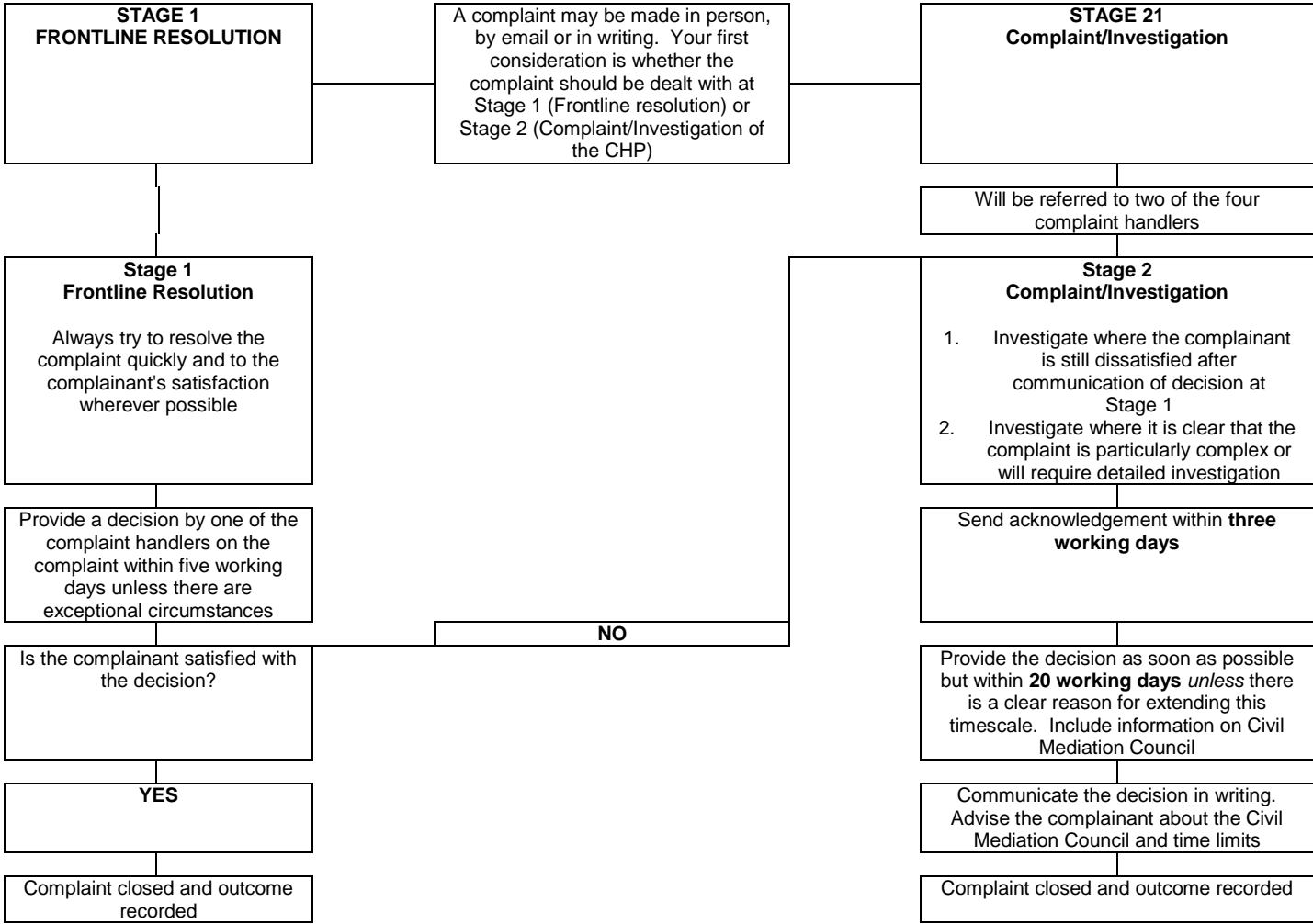


COMPLAINTS HANDLING PROCEDURE FLOWCHART



1. The complaint handlers will be Holly Mievill-Shrieve, Chris Danbury, Katie Scott and Andrew Hannam