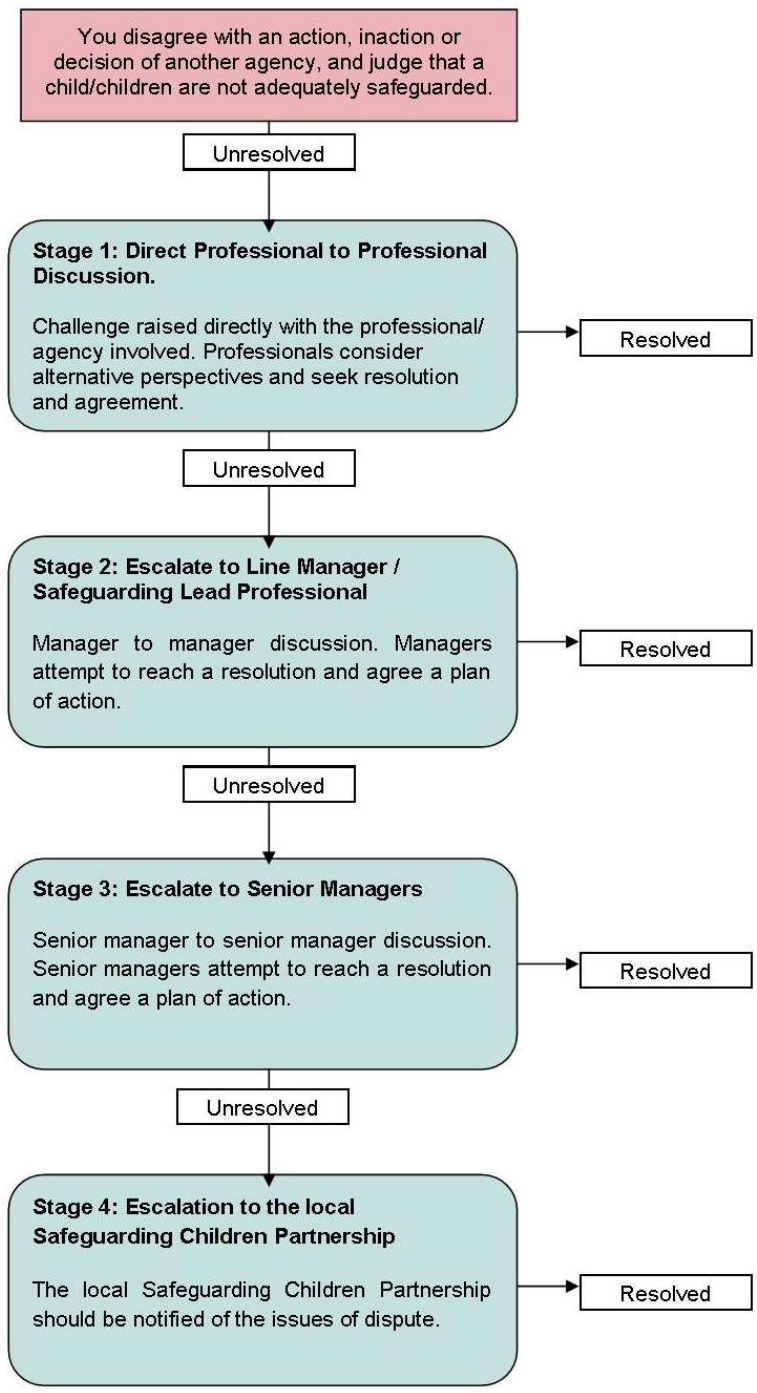Escalation Flowchart