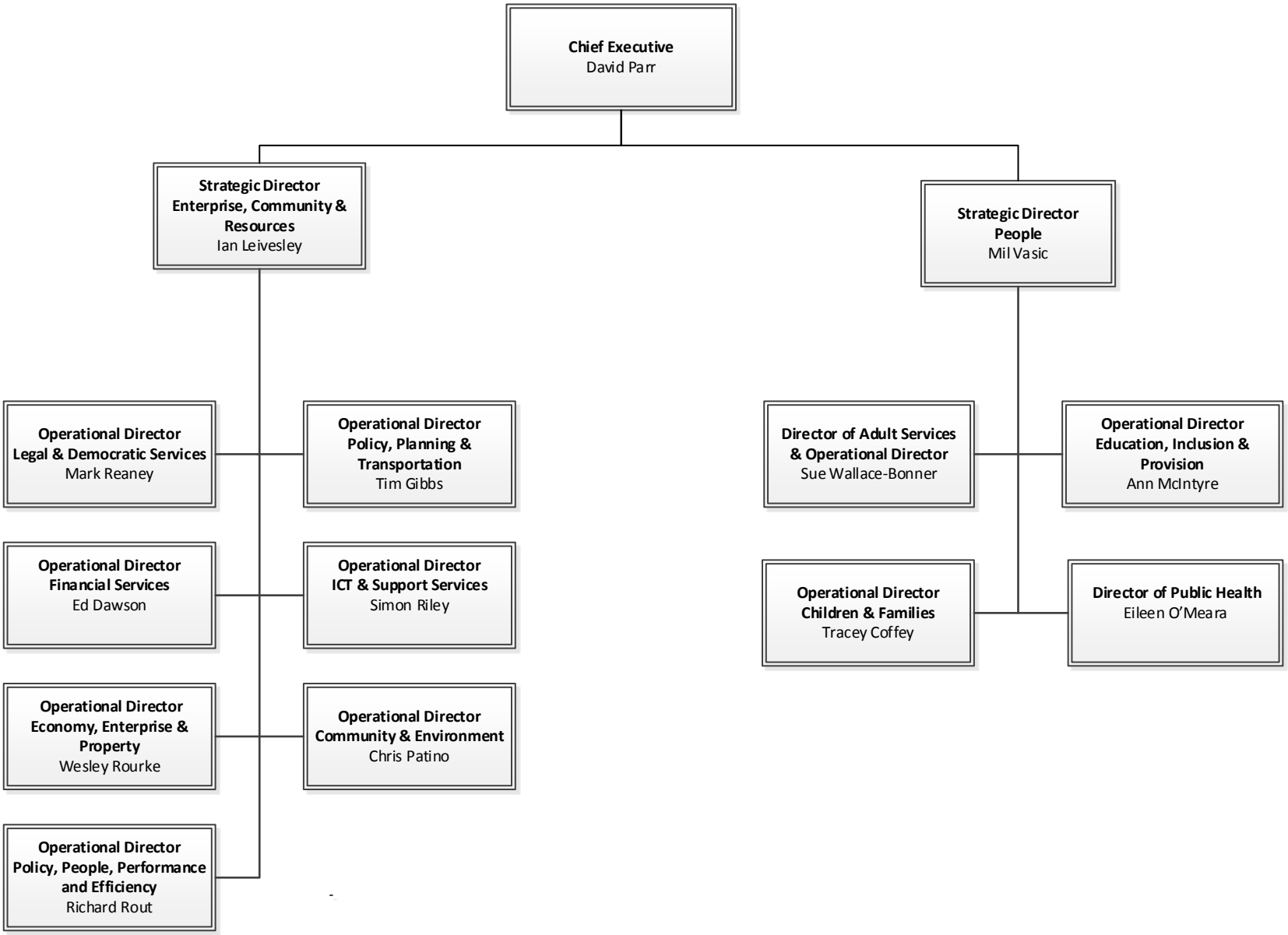Chapter 7 – Senior Management Structure