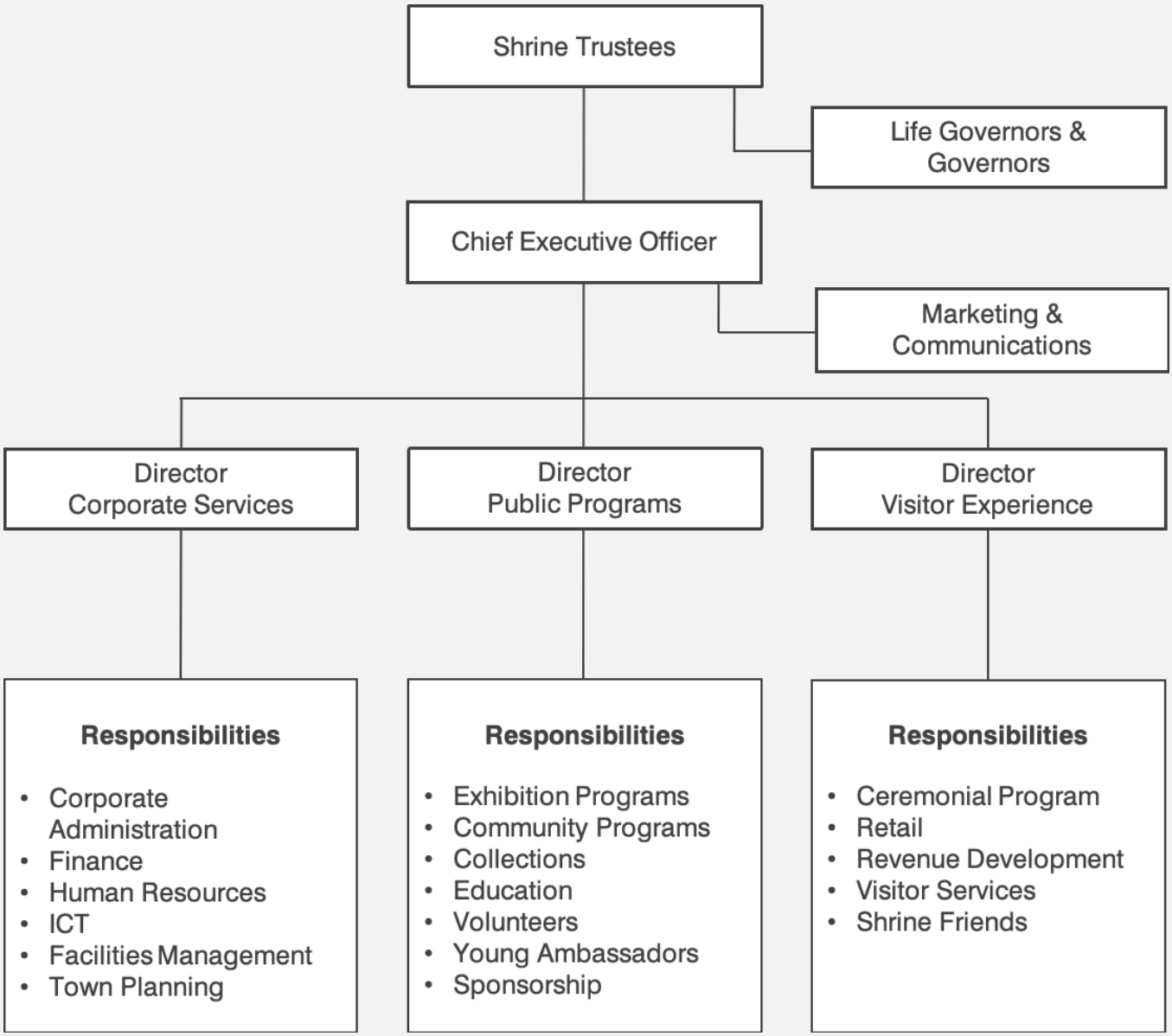ORGANISATIONAL STRUCTURE & RESPONSIBILITIES