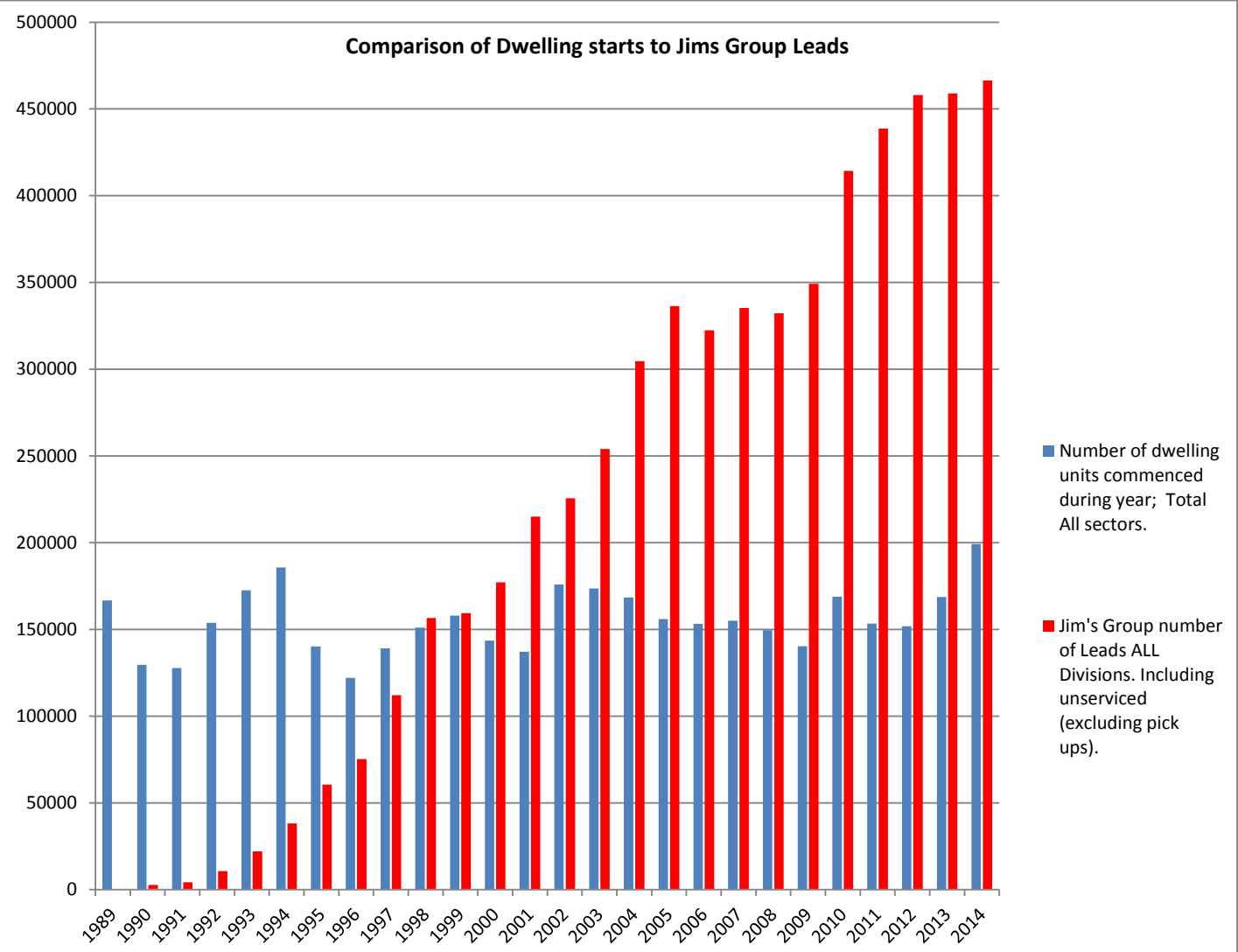


Calendar Year	Number of dwelling units commenced during year; Total All sectors.	Jim's Group number of Leads ALL Divisions. Including unserviced (excluding pick ups).
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1989	166667	223
1990	129553	2728
1991	127783	4208
1992	153881	10671
1993	172542	22007
1994	185748	38180
1995	140132	60521
1996	122039	75248
1997	139012	112105
1998	151019	156515
1999	158021	159323
2000	143602	177064
2001	137098	215072
2002	175935	225606
2003	173563	253925
2004	168464	304601
2005	155904	336435
2006	153125	322362
2007	154969	335249
2008	149577	332213
2009	140335	349250
2010	168790	414376
2011	153296	438786
2012	151798	457984
2013	168637	458994
2014	199170	466485



The chart shows a comparison between the growth of Jims Group leads (new customer enquiries) taken by our call centre vs. dwelling unit starts, 1989 - 2014.

Compared to the ups and downs of the broader economy, Jim's Group leads have risen steadily for more than twenty years, even faster than the growth in Franchisee numbers.

In 2013-2014 we had more than 80,000 unserviced leads. Customer surveys indicate that we turn an average of 79% of these into jobs.