





# Introduction and objectives

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Scope



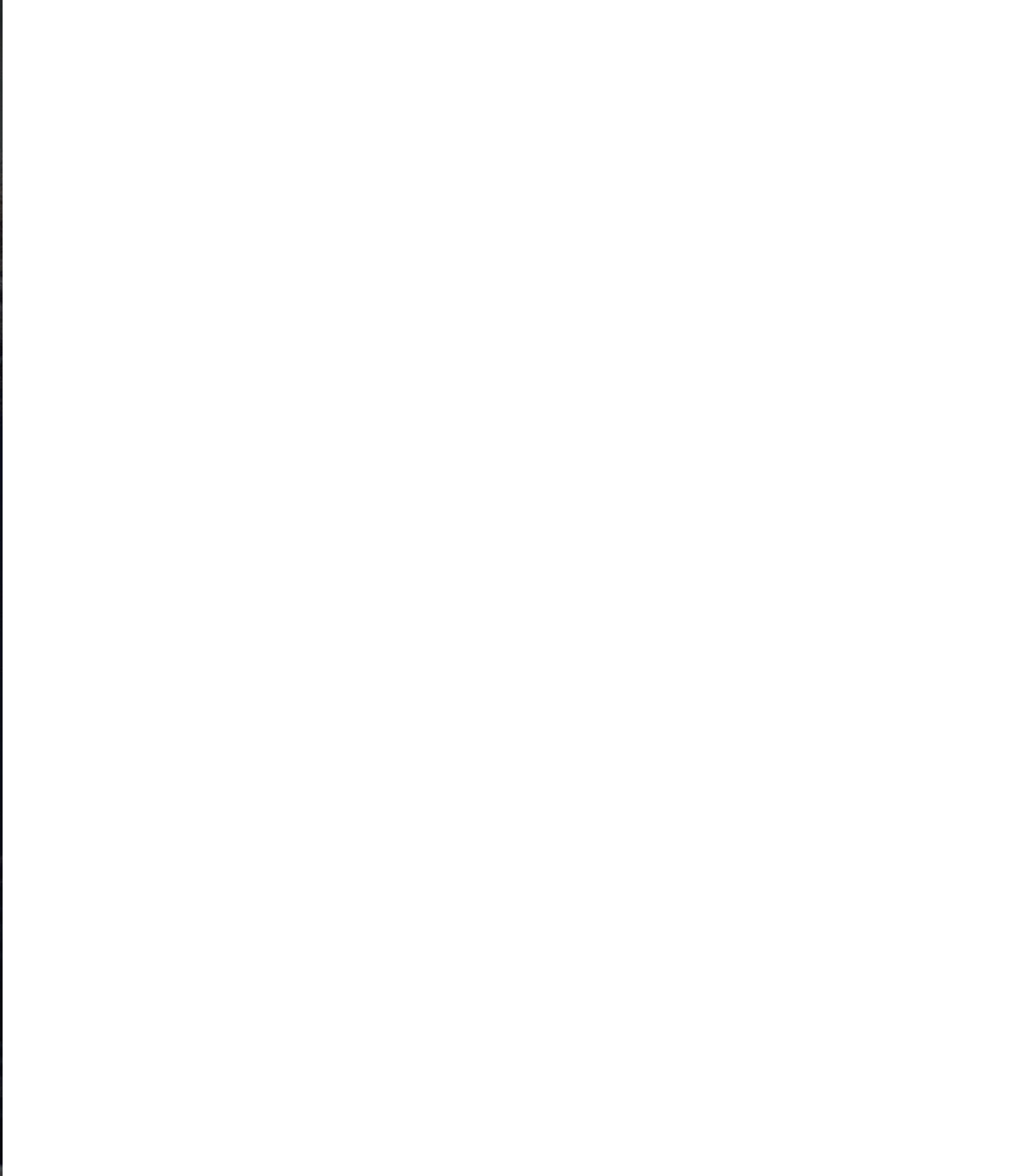
# Scope

# Project Approach

# Project approach







# Executive Summary

# — Management comments

# Management comments

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# → Detailed observations



# Detailed Observations



# Detailed Observations

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# Detailed Observations

# Appendices

# Appendix A - Interviews held

# Appendix B - Findings rating scales

# Appendix C - Limitations and responsibilities

