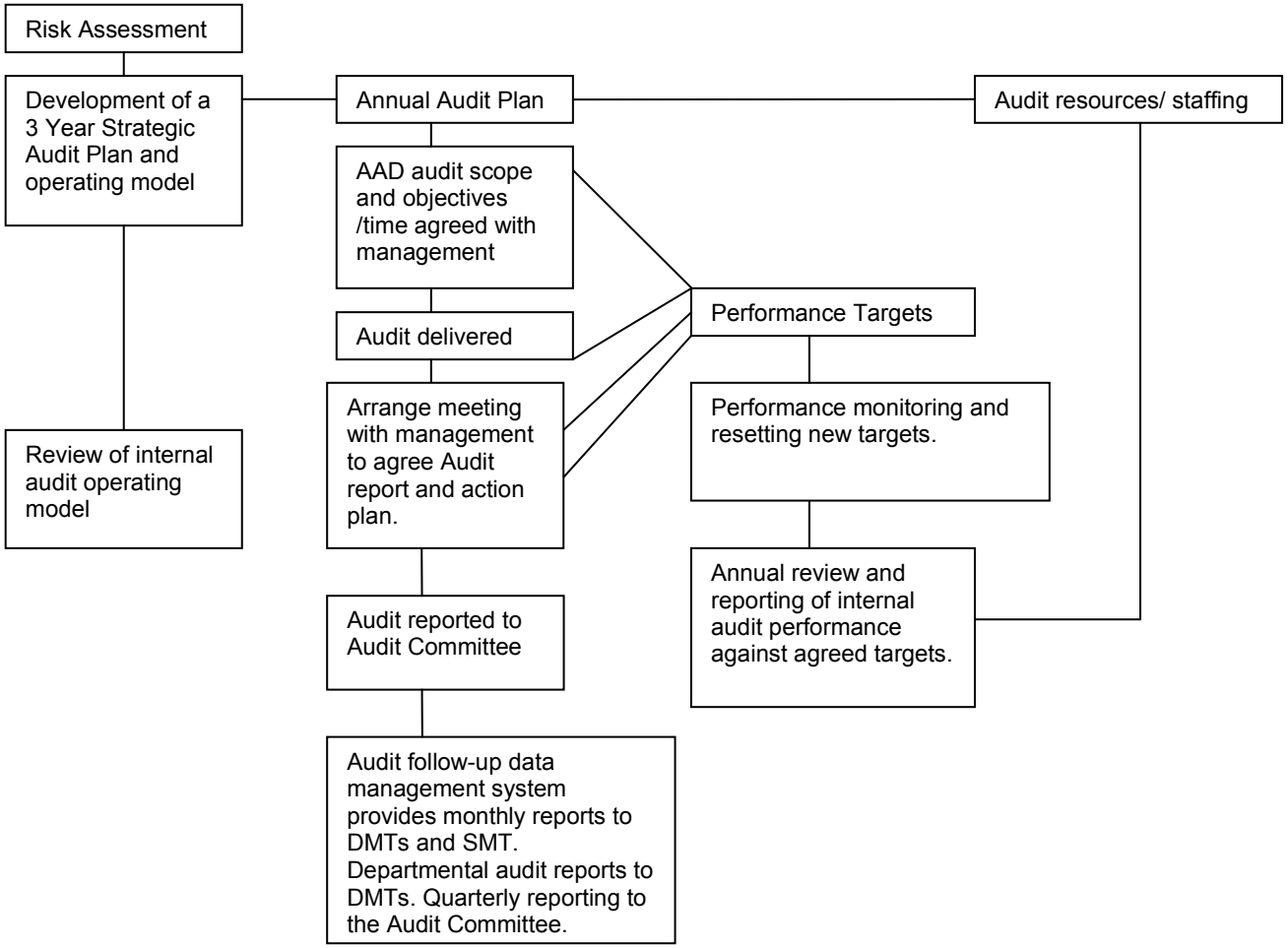
APPENDIX 4

Operating Model