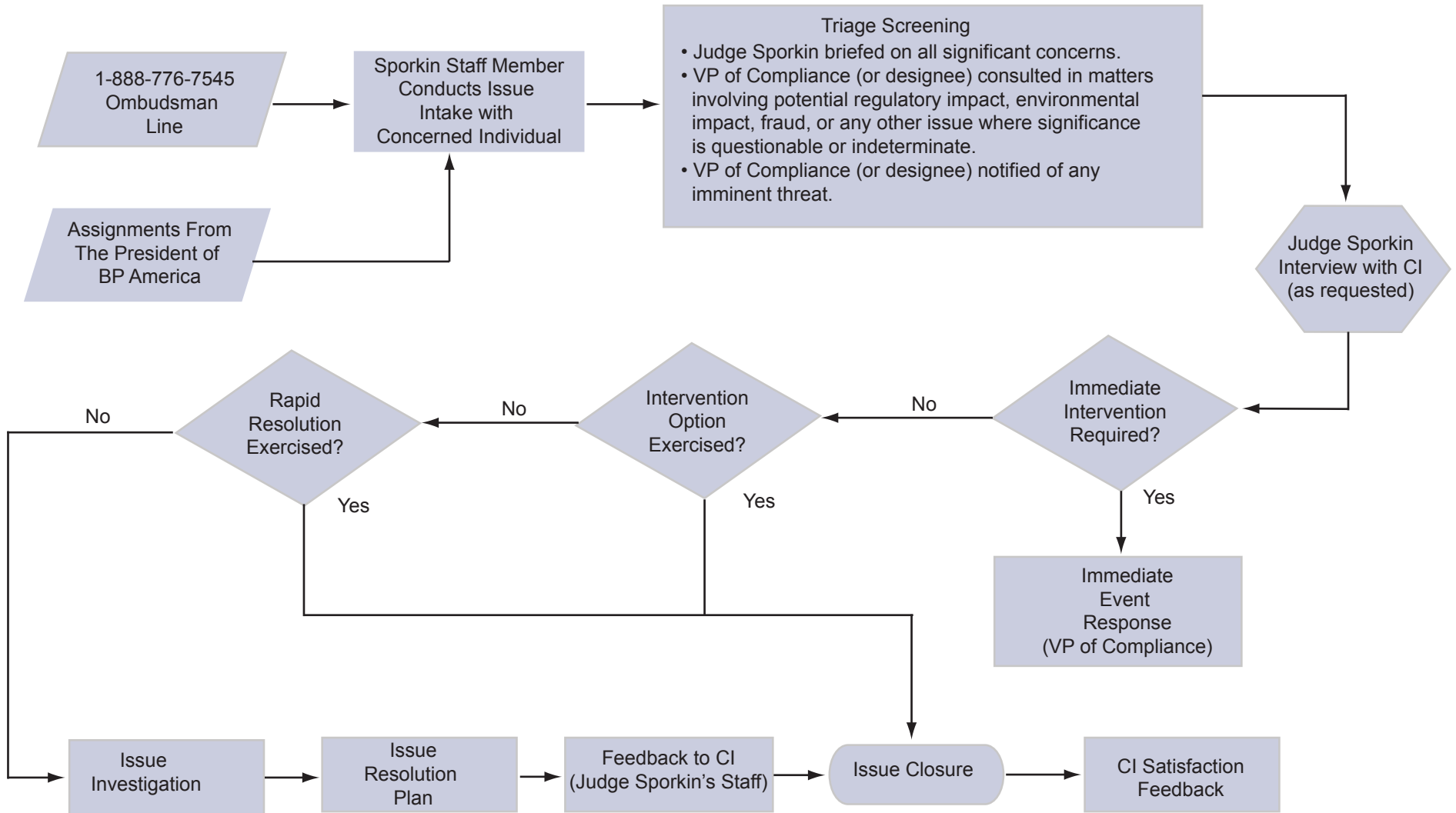


# How Concerns are Managed



Flow Chart from BP America Ombudsman Program Manual