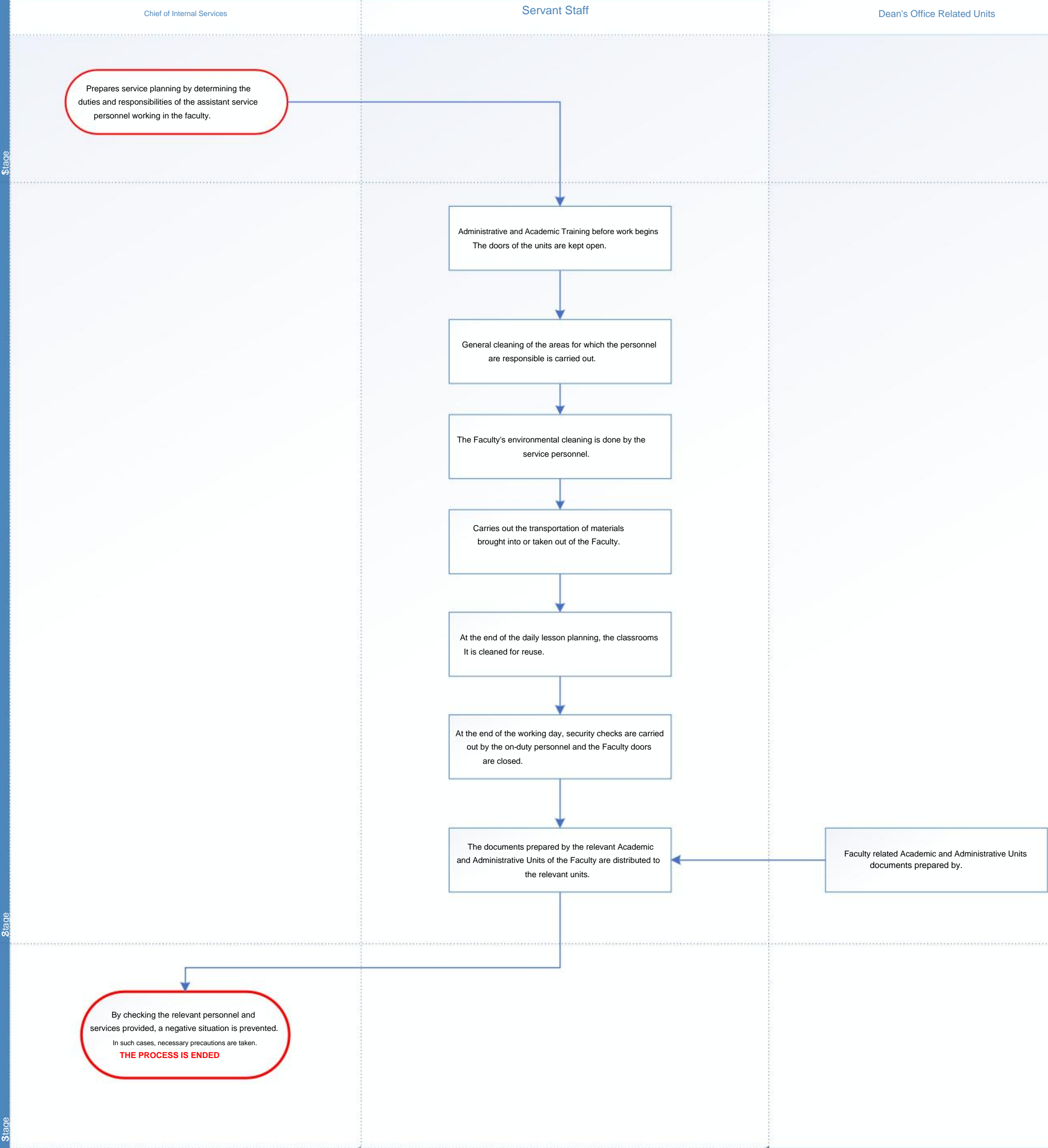


12.1. General Services Workflow Process



12.2. Conference Hall Workflow Process

