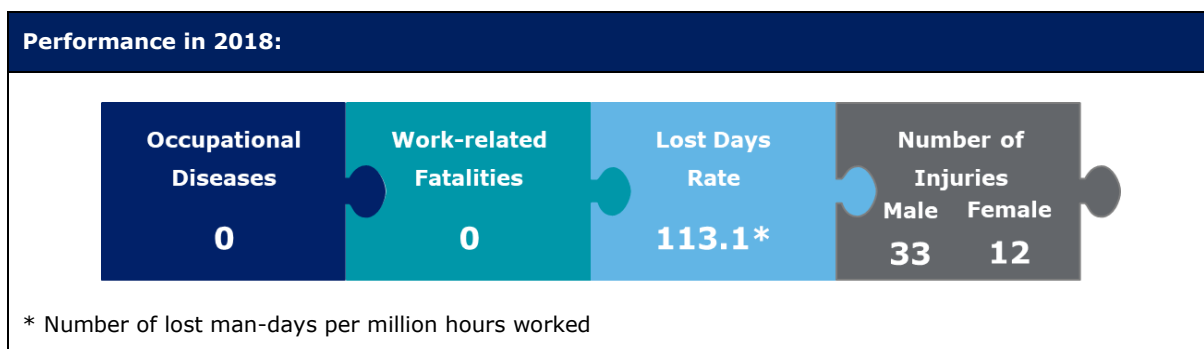


Figure 5: Occupational health and safety statistics

CARING FOR OUR CUSTOMERS

At Yanlord, one of our key priorities is ensuring the health and safety of customers in all our residential and commercial properties (for sale or held for rental purpose). The health and safety aspect for our customers is well thought of at every stage of the property development. This is essential to avoid injuries, maintain a healthy environment within our residential and commercial properties (for sale or held for rental purpose) and avoid compliance breaches. We are devoted to identifying all possible hazards that our customers can encounter and mitigate such hazards at an early stage.

Our company has instituted several policies which contains provisions safeguarding the health and safety of customers to avoid accidents and non-compliance of regulations. Within our residential and commercial properties (for sale or held for rental purpose), we have installed additional infrastructure such as ramps, boarding bays and aided toilets to better cater to the requirements of individuals with special needs.

Further, as large open spaces and lush natural greenery within the development enhances aesthetics and the wellbeing of our customers, we have designed all our residential and commercial properties (for sale or held for rental purpose) to have such areas, increasing customer satisfaction levels. Yanlord Townhouse is an example of our “natural” properties which capitalises on the natural tranquillity of its surroundings coupled with proximity to the amenities of cosmopolitan living.

Convenience is another key element of our residential and commercial properties (for sale or held for rental purpose), and we ensured that all entry and exit points of our properties to be located closely to transport hubs such as bus stops and train stations. This proximity to transport hubs enables convenient commute and easy access to all amenities. Yanlord Western Gardens is an example that is ideally situated between Hongqiao CBD & Transportation Hub in Qingpu New Town.

In 2018, we have met the goals and targets set last year to sustain a record of zero incidents of non-compliance concerning the health and safety issues in our properties. Further, there were also zero cases of non-compliance with voluntary codes concerning either occupational health and safety or product and service information.

Moving forward, we seek to adhere to established customer health and safety practices and aim to meet the **goals and targets** set out for 2019 as below:



Figure 6: Goals and Targets for Customer Health and Safety

CUSTOMER SATISFACTION

We seek to actively identify and address the needs of our valued customers. As such, we are dedicated to designing and creating high-quality properties which are characterised by outstanding architectural design and quality construction. This commitment underpins our brand and provides the necessary foundation for a harmonious community.

We recognise that for us to meet our customers’ changing needs and rising expectations, we must take a proactive approach to draw on the value of customer feedback. This allows us to understand our customers’ experiences and keeps us constantly informed of how we can improve our products and services to better meet our customers’ needs.

This year, we have engaged a renowned independent research agency to conduct regular surveys on satisfaction of our customers in the PRC – the buyers of our residential and commercial properties, the tenants of our office buildings, service apartments and retail shops, as well as the guests of our service apartments and hotels. The survey results were analysed for any potential gaps and areas of improvement, with recommendations for appropriate follow-up actions after the analysis.

Our approach has ensured that we achieve high satisfaction levels of products delivered and at all stages of services to our customers, as evidenced in Figure 7. Continuing our performance from last year based on the results of the surveys, we have once again been given scoring that exceeds most of the industry’s average ratings. We take pride in being able to cater to our valued customers and will strive to maintain the highest satisfaction levels.

