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1100 r A , C 44114-2589

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: (216) 694-5700

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EC

B r (r 12-2 EC A).

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A B24, 2003, r r 10,322,352 C r (r \$1.00 r)

Tab

A C A A

1. A C A A

A B B C DA ED B A

A B B C DA ED A C A

A B B C DA ED CA A B B

B C DA ED A C A A B B

2. A A B B D C A D A A A C A C D A D

B A

3. A A A D A A A D C B AB A B

4. C A D CED B

A B A

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4. , , r r B r

6. B r 8-

- A B
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- 4(A)
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- 31(A)
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- 32(A)
- 32(B)

			A	A	C	A	A
1							
2		C	r				
	r		30, 2003	2002			
			30, 2003	2002			
3		C					
	30, 2003	D	r	31, 2002			
4		C	C				
			30, 2003	2002			
5		C					
11	2	D	A	B	C		r
19	3		D	r	A		r
19	4	C	r	r			
			A		B	A	A
21	2	C	r	r			
21	4		r	r	B		r
22	6	B	r	r	8-		
22			r				
23		B					

	(In millions)		(In millions)	
	2003	2002	2003	2002
Operating income	\$ 172.0	\$ 135.9	\$ 294.9	\$ 183.8
Depreciation and amortization	34.9	16.7	63.1	23.8
Provision for doubtful accounts	206.9	152.6	358.0	207.6
Goodwill impairment	2.3	3.3	4.6	4.6
Restructuring charges	209.2	155.9	362.6	212.2
Other income	2.5	.9	5.2	2.0
Other expense	2.0	2.6	7.4	5.9
Income before income taxes	213.7	159.4	375.2	220.1
Income tax expense	224.8	153.0	375.8	222.1
Minority interest	4.5	6.8	9.4	10.8
Other non-recurring items	1.3	2.0	2.5	3.9
Other non-recurring items	5.2	1.8	6.3	3.1
Income before minority interest	235.8	163.6	394.0	239.9
Minority interest	(22.1)	(4.2)	(18.8)	(19.8)
Other non-recurring items	(.9)	(6.2)	.2	(12.9)
Other non-recurring items	(21.2)	2.0	(19.0)	(6.9)
Other non-recurring items	(1.9)	(1.9)	(1.9)	(4.5)
Other non-recurring items	(21.2)	.1	(19.0)	(11.4)
Other non-recurring items	(13.4)	(13.4)	(13.4)	(13.4)
Income before minority interest	\$ (21.2)	\$.1	\$ (19.0)	\$ (24.8)
Minority interest	(2.07)	.19	(1.86)	(.69)
Other non-recurring items	(1.86)	(1.86)	(1.86)	(1.86)
Other non-recurring items	(1.32)	(1.32)	(1.32)	(1.32)
Income before minority interest	\$ (2.07)	\$.01	\$ (1.86)	\$ (2.43)
Minority interest	(2.43)	(2.43)	(2.43)	(2.43)
Income before minority interest	10,248	10,182	10,225	10,114
Minority interest	10,248	10,182	10,225	10,114

