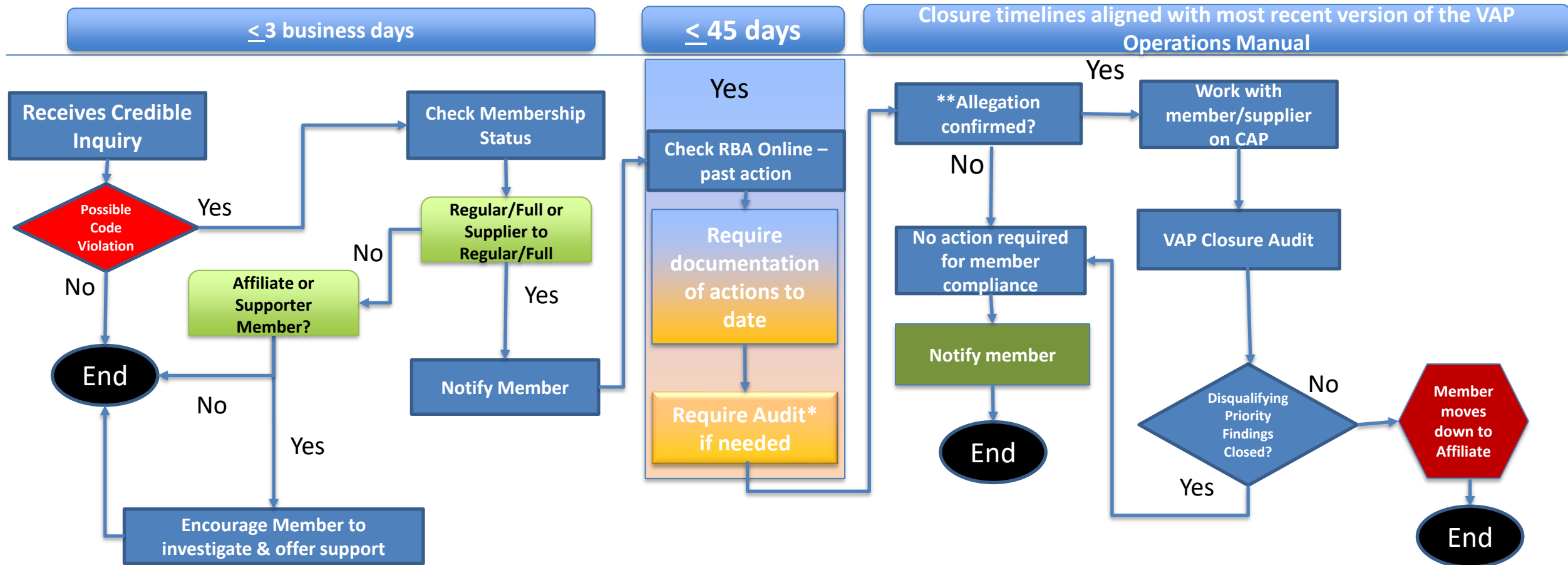




Incident Management Process Flow



*If VAP/SVAP shows no confirmation of allegations, RBA absorbs cost of audit

** Multiple inputs go into the RBA determination of confirmation of allegations