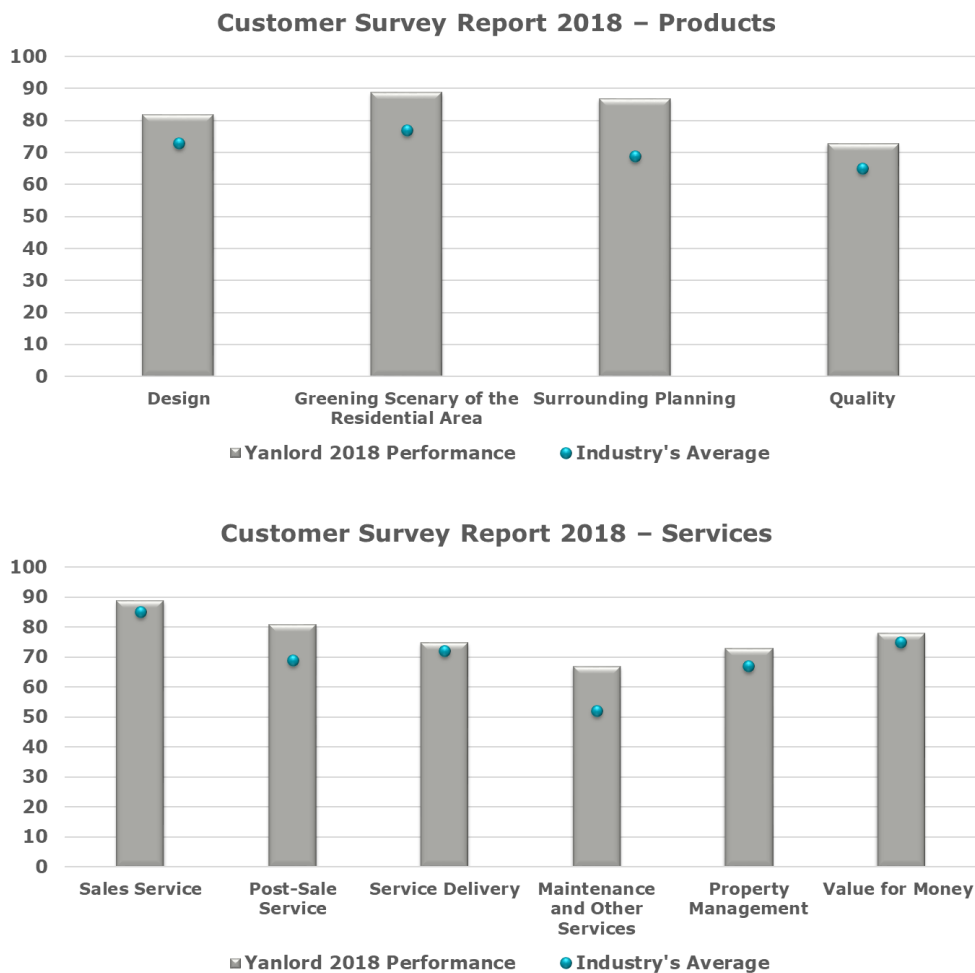


Figure 7: Customer Satisfaction Rating – Products & Services

HIGHLIGHTS OF THE PROJECT



In 2018, Yanlord celebrated the grand opening of its Crowne Plaza Sanya Haitang Bay Resort. As a property developer, Yanlord's focus is on building green infrastructure that supports sustainable development for growing communities.

Crowne Plaza Sanya Haitang Bay Resort has distinguished itself among the numerous prestigious hotels and resorts in the bay area with its comprehensive suite of facilities which includes a roof-top infinity pool and family friendly services such as kids play areas, kids care, family suites and other amenities catering to the needs of parents traveling with kids.

One of the green initiatives that we have implemented was the adoption of solar energy for the heating system in the hotel. As the hotel is situated in the tropical area, there are more than 200 days of sunlight to be utilised. By shifting from non-renewable source of fossil natural gas to renewable source of solar energy, we are expecting to achieve an annual savings of over RMB200,000.

Yanlord's hospitality services is a growing segment for the Company. With a portfolio of service apartments in Nanjing and Chengdu that continue to be highly popular with business travellers, this latest addition will further complement our suite of services to travellers. We are confident that this new resort hotel will become a favoured destination for vacationers.

A great number of hoteliers understand that investment in environmental technology can have a direct positive impact on guest experience. As we expect tourist numbers to increase in the Hainan Island, implementing such initiatives will create a positive impact to the environment as well as enhance the travel experience for our guests with our commitment to providing a "home away from home" experience.

CARING FOR OUR COMMUNITY

Our focus as a company extends beyond achieving high standards of investor relations to cultivate good corporate citizenry. We understand that our actions may impact local communities and it is our responsibility to ensure any negative impacts are kept to a minimum. We are also firm supporters of corporate social responsibility initiatives and advocate the importance of giving back to society.

Building on from previous years, we continue to actively organise charity events for the differently abled and the underprivileged communities, along with various activities for environmental conservation. We have strengthened our commitment to delivering quality residential and commercial properties (for sale or held for rental purpose) to our discerning customers and have turned our attention to environmental conservation through developing eco-friendly developments. We have also widened the scope of our corporate social responsibilities to include student and youth engagement programs such as offering educational institutional grants and donations, as well as student enrichment programs.

In 2018, we have built on our earlier initiatives and strengthened our efforts in the PRC with the following actions:

- Chengdu: Joined hands with “Heart of Hope” charity foundation to launch a public welfare campaign of “Red Skirt Run” and cycling in Guang'an. More than RMB30,000 was donated to help poor children with congenital heart disease.
- Nanjing: Donated RMB50,000 to Nanjing Disabled Persons' Welfare Foundation and RMB100,000 to Nanjing Charity Federation respectively.
- Shanghai: Donated RMB540,000 for needy farmers in the Yunnan region.
- Shanghai: Sponsored RMB400,000 to the Shanghai Modern Service Industry Association for filming of public welfare documentaries.
- Hainan: Donated RMB200,000 to Blue Ribbon Marine Environment Protection Association of Hainan province during its opening period.

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102-10	Significant changes to organisation and its supply chain	Not Applicable
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102-47	List of material topics	Page 11
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GRI Standard 2016	Disclosure Title	Page Reference & Remarks
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