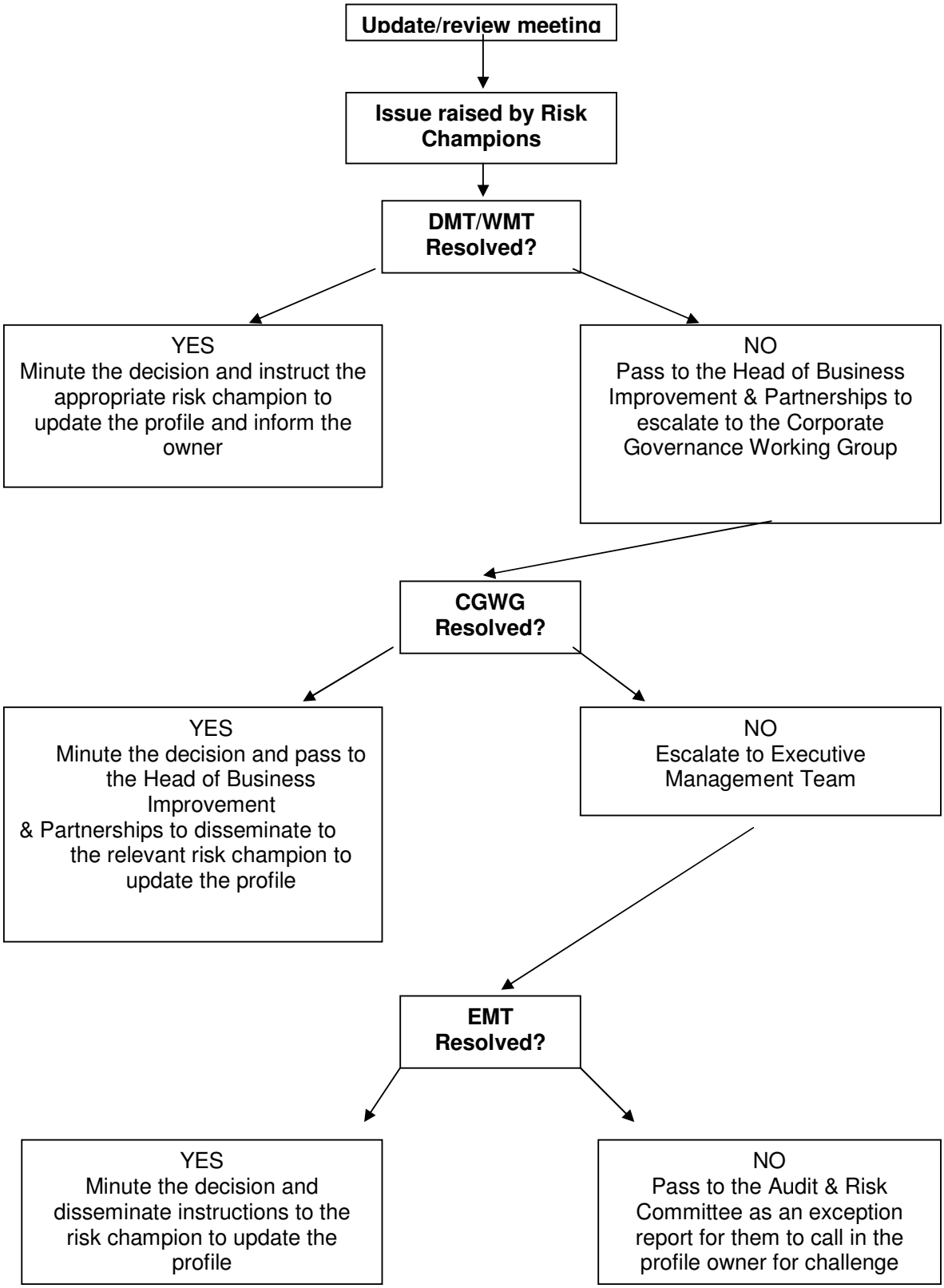
APPENDIX B(v)

ESCALATION PROCESS