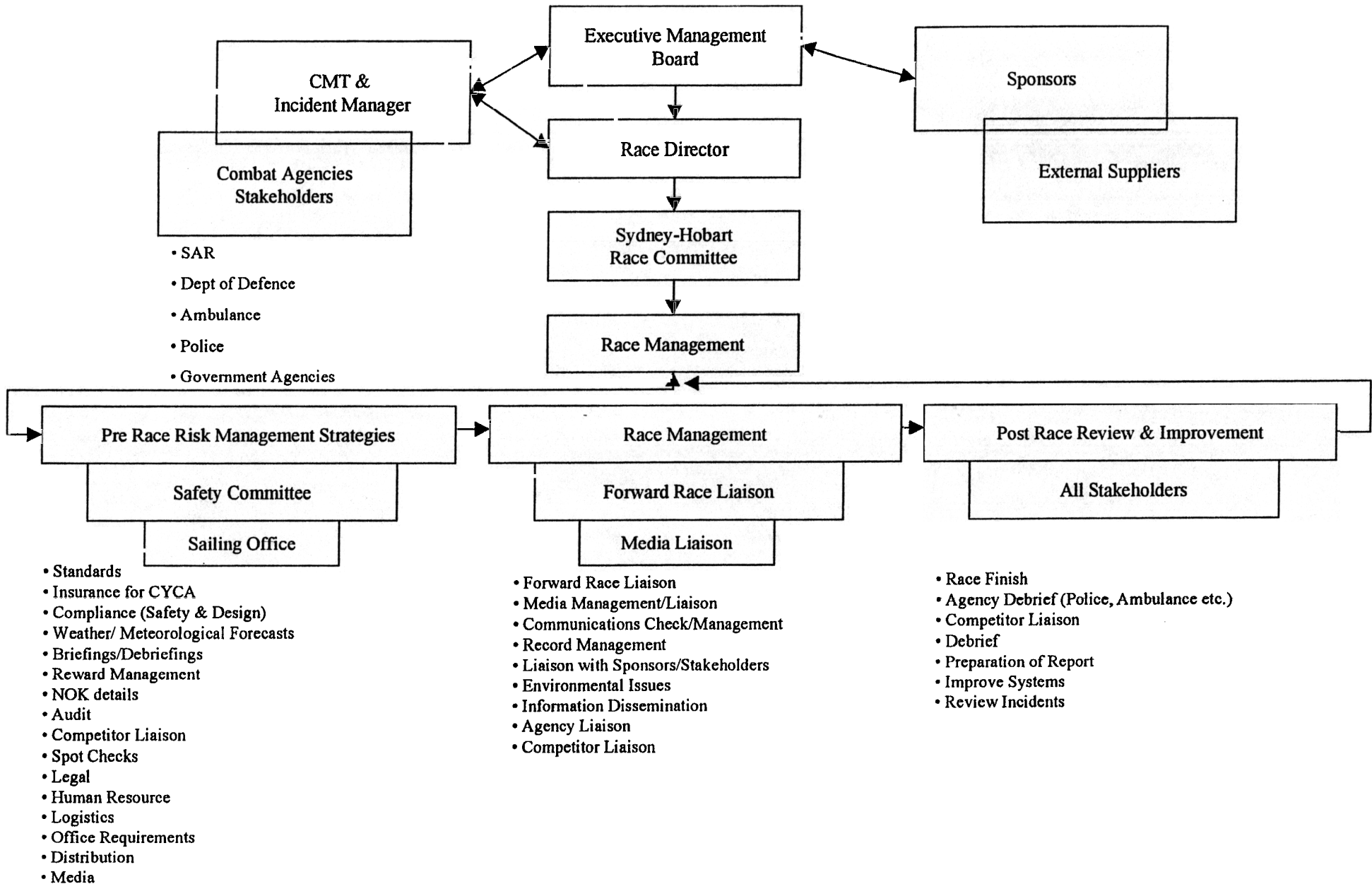


APPENDIX 20

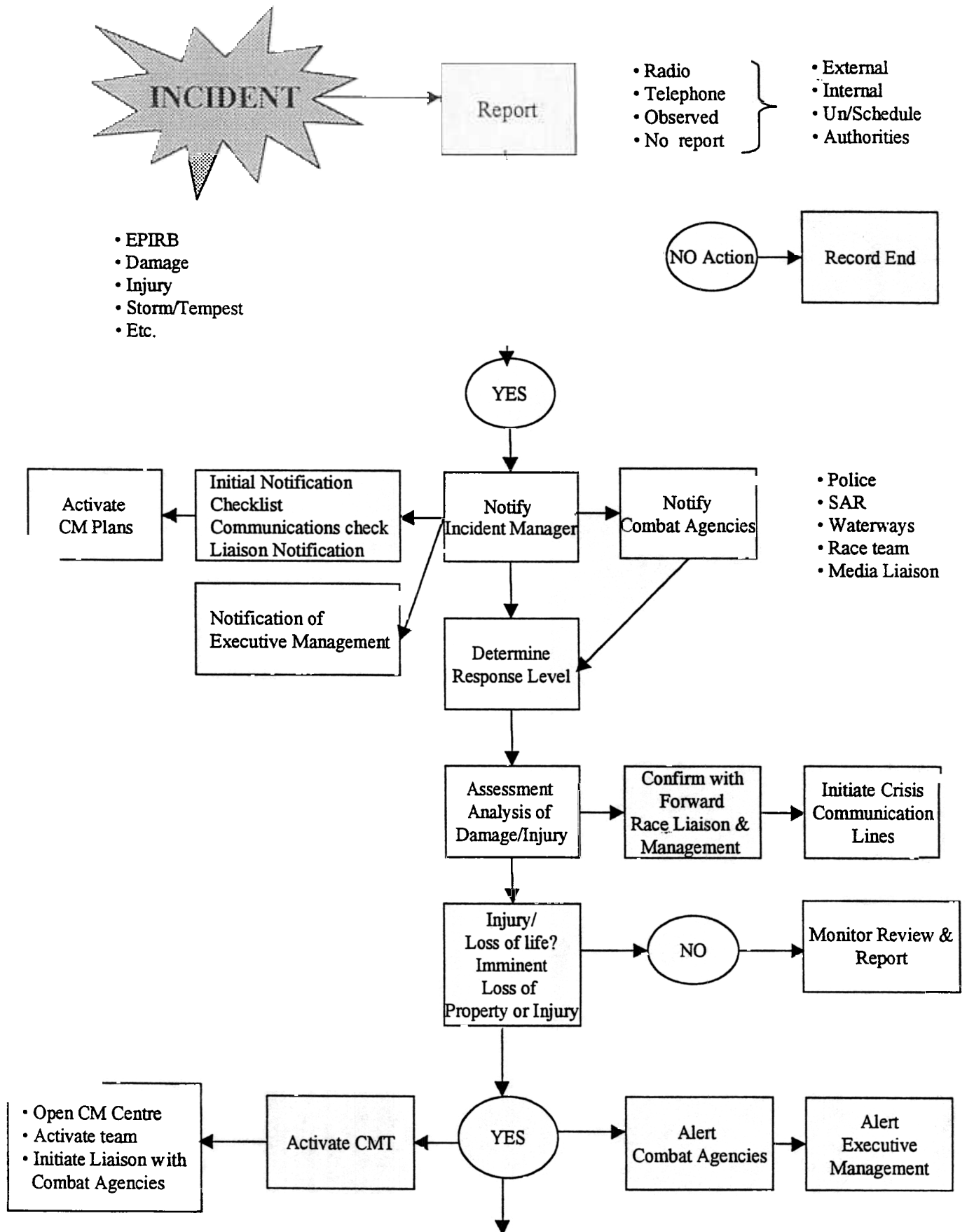
Crisis Management Flow Charts

Crisis Management Structure