		(in millions)	
		2003	2002
Operating assets			
Operating assets, beginning of year		\$ 41.6	\$ 61.8
Acquisitions		21.1	14.1
Dispositions		2.4	9.0
Depreciation and amortization		124.6	111.2
Impairment charges		66.8	73.2
Other changes		29.5	31.2
Operating assets, end of year		286.0	300.5
Operating liabilities			
Operating liabilities, beginning of year		398.2	390.8
Acquisitions		(123.8)	(111.9)
Dispositions		274.4	278.9
Depreciation and amortization		62.6	63.9
Impairment charges		31.7	31.7
Other changes		26.8	29.3
Operating liabilities, end of year		22.4	25.8
Operating assets less operating liabilities, end of year		143.5	150.7
Non-operating assets and liabilities			
Non-operating assets and liabilities, beginning of year		\$ 703.9	\$ 730.1
Acquisitions		15.0	20.0
Dispositions		50.4	54.8
Depreciation and amortization		49.3	60.1
Impairment charges		20.0	17.6
Other changes		13.2	14.1
Non-operating assets and liabilities, end of year		12.1	13.2
Operating assets less operating liabilities, end of year		9.1	9.8
Non-operating assets and liabilities, end of year		17.6	15.2
Operating assets less operating liabilities, end of year		186.7	204.8
Non-operating assets and liabilities, end of year		35.0	35.0
Operating assets less operating liabilities, end of year		163.5	151.3
Non-operating assets and liabilities, end of year		112.9	109.1
Operating assets less operating liabilities, end of year		84.2	84.7
Non-operating assets and liabilities, end of year		39.1	46.0
Operating assets less operating liabilities, end of year		621.4	630.9
Non-operating assets and liabilities, end of year		20.8	19.9
Operating assets less operating liabilities, end of year		500,000	4,000,000
Non-operating assets and liabilities, end of year		\$1	28,000,000
Operating assets less operating liabilities, end of year		16,827,941	16.8
Non-operating assets and liabilities, end of year		66.4	69.7
Operating assets less operating liabilities, end of year		269.4	288.4
Non-operating assets and liabilities, end of year		(110.7)	(110.7)
Operating assets less operating liabilities, end of year		16,505,360	(2002 6,643,730)
Non-operating assets and liabilities, end of year		(1.1)	(2.7)
Operating assets less operating liabilities, end of year		61.7	79.3
Non-operating assets and liabilities, end of year		\$ 703.9	\$ 730.1

	2003	2002
A	\$(19.0)	\$ (6.9)
	14.2	11.3
	1.8	4.0
	17.9	3.4
	(5.5)	(3.4)
	(4.0)	(2.4)
	5.4	2.2
	(17.2)	(14.9)
	(11.8)	(12.7)
	(11.1)	(5.3)
	(.1)	(2.3)
		(13.0)
		(6.0)
	6.9	5.3
	(4.3)	(21.3)
	(5.0)	
	.9	.7
	(4.1)	.7
	(20.2)	(33.3)
		(7.3)
	(20.2)	(40.6)
	61.8	183.8
	\$ 41.6	\$143.2

C E A D C CA DC DA ED B DA E

E C DA ED A C A A E E

30, 2003

A BA E E A

... 10- ... 2002 A ... 10- ...

C B C -C ... C B C (-) ... 31, 2002 ... 40 ... 85 ... 35 ... 79 ... 100 ... 29, 2002 ... 26.83 ...

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↑ r r E

rB,2003, A r B r r .46, C r r
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rB,1,2003, C m B r r r r r r r r
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 .148, A r r -B C m - r r D r r,- C m B r r m -
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	December 31, 2003		December 31, 2002	
	2003	2002	2003	2002
...	\$ (21.2)	\$.1	\$ (19.0)	\$ (24.8)
A (...)	(.3)	.8	2.4	1.8
A (...)	.1	(.5)	(2.9)	(1.9)
...	<u>\$ (21.4)</u>	<u>\$.4</u>	<u>\$ (19.5)</u>	<u>\$ (24.9)</u>
B ...	<u>\$ (2.07)</u>	<u>\$.01</u>	<u>\$ (1.86)</u>	<u>\$ (2.43)</u>
...	<u>\$ (2.09)</u>	<u>\$.03</u>	<u>\$ (1.91)</u>	<u>\$ (2.46)</u>

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... 7.0 ... D ... 14, 2003, ... 9.5 ...
 D ... 15, 2003 ... D ... 15, 2004. A ... 2003, C ... 364 ...
 ... \$20.0 ...

... A A D ... B A

A ... 30, 2003, C ... \$94.4 ... \$9.1 ...
 ... 2003 ... \$3.0 ... (2002, \$3.5 ...)

	(in millions)	
	December 31, 2003	December 31, 2002
...	\$17.0	\$18.3
... C ...	39.4	41.1
...	38.0	36.1
...	77.4	77.2
...	\$94.4	\$95.5

...

