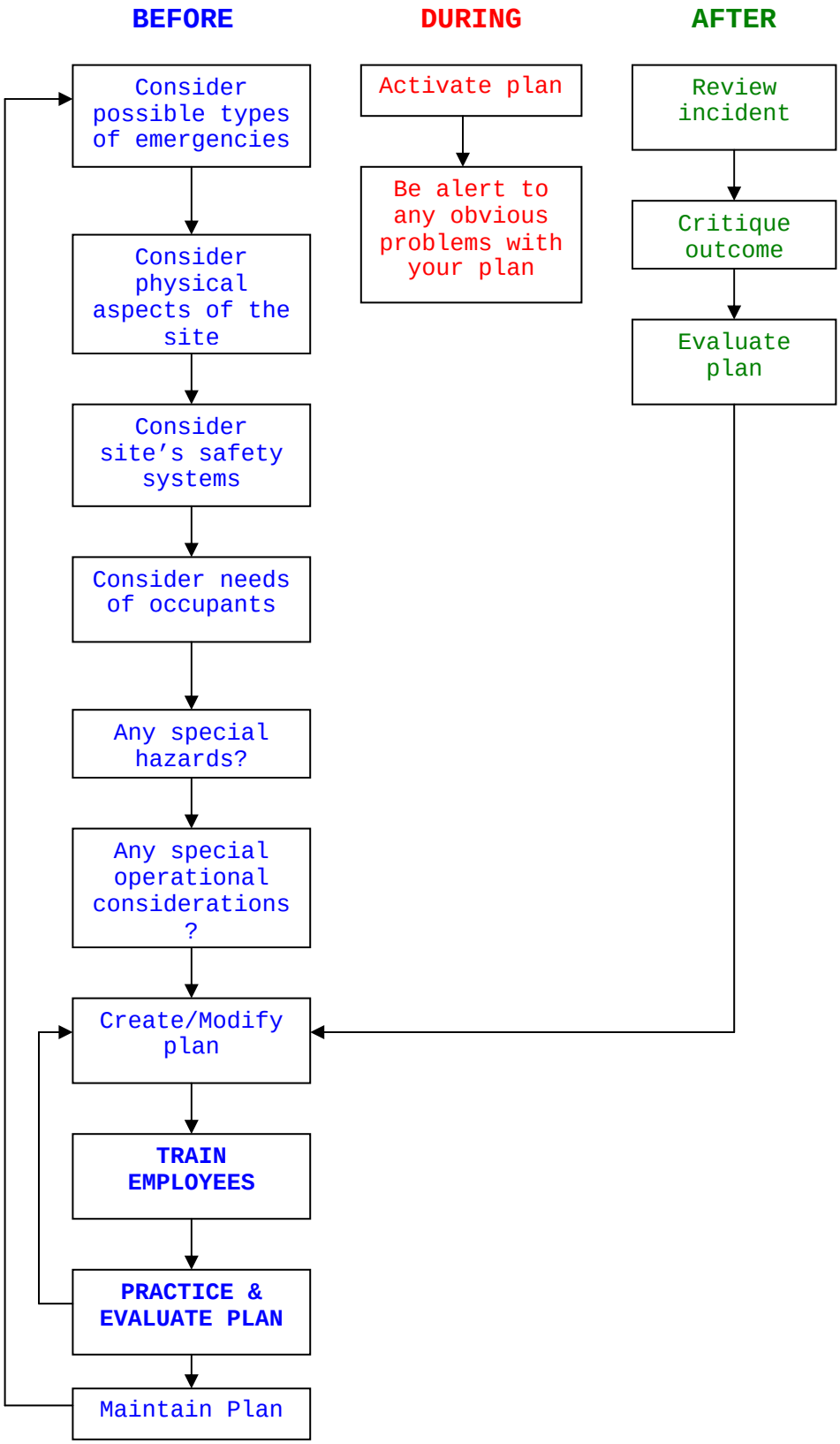PRE-INCIDENT PLANNING FLOW CHART