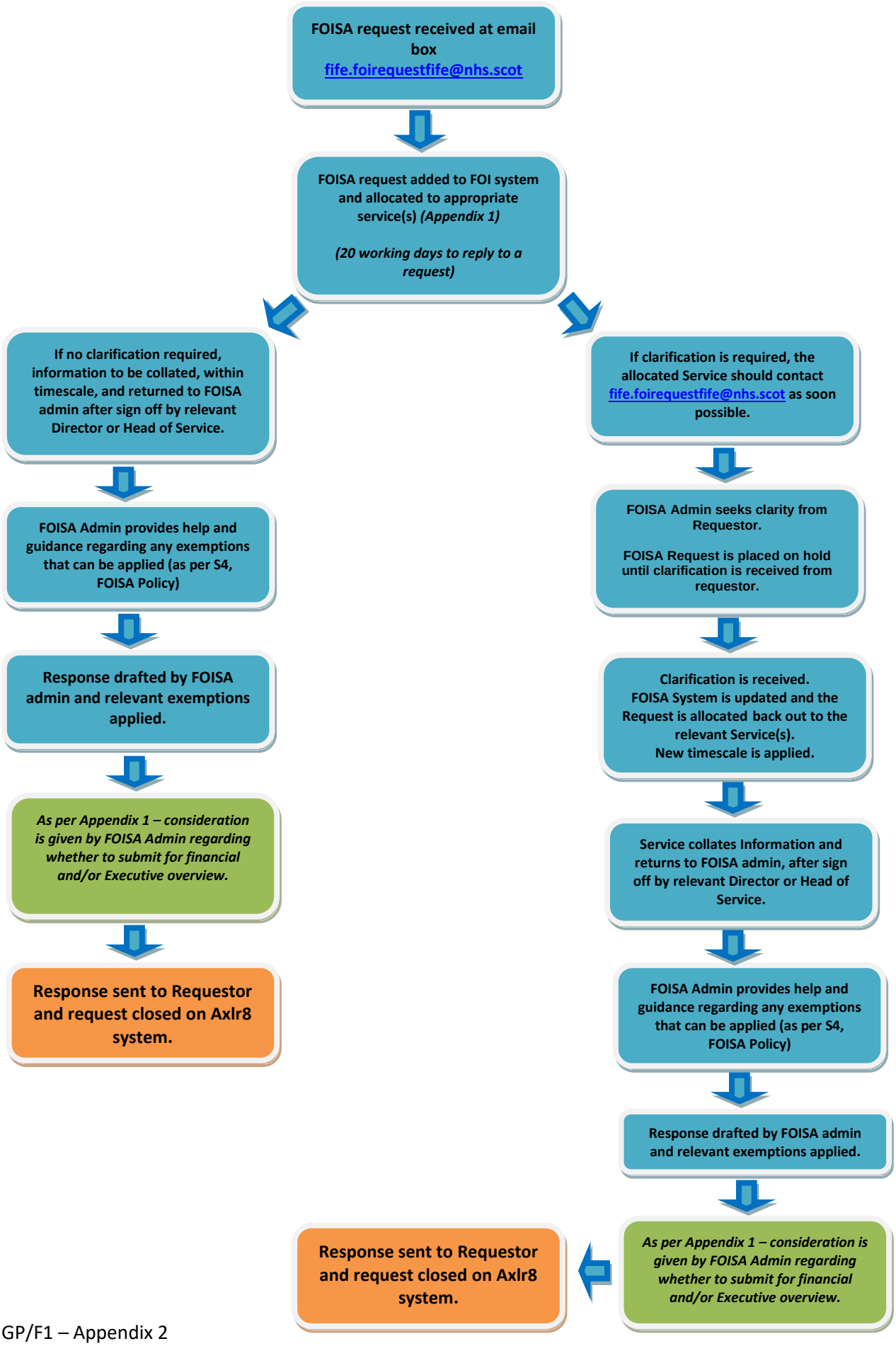FOI PROCESS FLOW CHART