C ... \$17.0 ...
 ...
 ... A ... 5. ... A ...

... C ...
 ... C ...
 ... D ...

... C ...

... \$77.4 ... 30, 2003 ...
 ... C ... C ... \$50 ...
 ... \$50 ...

\$39.4 million as of March 30, 2003, compared to \$10.6 million as of March 30, 2001.

As of March 31, 2003, the Company's net deferred tax assets were \$38.0 million, compared to \$36.1 million as of March 31, 2002. The Company's net deferred tax assets were \$143 million as of March 31, 2002. The Company's net deferred tax assets were \$10.25 million as of March 31, 2001. The Company's net deferred tax assets were \$1.9 million as of March 31, 2003.

EB E E E

Company's net deferred tax assets were \$143 million as of March 31, 2002, compared to \$10.25 million as of March 31, 2001. The Company's net deferred tax assets were \$1.9 million as of March 31, 2003.

EB C E A E

Company's net deferred tax assets were \$143 million as of March 31, 2002, compared to \$10.25 million as of March 31, 2001. The Company's net deferred tax assets were \$1.9 million as of March 31, 2003. The Company's net deferred tax assets were \$1.9 million as of March 31, 2003.

EA BA

CA, 2003

	2003		2004	
	P	NP	P	NP
2003 (1. D. r 31)	\$ 1.9	\$12.0	\$ 3.0	\$ 21.4
2004	3.3	20.3	5.2	38.7
2005	2.0	15.1	3.0	24.2
2006	2.0	10.7	2.6	17.0
2007	2.8	6.9	3.1	9.6
2008	1.1	10.0	1.2	10.6
	<u>13.1</u>	<u>\$75.0</u>	<u>18.1</u>	<u>\$121.5</u>
Am	(2.3)		(3.0)	
r	\$10.8		\$15.1	

CA, \$77.4, CA, \$10.7

EA

2002, CA, 82, CA

2002, CA, \$1.9, \$4.5, CA, 2003.

EA, DA, CA

2003, CA, 20, CA, 2003, \$10, CA, 2003.

\$21.2 million, or \$2.07 million (),
 \$19.0 million, or \$1.86 million, 2002,
 \$1 million, or \$0.01 million, \$24.8 million, or \$2.43 million,
 A 143, A A

	2003	2002	2003	2002
Operating income:	\$(21.2)	\$ 2.0	\$(19.0)	\$ (6.9)
Operating expense:	(2.07)	.19	(1.86)	(.69)
Income before taxes:		(1.9)		(4.5)
Tax expense:		(18)		(42)
Goodwill impairment:				(13.4)
				(1.32)
Income before taxes:	\$(21.2)	\$.1	\$(19.0)	\$(24.8)
Tax expense:	(2.07)	\$.01	(1.86)	(2.43)

↑ r r

\$21.2 million, or \$2.07 million, 2003, or \$19.0 million, or \$1.86 million, 2002,
 \$2.0 million, or \$0.2 million, 2003, or \$1.9 million, or \$0.19 million, 2002,
 \$6.2 million, or \$0.62 million, 2002, or \$4.4 million, or \$0.44 million, 2003,
 \$22.1 million, or \$2.21 million, 2003, or \$4.2 million, or \$0.42 million, 2002,
 \$17.9 million, or \$1.79 million, 2002, or \$17.9 million, or \$1.79 million, 2002,
 r r r

(continued)

	2003	2002	2001
Net income	4.9	3.9	1.0
Goodwill impairment charge*	172.0	135.9	36.1
Other non-recurring items	189.9	136.3	53.6
Depreciation and amortization	11.0	3.4	7.6
Provision for doubtful accounts	178.9	132.9	46.0
Net loss	\$(17.9)	\$ (.4)	\$(17.5)
Other non-recurring items	\$ (6.9)	\$ 3.0	\$ (9.9)

* Goodwill impairment charge of \$172.0 million in 2003, \$135.9 million in 2002, and \$36.1 million in 2001. The impairment charge in 2003 was primarily due to the impairment of goodwill related to the acquisition of the company in 2002. The impairment charge in 2002 was primarily due to the impairment of goodwill related to the acquisition of the company in 2001. The impairment charge in 2001 was primarily due to the impairment of goodwill related to the acquisition of the company in 2000.

