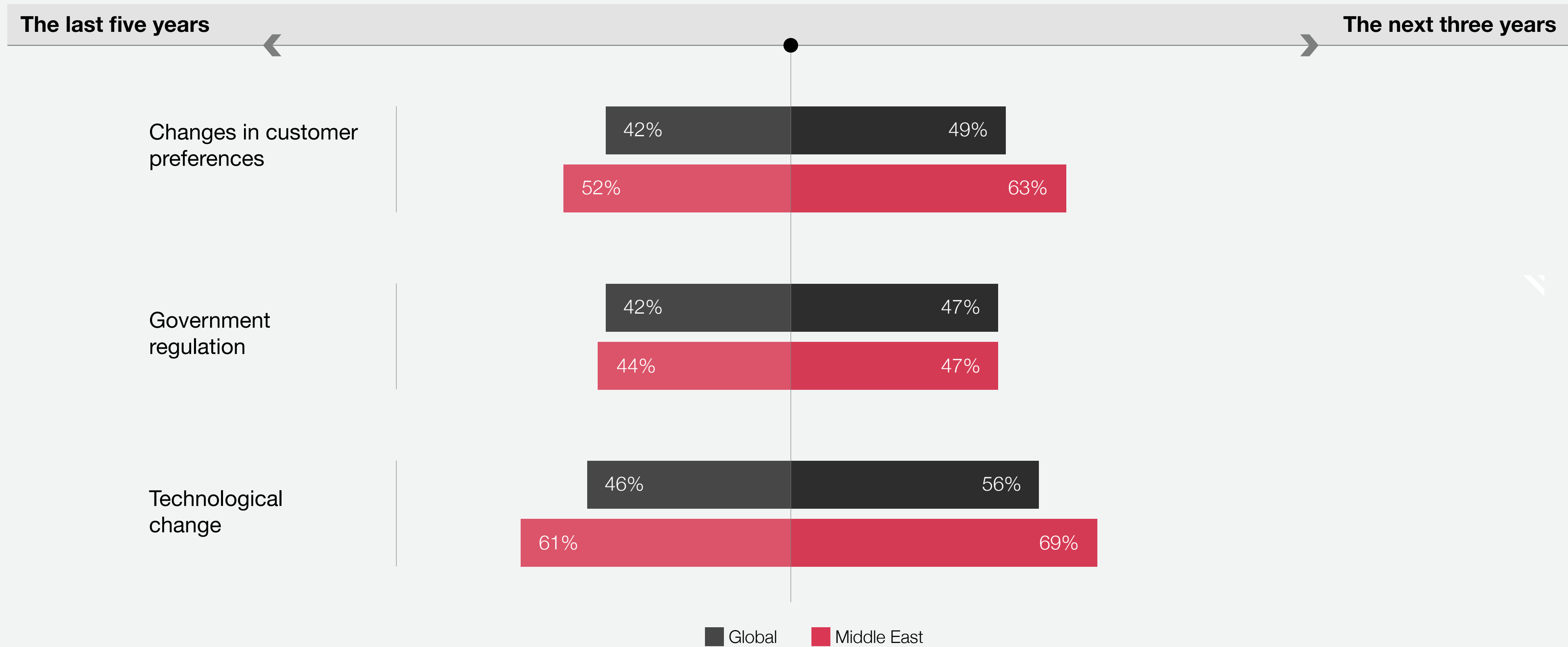


Q: Please indicate the extent to which the following factors have driven changes to the way your company creates, delivers and captures value?



\*\* Sum of responses indicating large & very large extent of driving factors