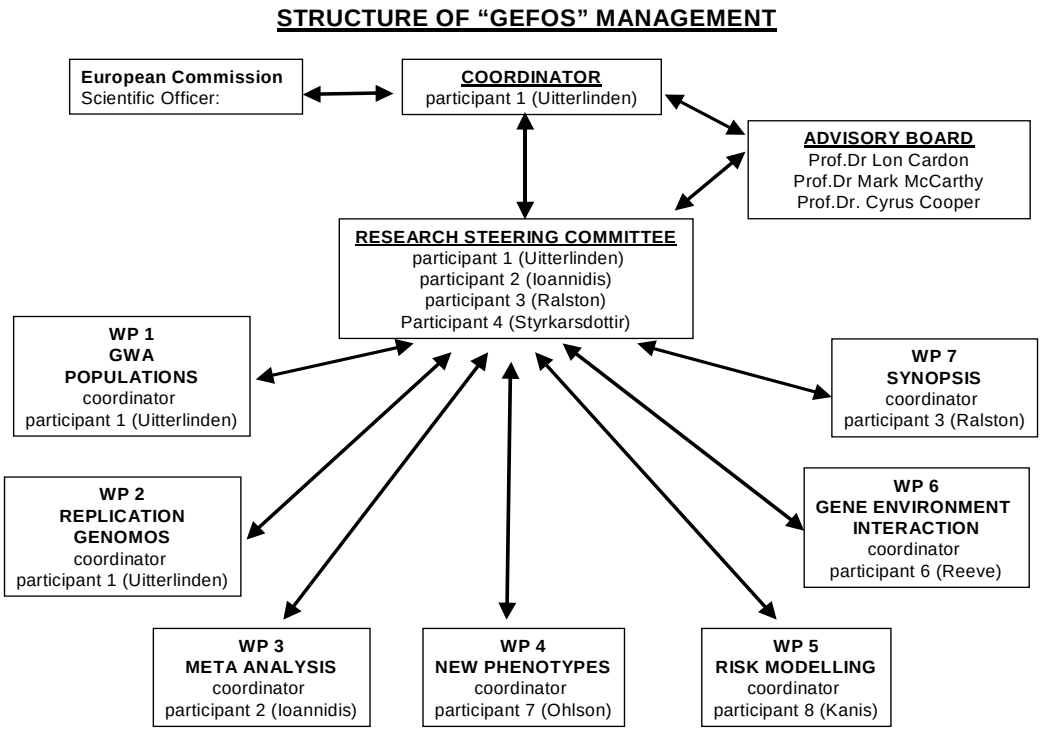Management structure and procedures