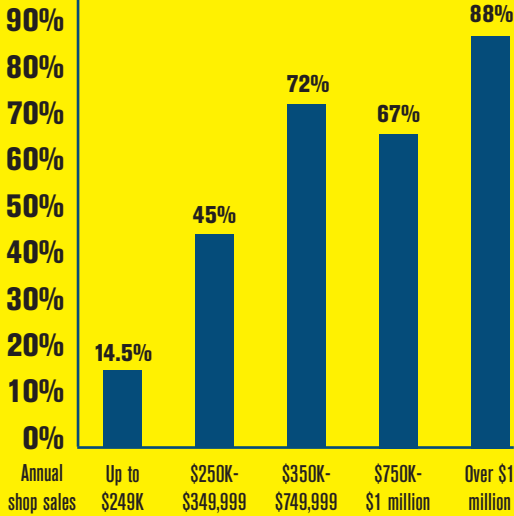
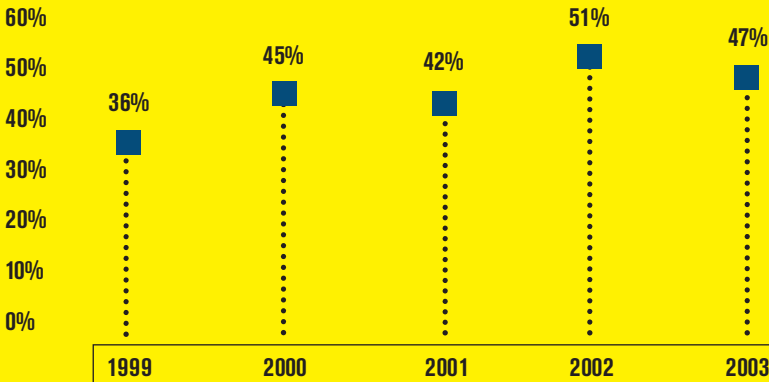


DRP Involvement by Shop Sales Volume



Percentage Involved in DRPs, 1998-2003



Information taken from the 2004 BodyShop Business Industry Profile, a nationwide mail survey conducted in February 2004.