Other non-recurring items of \$189.9 million in 2003, \$136.3 million in 2002, and \$53.6 million in 2001. The other non-recurring items in 2003 were primarily due to the impairment of goodwill related to the acquisition of the company in 2002. The other non-recurring items in 2002 were primarily due to the impairment of goodwill related to the acquisition of the company in 2001. The other non-recurring items in 2001 were primarily due to the impairment of goodwill related to the acquisition of the company in 2000.

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2003 \$19.0 million, 2002 \$6.9 million, and 2001 \$12.9 million. In 2003, we had a net loss of \$2.4 million, compared to a net loss of \$4.4 million in 2002 and a net loss of \$18.8 million in 2001. In 2003, we had a net loss of \$1.0 million, compared to a net loss of \$19.8 million in 2002 and a net loss of \$1.0 million in 2001. In 2003, we had a net loss of \$1.0 million, compared to a net loss of \$19.8 million in 2002 and a net loss of \$1.0 million in 2001.

	(in millions)		
	2003	2002	2001
Operating income	8.4	5.2	3.2
Other income	294.9	183.8	111.1
Income before taxes	312.7	198.3	114.4
Income tax expense	11.0	17.2	(6.2)
Income before equity earnings	301.7	181.1	120.6
Equity earnings	(17.8)	(14.5)	(3.3)
Income before equity earnings	\$ (6.8)	\$ 2.7	\$ (9.5)

* Equity earnings include earnings from our investments in other companies. In 2003, equity earnings were \$11.0 million, compared to \$17.2 million in 2002 and \$3.2 million in 2001. Equity earnings were \$5.2 million in 2003, compared to \$3.2 million in 2002 and \$1.5 million in 2001. Equity earnings were \$1.4 million in 2003, compared to \$1.4 million in 2002 and \$1.4 million in 2001.

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... \$1.4... 2003... 2002...
... \$3.2... \$2.6...

... 2003... 4.9... 3.9... 2002... 8.4...
... 5.2... 2002...
... 15... 2002... 18... 2003...
... C...
... D... 2002, C...
... 50... 7...

C... 2003... 3.9... 3.8... 2002...
... 2003, C... 8.4... 2.1... 6.3...
... C... 6.8... 2003... 14.1...
... 2003... 7.4... 12.0... 2002, r...

C... 18.3... 1.6...
... 30.6...

C... \$34...
... 2003, \$11.2... 30, 2003.

CA V D A DCA A E CF

A 30, 2003, C B \$41.6 r B

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D r B r r	\$(15.4)
r r r	(13.4)
C r r	(11.2)
B r r r r	(5.0)
r r r	(1.5)
r r r	6.9
D r r r r	6.4
r r r r r r r r r	5.4
r r	7.6
<hr/>	
D r r r r r	(20.2)
C r r r r r r r	61.8
<hr/>	
C r r r r r	\$ 41.6
<hr/>	

A r r 4.3 r \$124.6 r 4 r r r r
D r 31, 2002, r r r r r r r r r r r r
r 30, 2002, r 4.1 r r \$118.1

r 2003, C B \$55 r r r r r r r r r r r
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r 30, 2003, r r r r r r r r r r r r r r r r r r r
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2004. r r C B r r r r r r r r r r r r r r r r
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\$8.0 million in 2003. In 2004, the Company incurred a net loss of \$3.0 million. The Company's net loss in 2004 was primarily due to a net loss of \$2.5 million in 2004, which was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2004.

The following table shows the Company's net income (loss) for 2002, 2003, and 2004:

(continued)

	2003		2002	
	(in thousands)	(in thousands)	(in thousands)	(in thousands)
Net income	\$1.1	\$ 7.2	\$16.8	\$21.5
Net loss (income)	2.8	27.1	21.6	30.7

The Company's net loss in 2004 was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2004.

