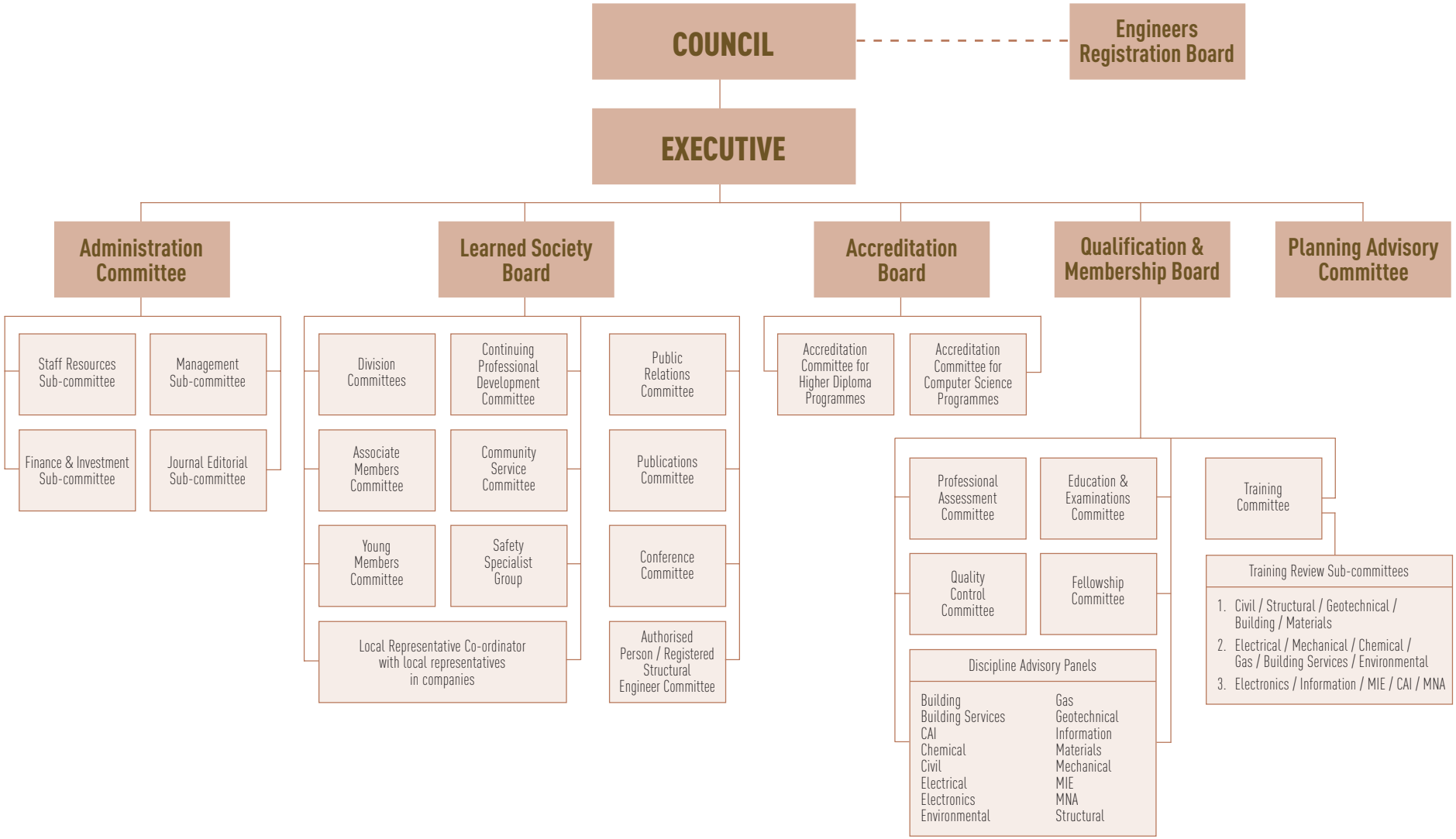organisational STRUCTURE