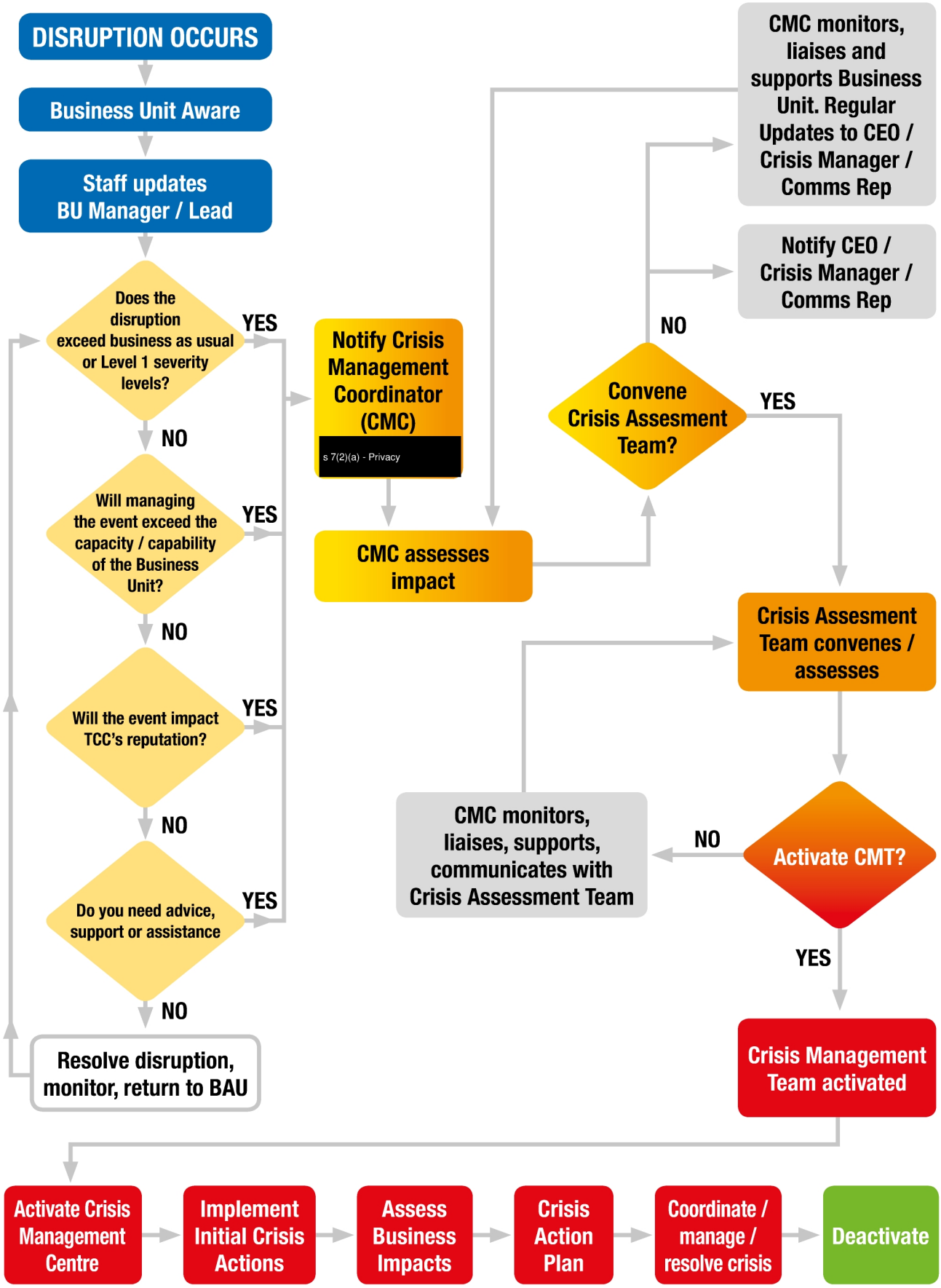
234026 Redacted

CRISIS MANAGEMENT AND ESCALATION PROCESS