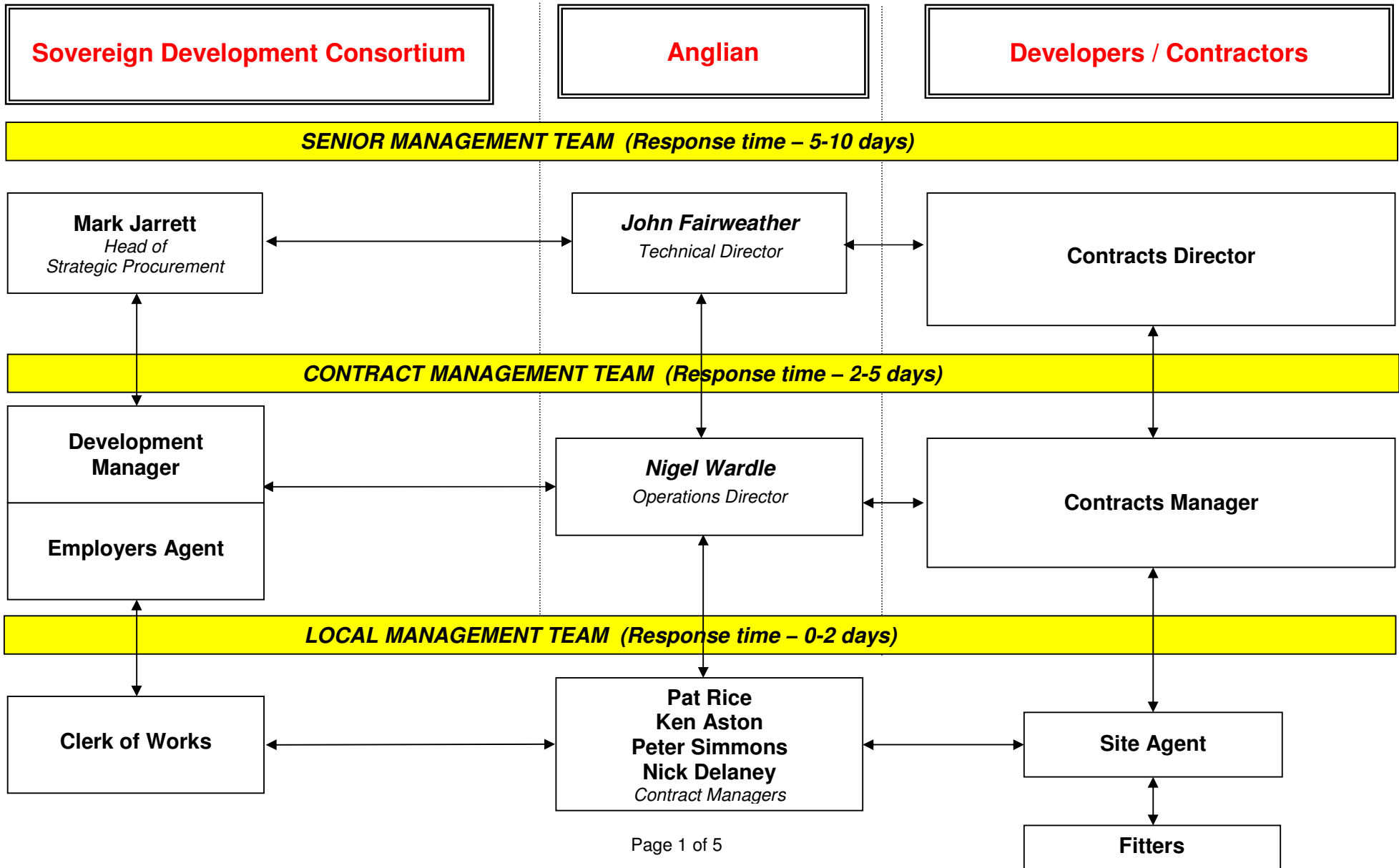
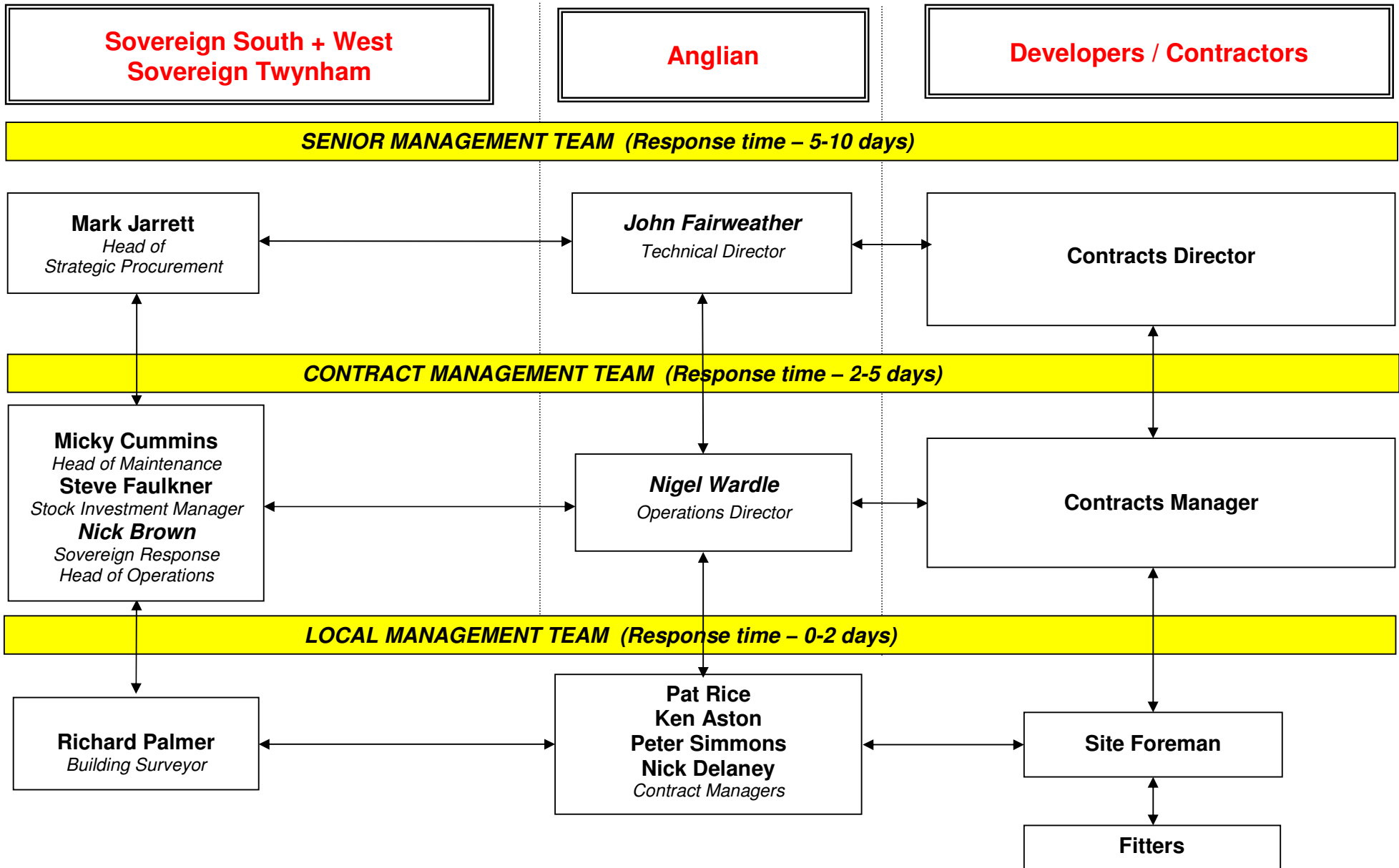


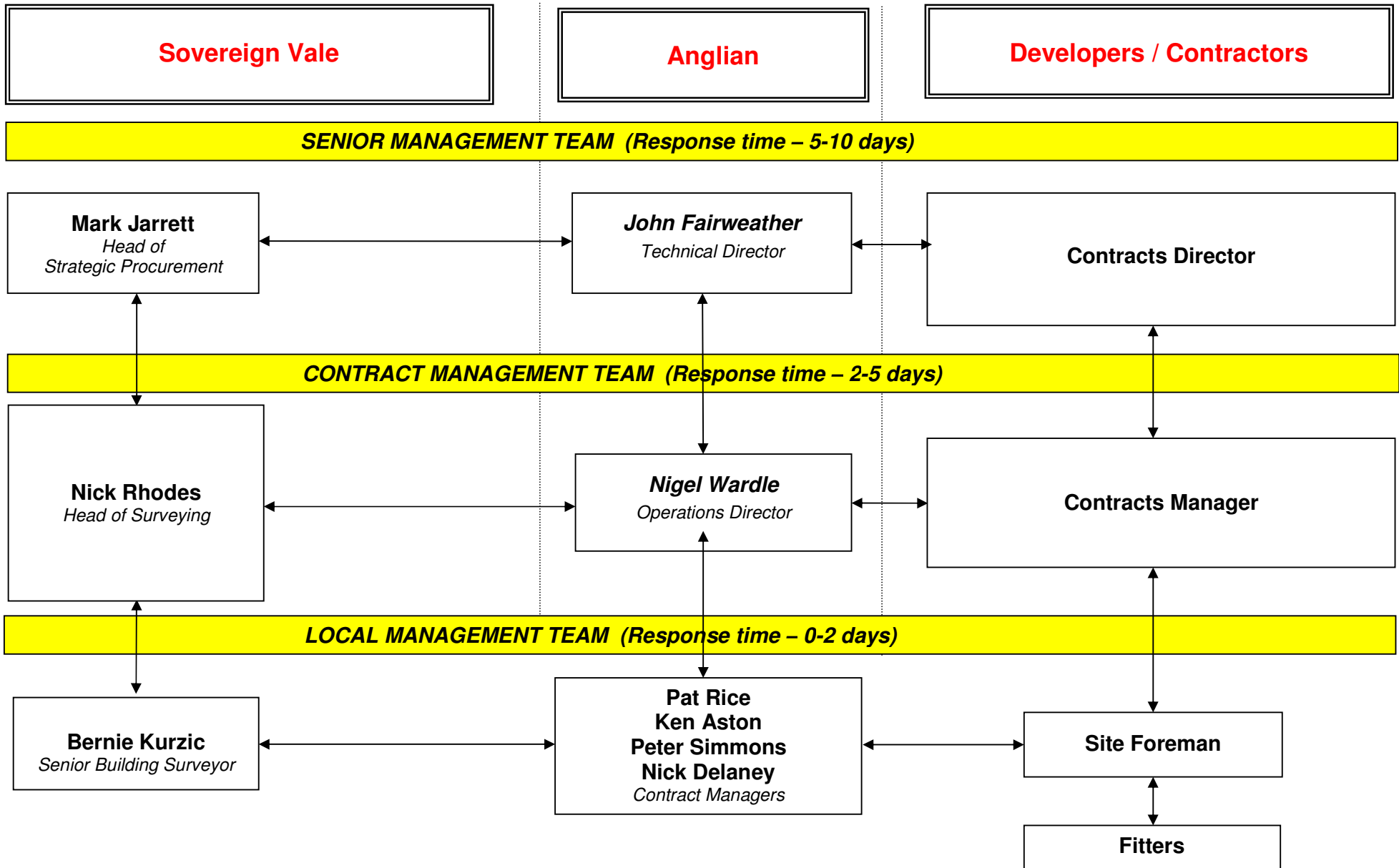
## Appendix 'M1' – Problem Resolution Ladder – New Build (Organisation-wide issues)



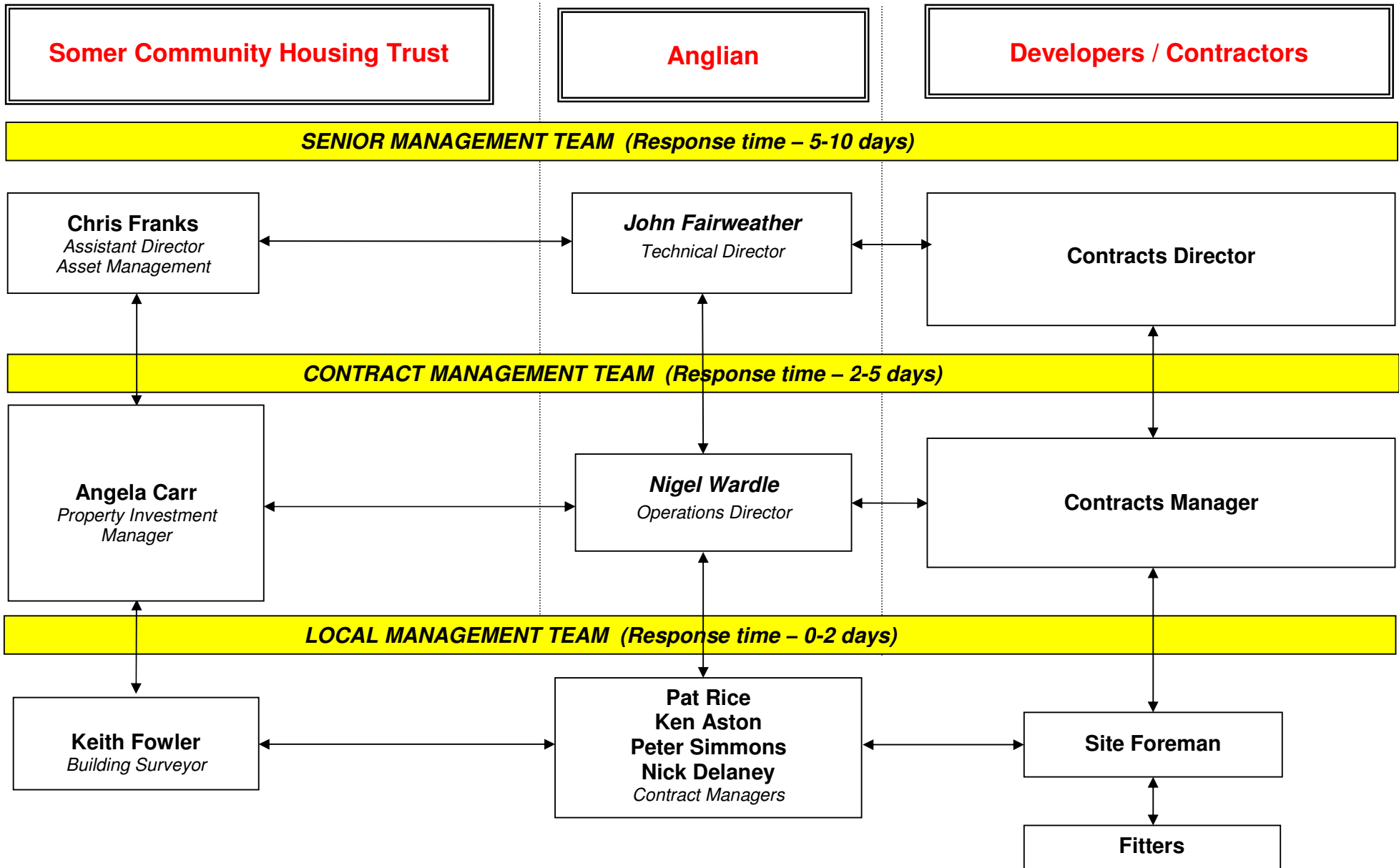
## Appendix 'M2' – Problem Resolution Ladder – Refurbishment / Maintenance (Organisation-wide issues)



**Appendix 'M3' – Problem Resolution Ladder – Refurbishment / Maintenance (Organisation-wide issues)**



## Appendix 'M4' – Problem Resolution Ladder – Refurbishment / Maintenance (Organisation-wide issues)



**Appendix 'M5' – Problem Resolution Ladder – Refurbishment / Maintenance (Organisation-wide issues)**