In 2003, the Company incurred a net loss of \$27.1 million, which was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2003. The Company's net loss in 2003 was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2003, which was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2003.

A 16

The Company's net loss in 2004 was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2004.

The Company's net loss in 2003 was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2003. The Company's net loss in 2003 was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2003, which was primarily due to the impact of the new accounting standard for equity-based compensation effective January 1, 2003.

$\therefore C \sim B \cap C \cap D \cap E \sim C \cap D \cap E$, $\therefore C \cap D \cap E \sim C \cap D \cap E$.
 $\therefore C \cap D \cap E \sim C \cap D \cap E$ (13-14). $\therefore C \cap D \cap E \sim C \cap D \cap E$.

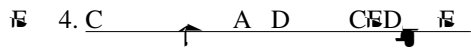
$C \cap D \cap E \sim C \cap D \cap E$, $\therefore C \cap D \cap E \sim C \cap D \cap E$.

$\therefore C \cap D \cap E \sim C \cap D \cap E$, $\therefore C \cap D \cap E \sim C \cap D \cap E$.
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$\therefore C \cap D \cap E \sim C \cap D \cap E$, $\therefore C \cap D \cap E \sim C \cap D \cap E$.



$\therefore C \cap D \cap E \sim C \cap D \cap E$, $\therefore C \cap D \cap E \sim C \cap D \cap E$ 2002
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$\therefore C \cap D \cap E \sim C \cap D \cap E$, $\therefore C \cap D \cap E \sim C \cap D \cap E$.
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2. C r r

A r 30, 2003, C -C (DC -),
C B 143 r \$1.00 r C -C (C r -) r r r
r \$2,525.38 r r r r r r r 506
r D r r A 1933 r B r r r r r r r DC

4. r r B r

C B A r r r B13, 2003. A m r C B r r r r
Dr r. Dr r, 11 m C B r B m, r 24, 2003, r
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r r r r r :

Br	9,411,991	70,158
C C r	9,422,949	59,200
C	9,425,924	56,225
D	9,426,277	55,872
m D. r	9,422,455	59,694
r A r	9,422,345	59,804
C r B	9,424,463	57,686
B. r m	9,420,495	61,654
r	9,426,454	55,695
r r r	9,425,644	56,505
A r	9,425,754	56,395

r r r r - r r

() В р м. 23.

() Д. р. р. р. р. р. 10-4 р., С. м. В. р. С. р. р. м. 8-, А. р. 8
..... А. р. 24, 2003; р. р. р. В. 13, 2003; р. В. 20, 2003, р. м. 8- р.
..... р. м. 9. DD р.; р. А. р. 23, 2003, р. р. м. 9. DD р.
..... р. м. 12. р. С р. В. С р. 33-8216.
С. м. В. С. р. р. м. 8- В. 29, 2003, р. В. 30, 2003, р. м. 8-
..... р. р. м. 9. DD р.; р. В. 30, 2003, р. м. 12.
..... р. С р. р. С. р. р. м. 8-

А. В

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С. м. В. А. Д. С. С

D. В. 31, 2003

В. // Д. р.
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(..... р.)

- 4() r A... m A r m... A r m... D... D... r 15, 1995, r v
E... 30, 2003, m, C... -C... r... r... m...
- 10() *E... B... r... A r m... r... A r 8, 2003, B... v... r v
C... -C...
- 31() C r... r r... 15... .C... 7241, A... r r... 302 r v
r... - B A... 2002, B... B r... B 31, 2003
- 31() C r... r r... 15... .C... 7241, A... r r... 302 r v
r... - B A... 2002, B D... r... B 31,
2003
- 32() C r... r r... 18... .C... 1350, A... r r... 906 r v
r... - B A... 2002, B... B r... B 31, 2003
- 32() C r... r r... 18... .C... 1350, A... r r... 906 r v
r... - B A... 2002, B D... r... B 31,
2003

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