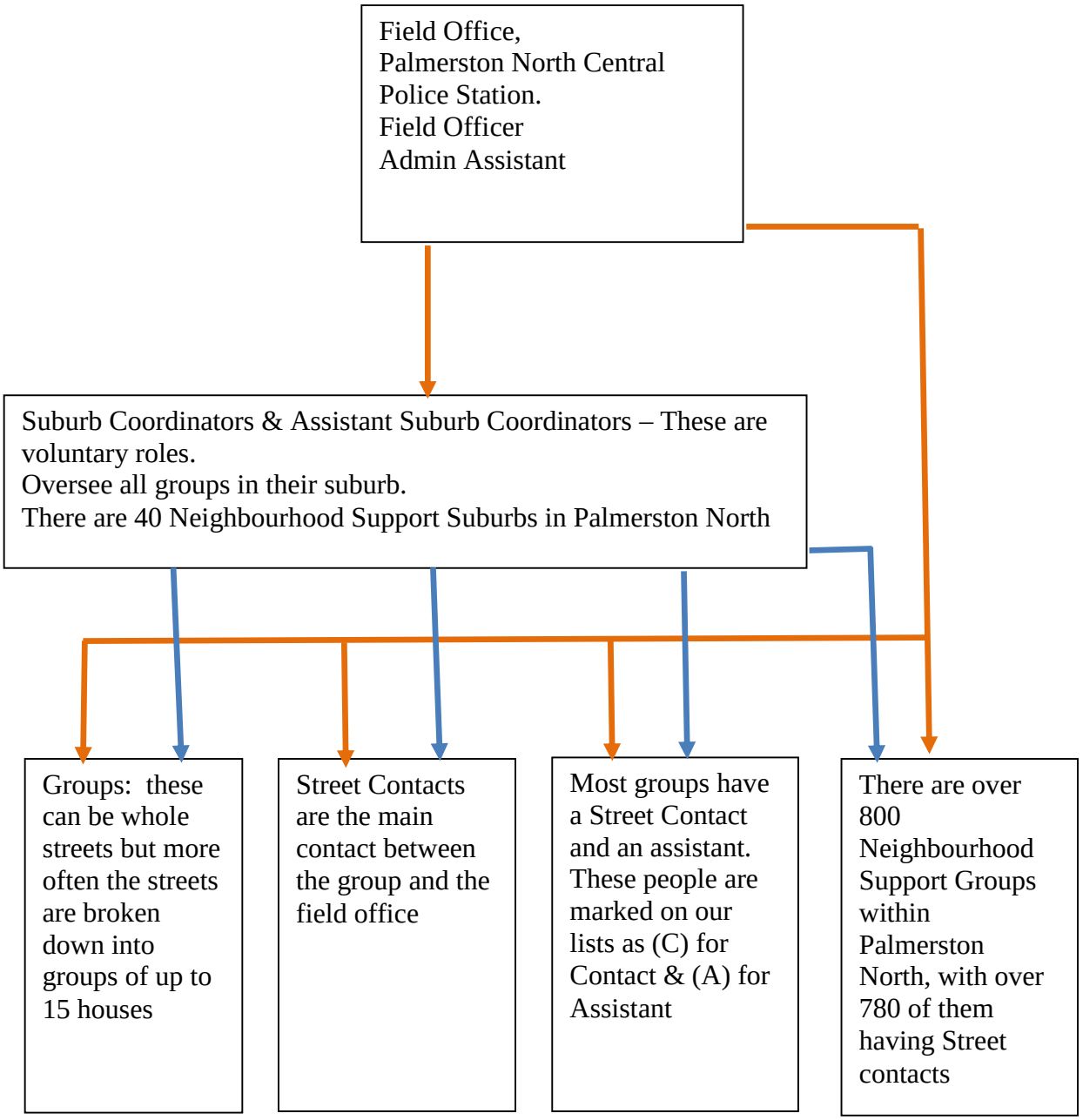Neighbourhood Support Operations Flow Chart