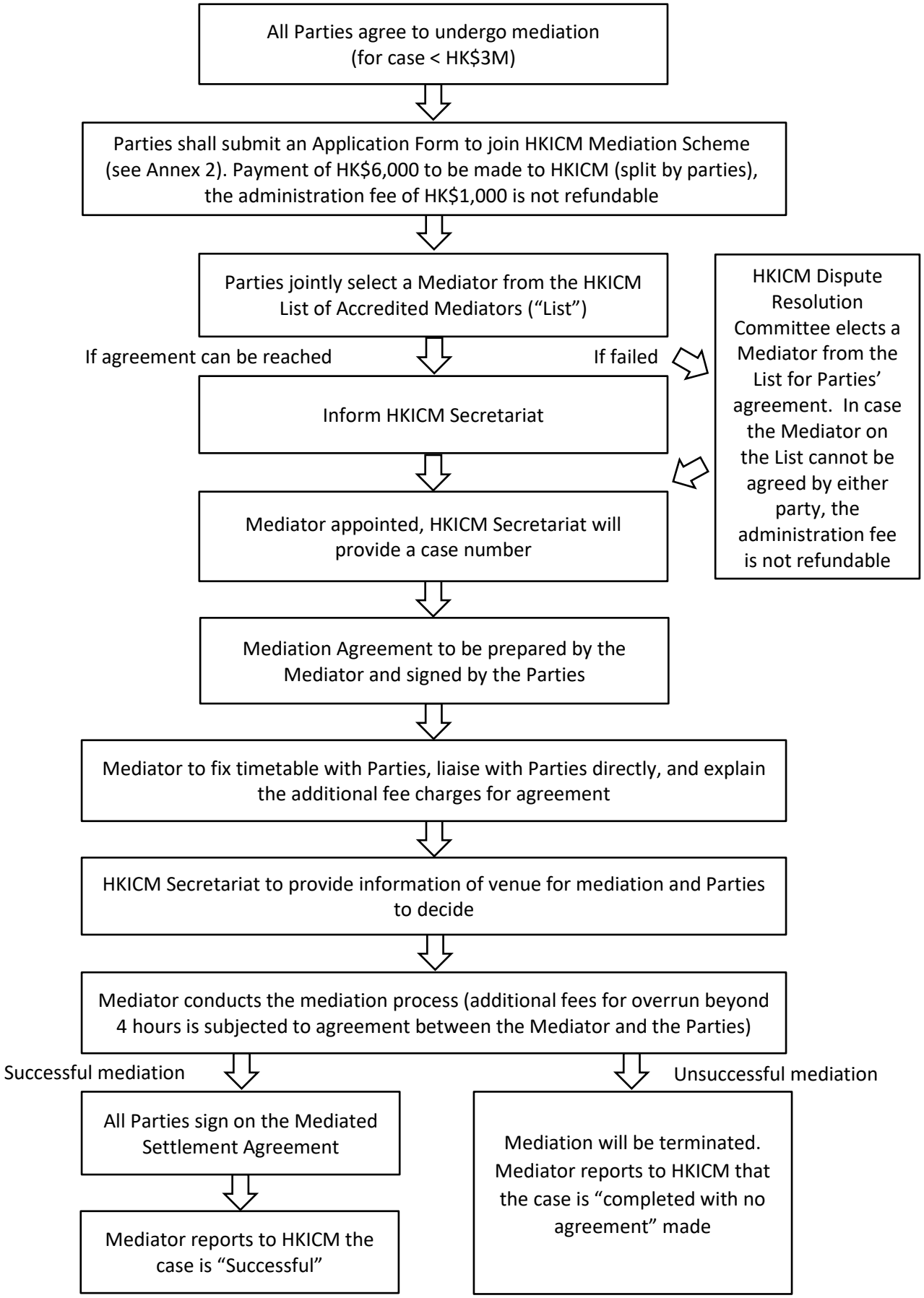
Annex 1

Mediation Process Flowchart