

Q. Please provide the Company's actual labour cost and as a percent of the Company's Gross Operating Expenses for the years 1996 to current and to forecast 2003-2004, indicating the percent of increase/decrease, as the case may be, year over year.

A. Table 1 below provides a comparison of the Company's actual operating labour cost as a percent of the Company's Gross Operating Expenses for the period 1996 to forecast 2004, and the percent increase or decrease.

| Table 1 Operating Labour as a Percentage of Gross Operating Expenses 1996 – 2004F (\$000s) | | | | |
|---|---------------------------|---------------------------------|---|---------------------------------------|
| Year | Actual Labour Cost | Gross Operating Expenses | Labour as a Percentage of Gross Operating Expenses | Percent of Increase / Decrease |
| 1996 | 33,657 | 59,927 | 56.2 | |
| 1997 | 33,107 | 61,531 | 53.8 | (2.4) |
| 1998 | 30,833 | 55,359 | 55.7 | 0.9 |
| 1999 | 30,813 | 54,782 | 56.2 | 0.5 |
| 2000 | 27,994 | 54,466 | 51.4 | (4.8) |
| 2001 | 27,703 | 55,083 | 50.3 | (1.1) |
| 2002F | 27,956 | 53,589 | 52.2 | 1.9 |
| 2003F | 28,273 | 55,217 | 51.2 | (1.0) |
| 2004F | 29,119 | 56,192 | 51.8 | 0.6 |