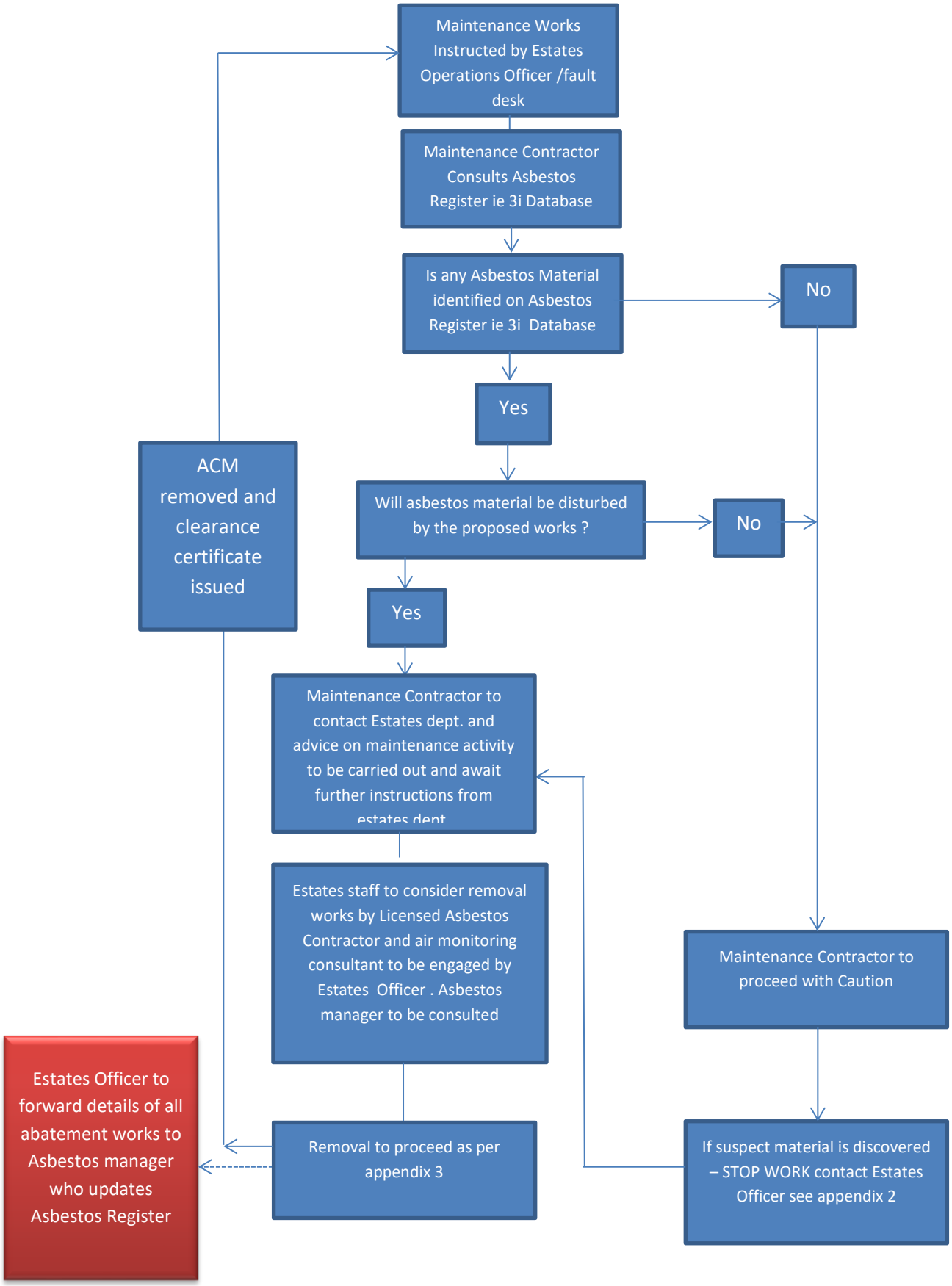Appendix 4: **Responsive Maintenance / Works flowchart by contractor**