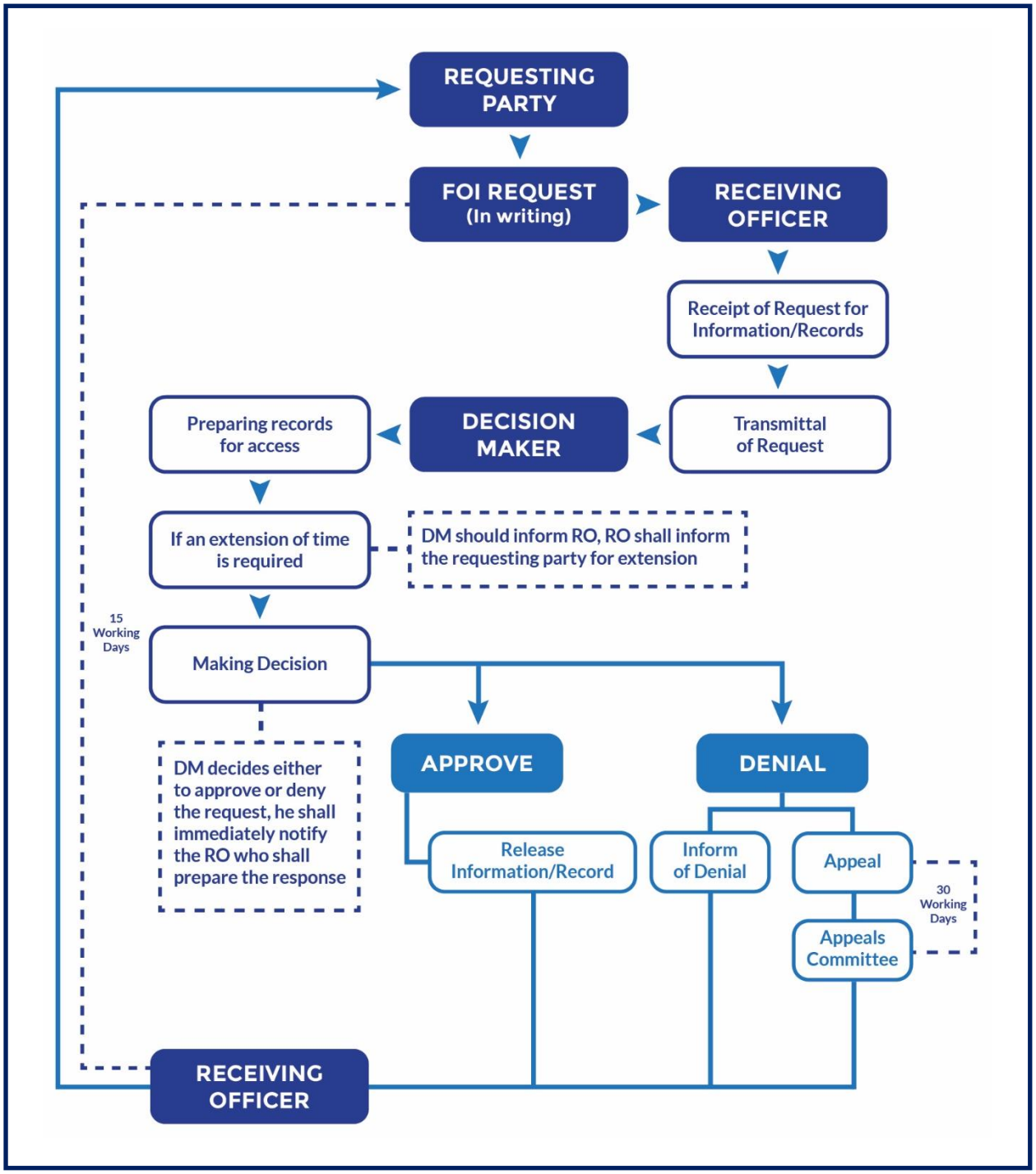FOI Request Flow Chart