

| | | Little Britain | London Wall Lift Eastern Pavilion | London Wall Lift Western Pavilion | Moor House | Wood Street | Speed House |
|--------------------|--------|-------------------|--|--|---------------|----------------|----------------|
| Reporting Dates | Apr-13 | 100 | 98.8 | 99.3 | 100 | 100 | 99.6 |
| | May-13 | 96.9 | 99.2 | 100 | 98.9 | 96.6 | 100 |
| | Jun-13 | 97.4 | 98.1 | 96.7 | 100 | 100 | 93.3 |
| | Jul-13 | 100 | 98.1 | 100 | 98.9 | 100 | 99.5 |
| | Aug-13 | 100 | 99.7 | 100 | 99.6 | 100 | 99.6 |
| | Sep-13 | 100 | 98.8 | 100 | 94.7 | 97 | 98.8 |
| | Oct-13 | 99.6 | 98.7 | 97 | 98.5 | 99.6 | 100 |
| | Nov-13 | 100 | 100 | 100 | 100 | 99.7 | 100 |
| | Dec-13 | 100 | 100 | 100 | 100 | 100 | 99.7 |
| | Jan-14 | 96.2 | 99.9 | 99.5 | 100 | 99.6 | 98.8 |
| | Feb-14 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Mar-14 | 100 | 100 | 100 | 100 | 100 | 100 |

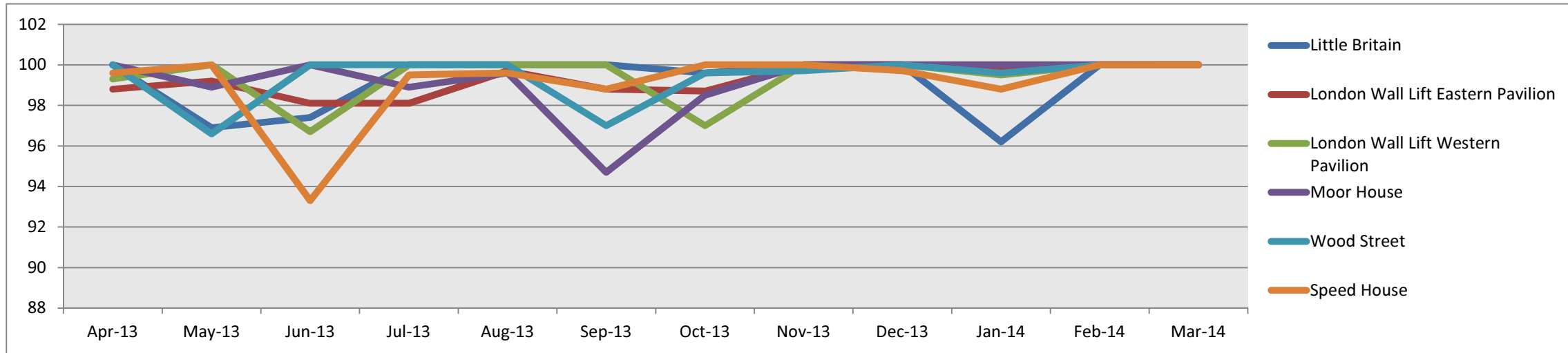
| | | Atlantic House | Millenniu m Bridge Inclinators | Pilgrim Street | Tower Place - Public Lift | Tower Place - Scenic Lift | Tower Bridge |
|--------------------|--------|-------------------|--------------------------------------|-------------------|---------------------------------|---------------------------------|-----------------|
| Reporting Dates | Apr-13 | 100 | 100 | 100 | 100 | 99.4 | 100 |
| | May-13 | 99.1 | 100 | 99.5 | 100 | 100 | 100 |
| | Jun-13 | 100 | 100 | 99.9 | 98.5 | 99.2 | 100 |
| | Jul-13 | 96.9 | 100 | 100 | 100 | 90.6 | 100 |
| | Aug-13 | 99.7 | 100 | 100 | 99.8 | 100 | 100 |
| | Sep-13 | 98.9 | 100 | 100 | 100 | 100 | 100 |
| | Oct-13 | 99.1 | 100 | 99.7 | 100 | 99.2 | 100 |
| | Nov-13 | 98 | 100 | 100 | 100 | 100 | 100 |
| | Dec-13 | 99.9 | 100 | 100 | 100 | 99.3 | 100 |
| | Jan-14 | 100 | 97.2 | 100 | 100 | 100 | 99.6 |
| | Feb-14 | 99.4 | 95.2 | 100 | 100 | 99.7 | 98.7 |
| | Mar-14 | 100 | 97.7 | 100 | 100 | 100 | 99.6 |

