

2011 ANNUAL REVIEW



2011 HIGHLIGHTS

- Improved comparable earnings per diluted share from continuing operations by 57% on operating revenue increase of 16%
- Increased return on capital to 5.7% from 4.8% in the prior year
- Delivered total shareholder returns that were more than 1.5x the returns of the S&P 500 Index
- Realized double-digit revenue growth in all three business segments
- Successfully integrated five immediately accretive acquisitions adding more than 800 new contractual customers across all our business segments