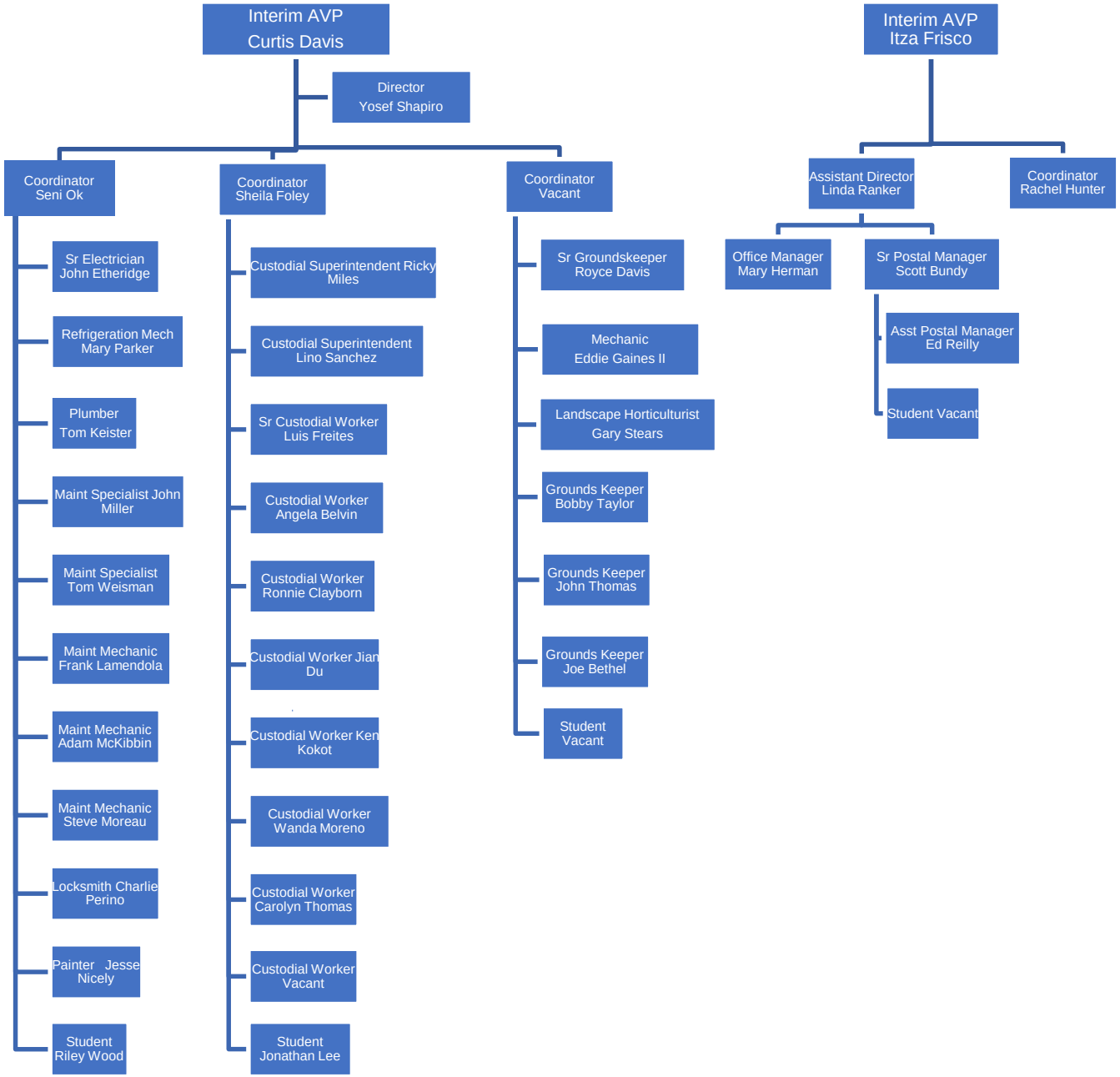FACILITIES MANAGEMENT