

2008 scorecard

Revenue growth
 Diluted EPS annual growth (long-term goal)
 EPS guidance range⁽²⁾

Dividend pay-out ratio
 Return on equity (ROE)
 Free cash flow (before dividends)
 Customer support services business growth (2005 to 2010)
 Net debt to total capital ratio
 Safety (lost time injuries per 200,000 work hours)

2008 Targets	2008 Results
7% - 9%	5.8%
12% - 15%	(3.9)%⁽¹⁾
\$1.50 - \$1.60	\$1.50 basic⁽¹⁾ \$1.49 diluted⁽¹⁾
25% - 30%	28.7%⁽¹⁾
15% - 20%	15.4%⁽¹⁾
\$100 - \$120 million	\$23.2 million
15% CAGR ⁽³⁾	11.7%
40% - 50%	48.9%
0.60	0.38

2008 highlights

- Record revenues - \$6.0 billion, up 5.8% from 2007
- Growing customer support revenues - \$1.9 billion, up 11.7% from 2007
- Second highest diluted EPS performance - \$1.49⁽¹⁾, down 3.9% from 2007
- Significant improvement in free cash flow
- Continued attractive return on equity - 15.4%⁽¹⁾
- Increased quarterly dividend to \$0.11 (\$0.44 annual indicated dividend)
- Continued to expand customer support capabilities in all territories
- Maintained industry leading safety performance

2009 priorities

Cash generation

Increased focus on working capital management, significant reduction in rental fleet additions and tight control of capital expenditures

Balance sheet strength

Debt repayment to the lower end of the target range

Operating efficiencies

Strong focus on cost control and re-alignment of resources

Support long-term strategic initiatives

Continued selective investment in technical training, physical facilities and information technology, dependent on business conditions

Continue to grow customer support services revenue

2010 target = \$2.3 billion

(1) Adjusted for goodwill impairment - \$0.88 and other non-recurring items - \$0.06

(2) Initial 2008 EPS guidance range \$1.70 - \$1.80

(3) Compound Annual Growth Rate