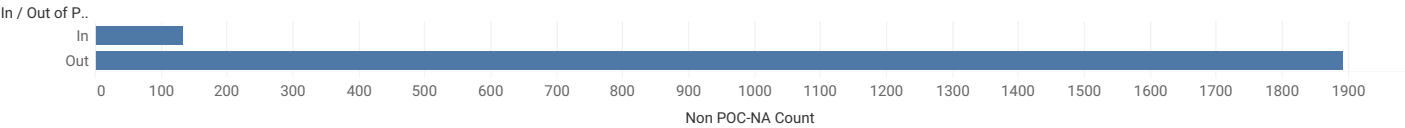
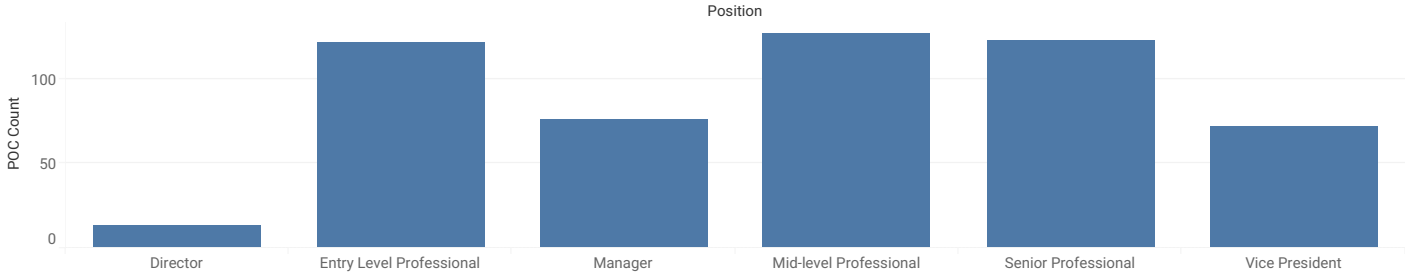


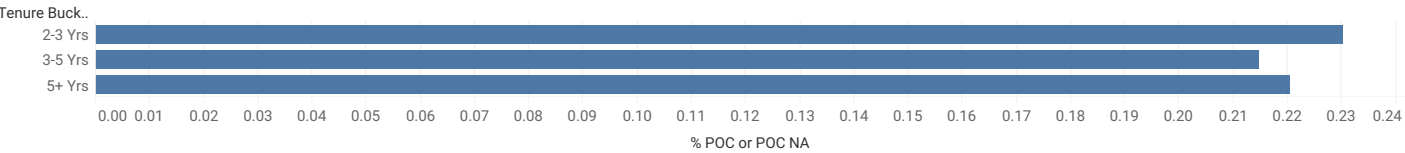
Customer perspective



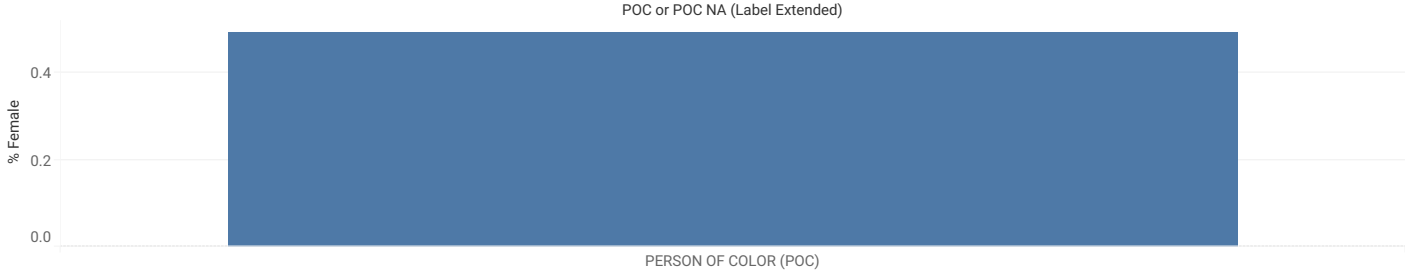
Position races



Internal process



Financial perspective



Talent Management