| | | London Wall Western Pavilion Escalator (Down) | London Wall Western Pavilion Escalator (Up) | Moorgate Escalator (Up) |
|--------------------|--------|--|--|-------------------------------|
| Reporting Dates | Apr-13 | 97.2 | 99.2 | 99.3 |
| | May-13 | 97.6 | 97.6 | 99.5 |
| | Jun-13 | 98.9 | 100 | 100 |
| | Jul-13 | 98.5 | 100 | 98.9 |
| | Aug-13 | 96.9 | 100 | 98.7 |
| | Sep-13 | 99.3 | 99.3 | 99.2 |
| | Oct-13 | 95.4 | 96.4 | 99.2 |
| | Nov-13 | 98.9 | 99.9 | 91.9 |
| | Dec-13 | 96.6 | 97 | 99.6 |

| | | | |
|--------|------|------|------|
| Jan-14 | 98.4 | 100 | 91.1 |
| Feb-14 | 98.8 | 100 | 98.2 |
| Mar-14 | 96.3 | 99.2 | 98.4 |

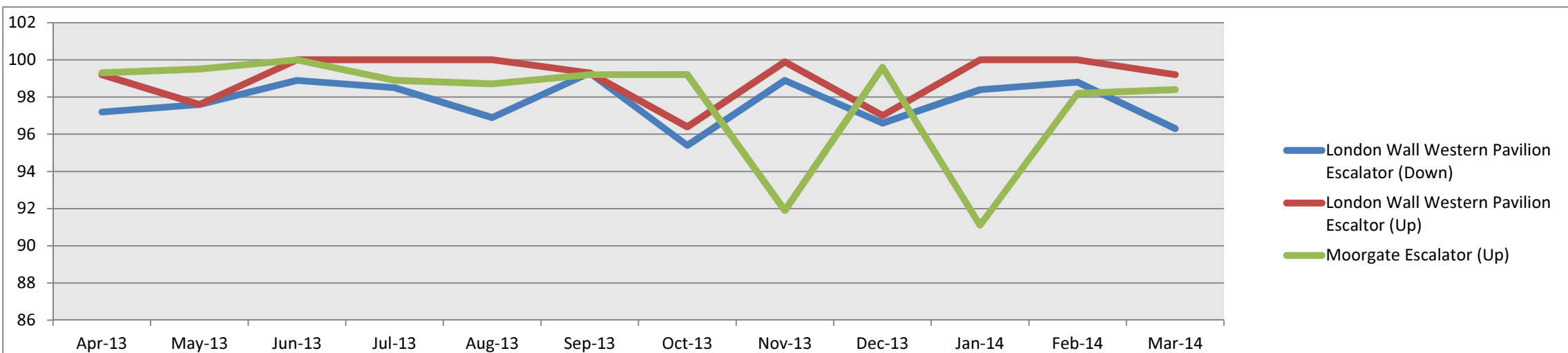
Appendix B - Public Lift and Escalator Annual Breakdown Report April 2013 to March 2014

A



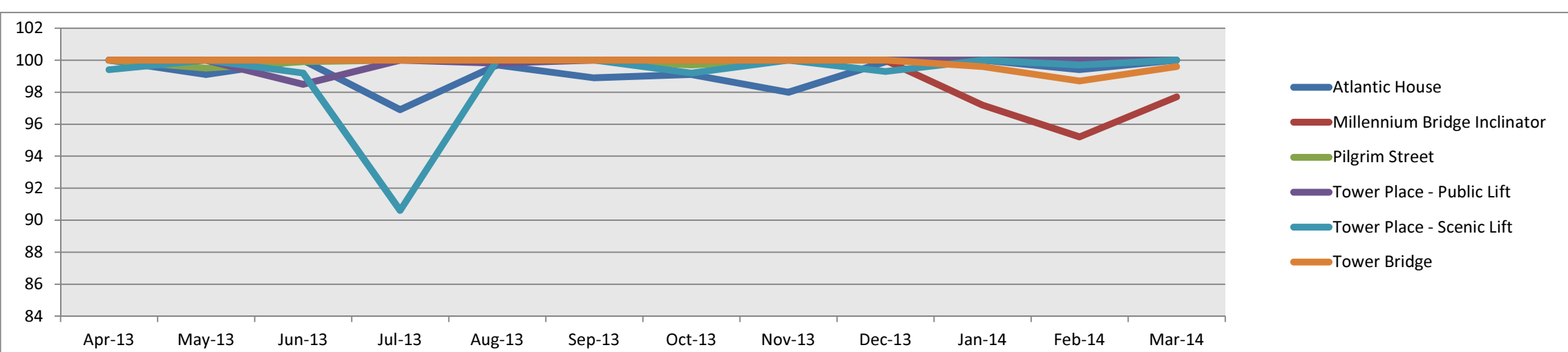
Identified Ongoing Problems

B



Identified Ongoing Problems
Moorgate escalator has periodic breakdown issues due to it's age and difficulty in sourcing parts

C



Identified Ongoing Problems