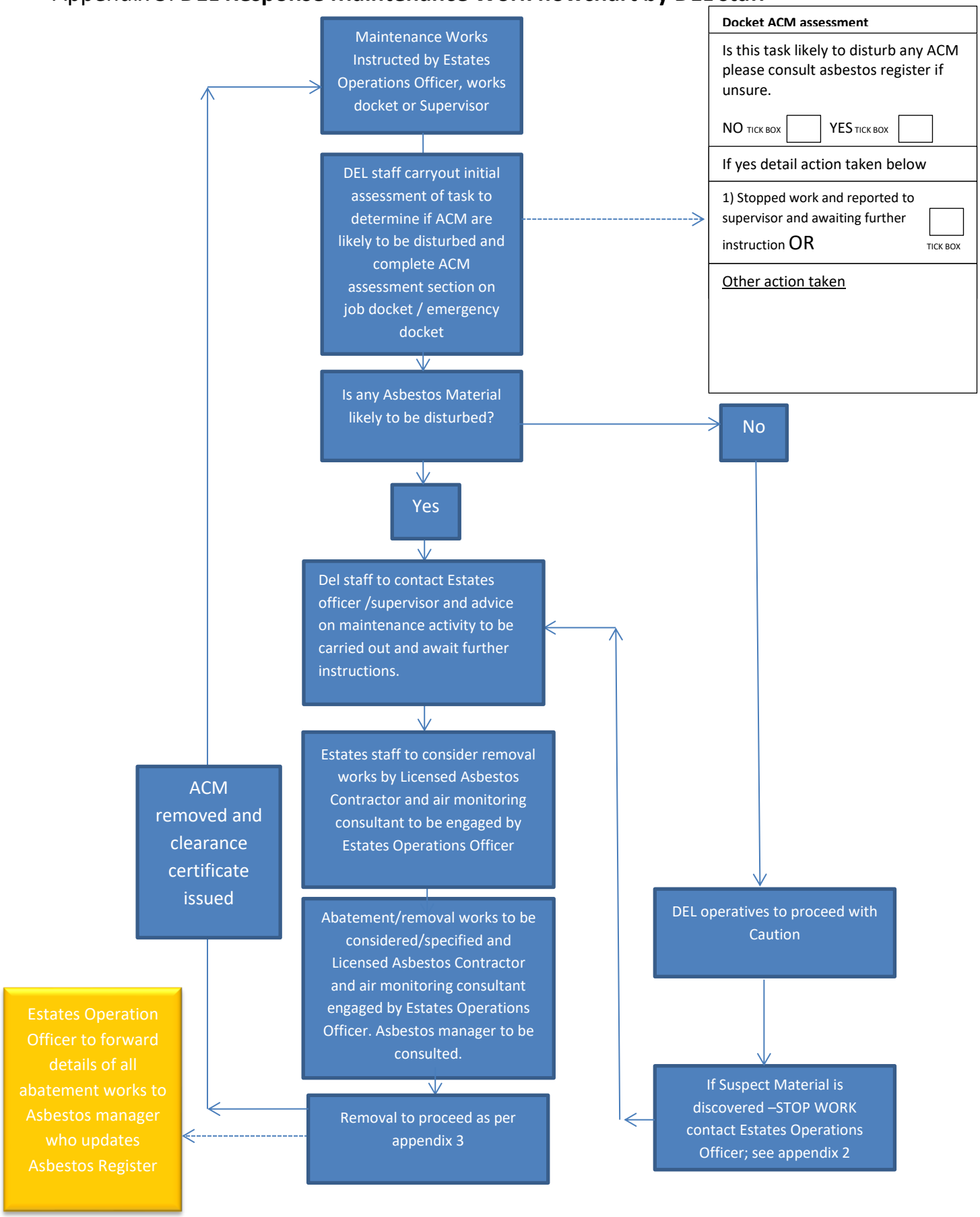Appendix 5: **DEL Response Maintenance Work flowchart by DEL staff**