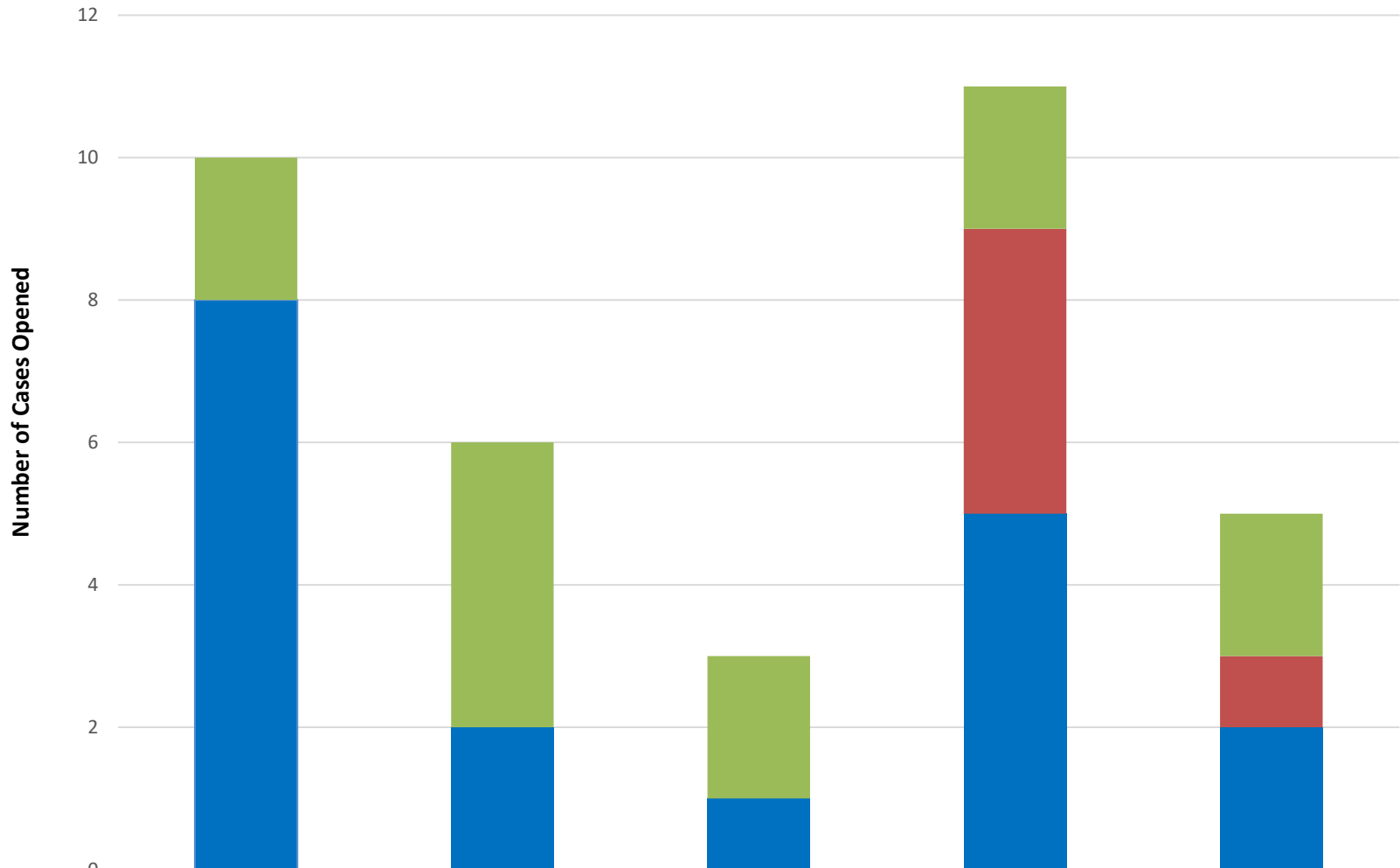


Graph 8

Enforcement ADR, Case Types



	2016	2017	2018	2019	2020
Civil Penalty	2	4	2	2	2
Discrimination	0	0	0	4	1
Wrongdoing	8	2	1	5	2

