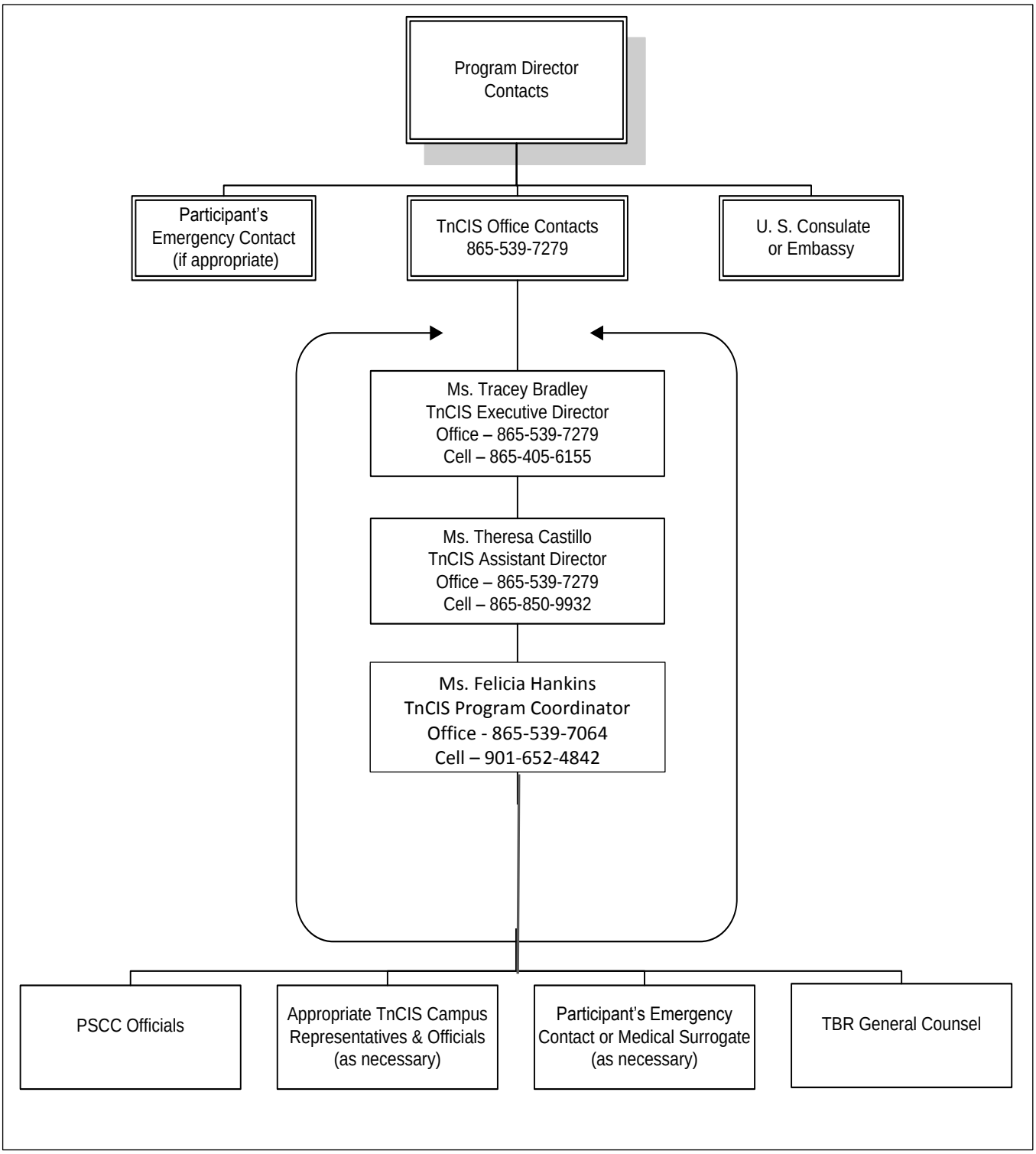**APPENDIX X**
**Crisis Management Chart**