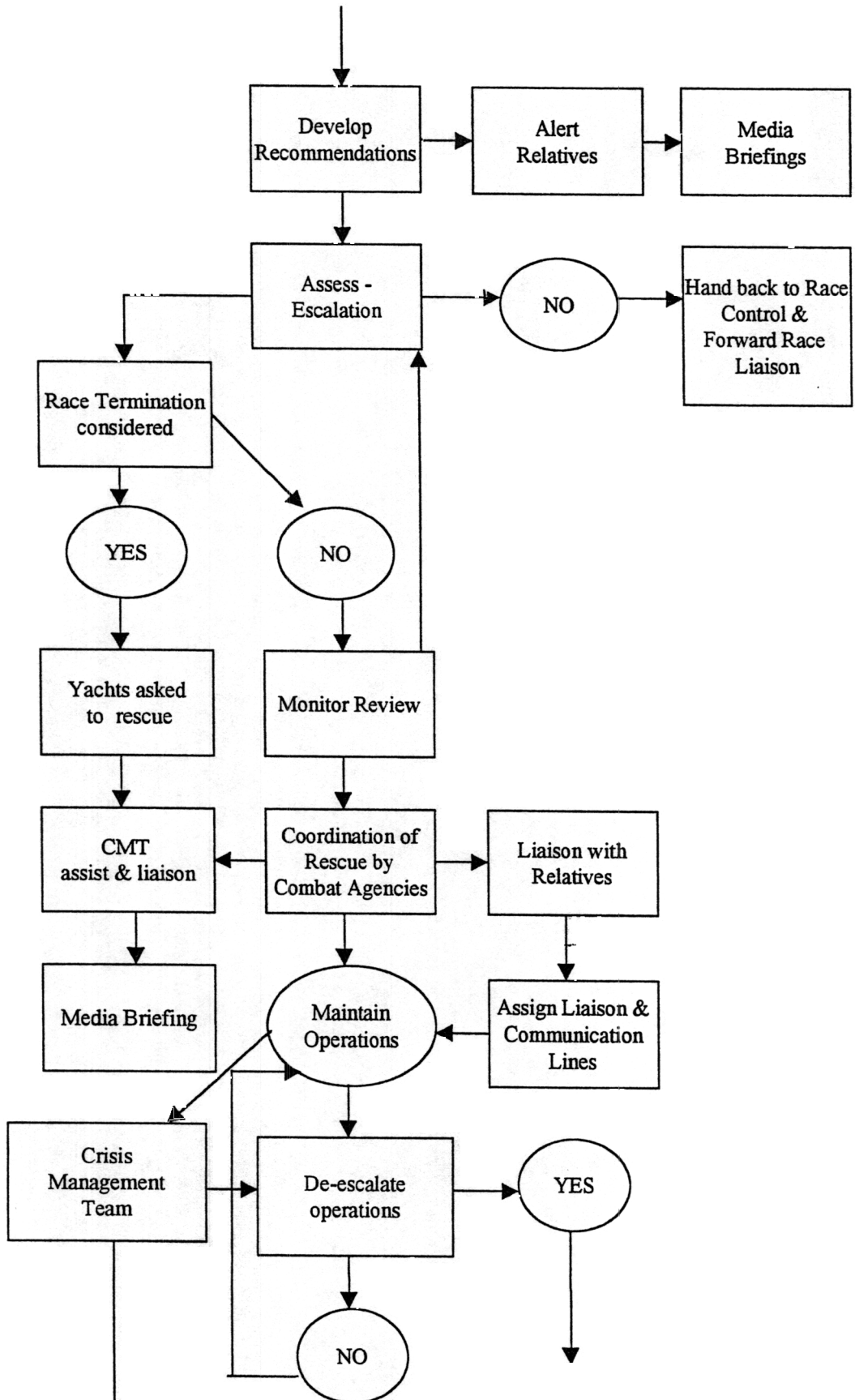
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Crisis Management Incident Flow Chart



Crisis Management Incident Flow Chart

(continued)



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Crisis Management Incident Flow Chart (continued)