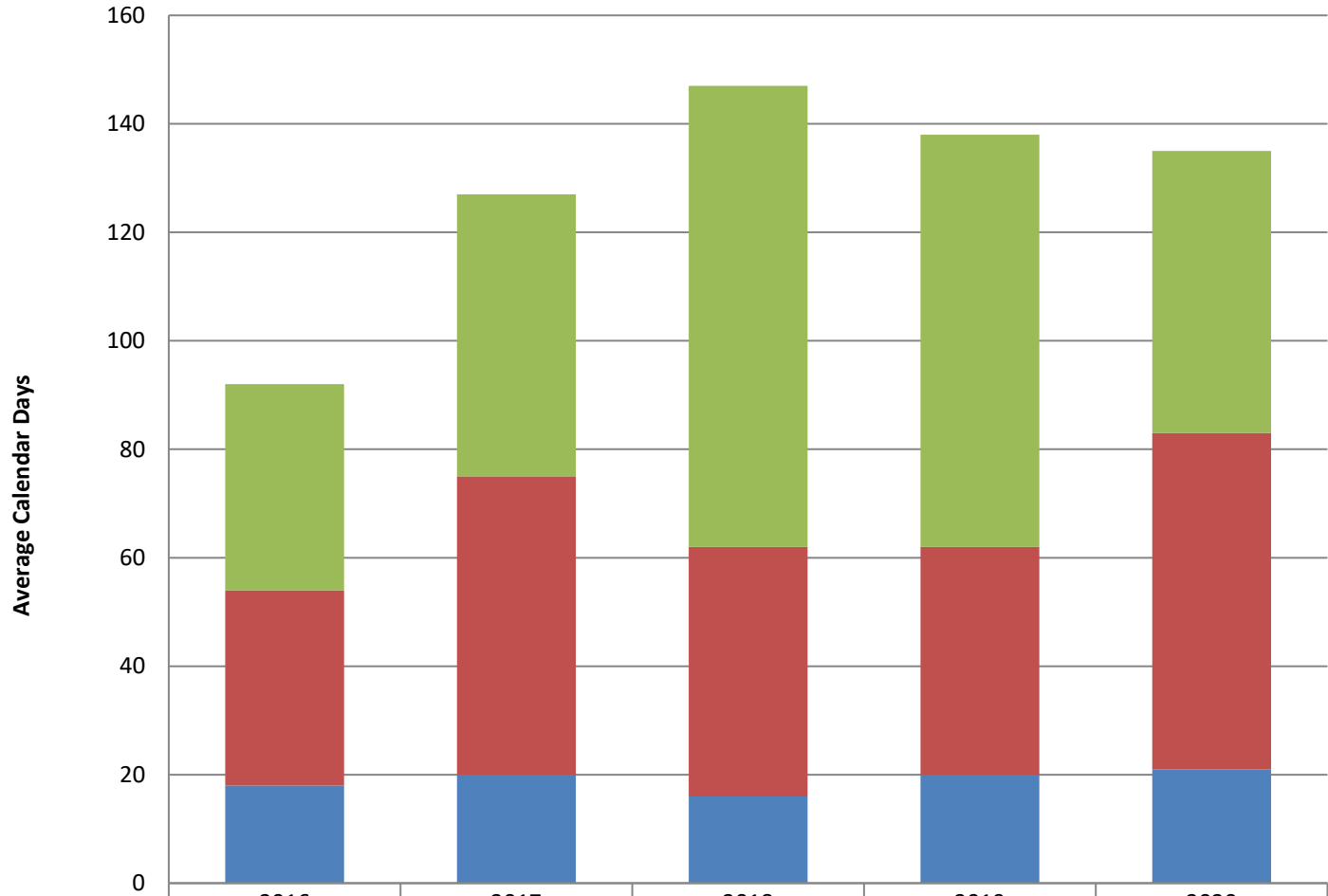
Graph 9

Enforcement ADR Case Trends, Settled Cases



Graph 10

Enforcement ADR Timeliness Trends, Process Overview



	2016	2017	2018	2019	2020
Mediation Date to Order Issuance	38	52	85	76	52
Agreement Date to Mediation Date	36	55	46	42	62
Offer to Agreement Date	18	20	16	20	21
No. of Orders Issued	10	6	3	5	3