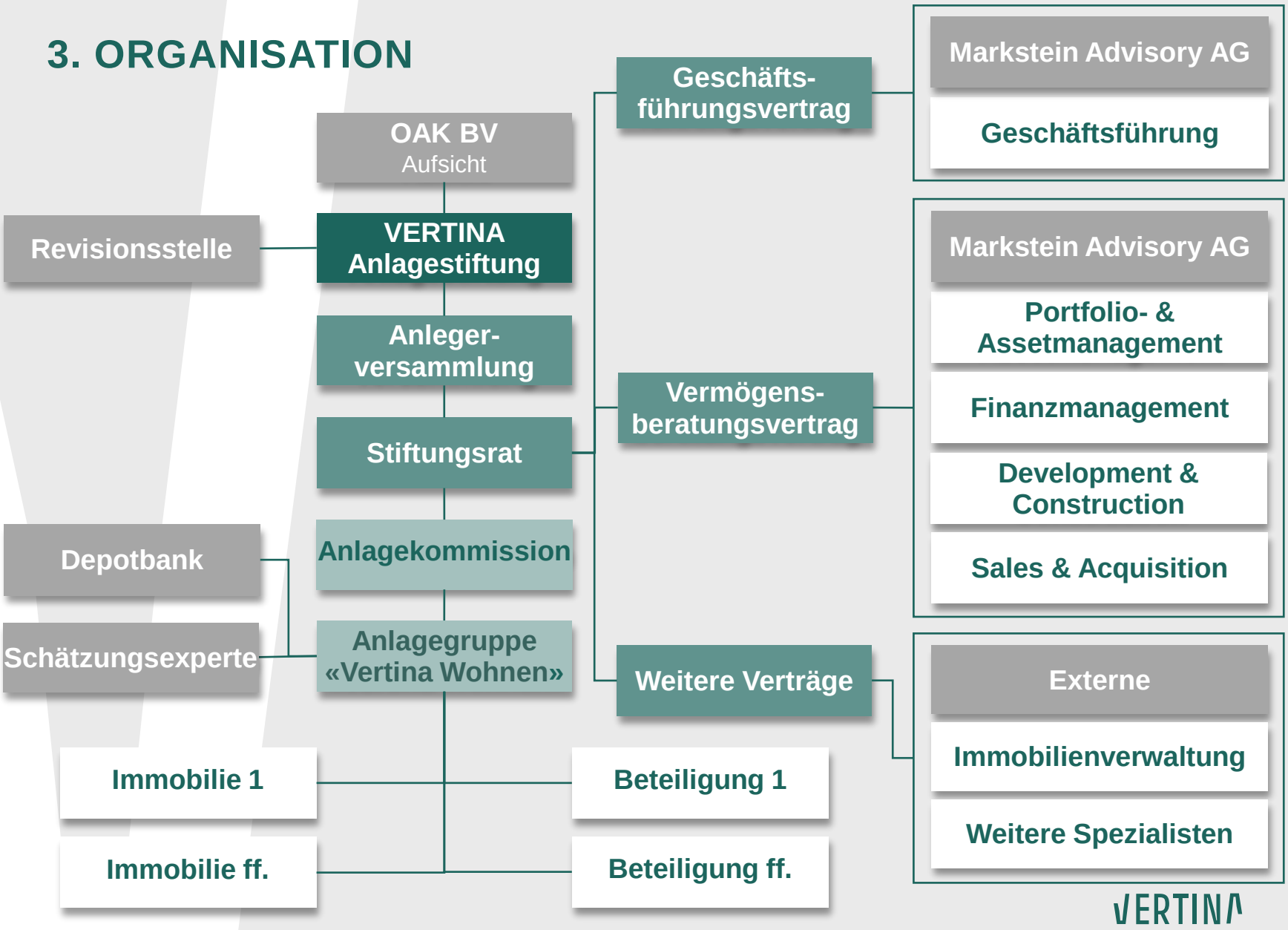3. ORGANISATION