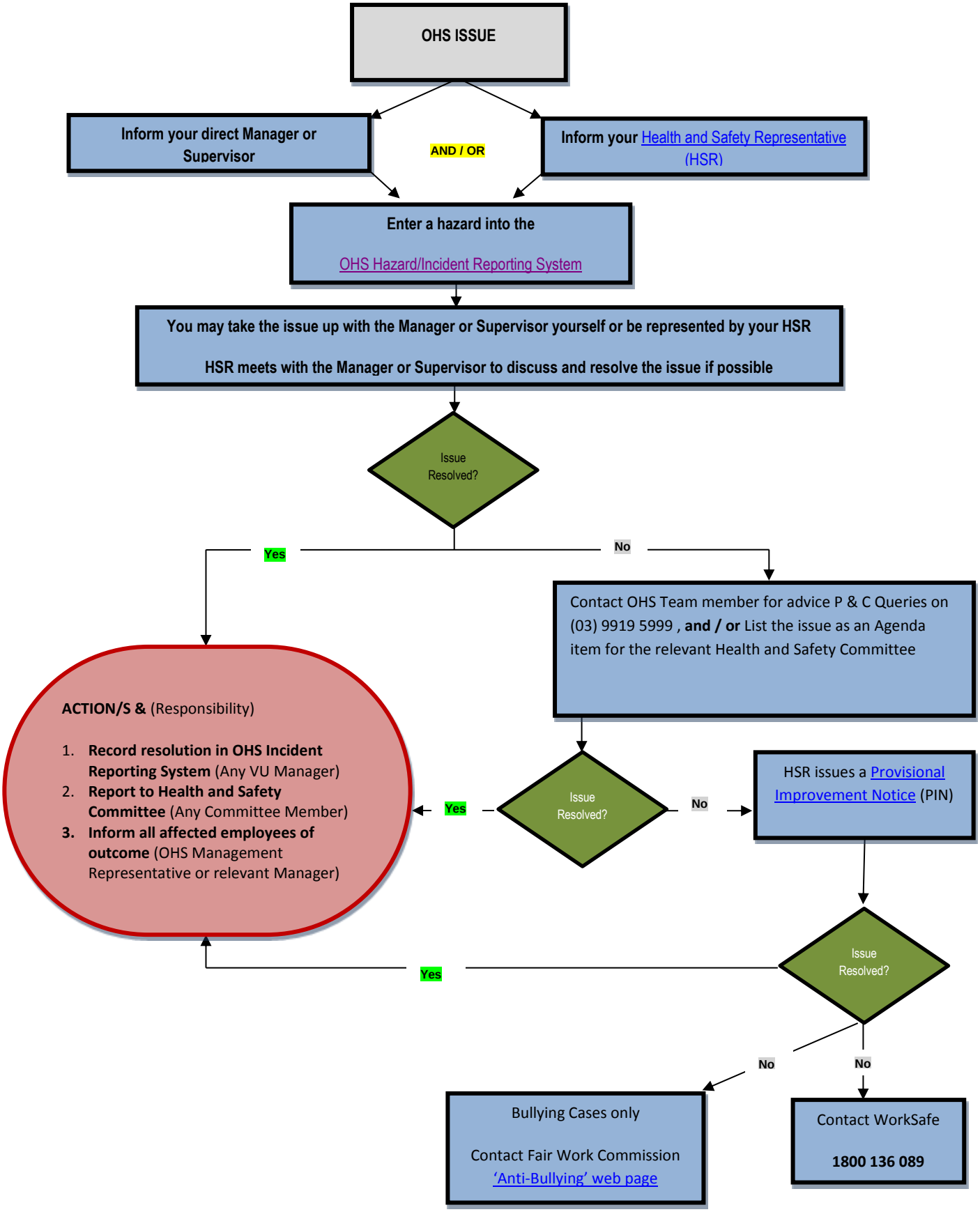OHS ISSUE RESOLUTION FLOWCHART