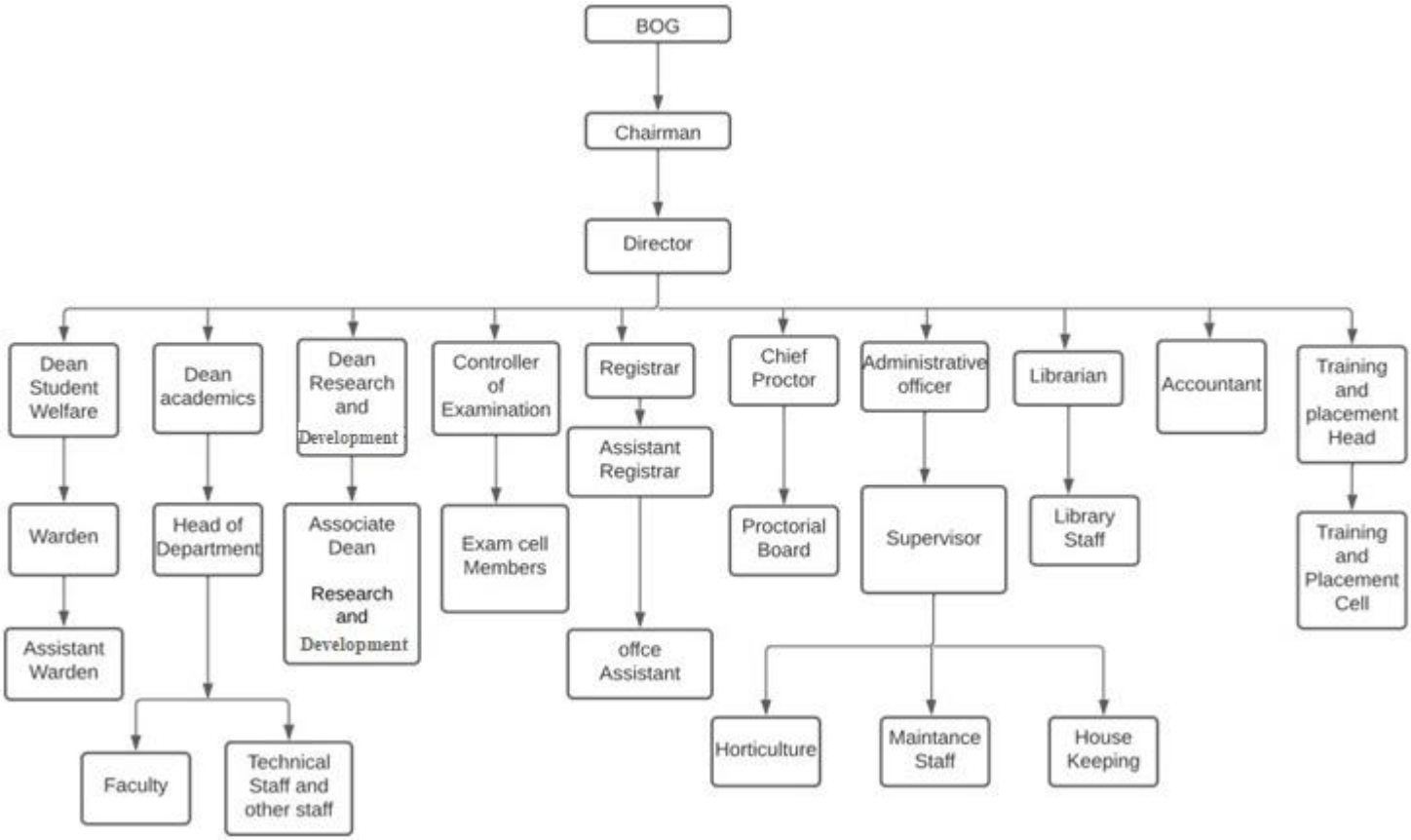ORGANIZATIONAL CHART AND PROCESSES