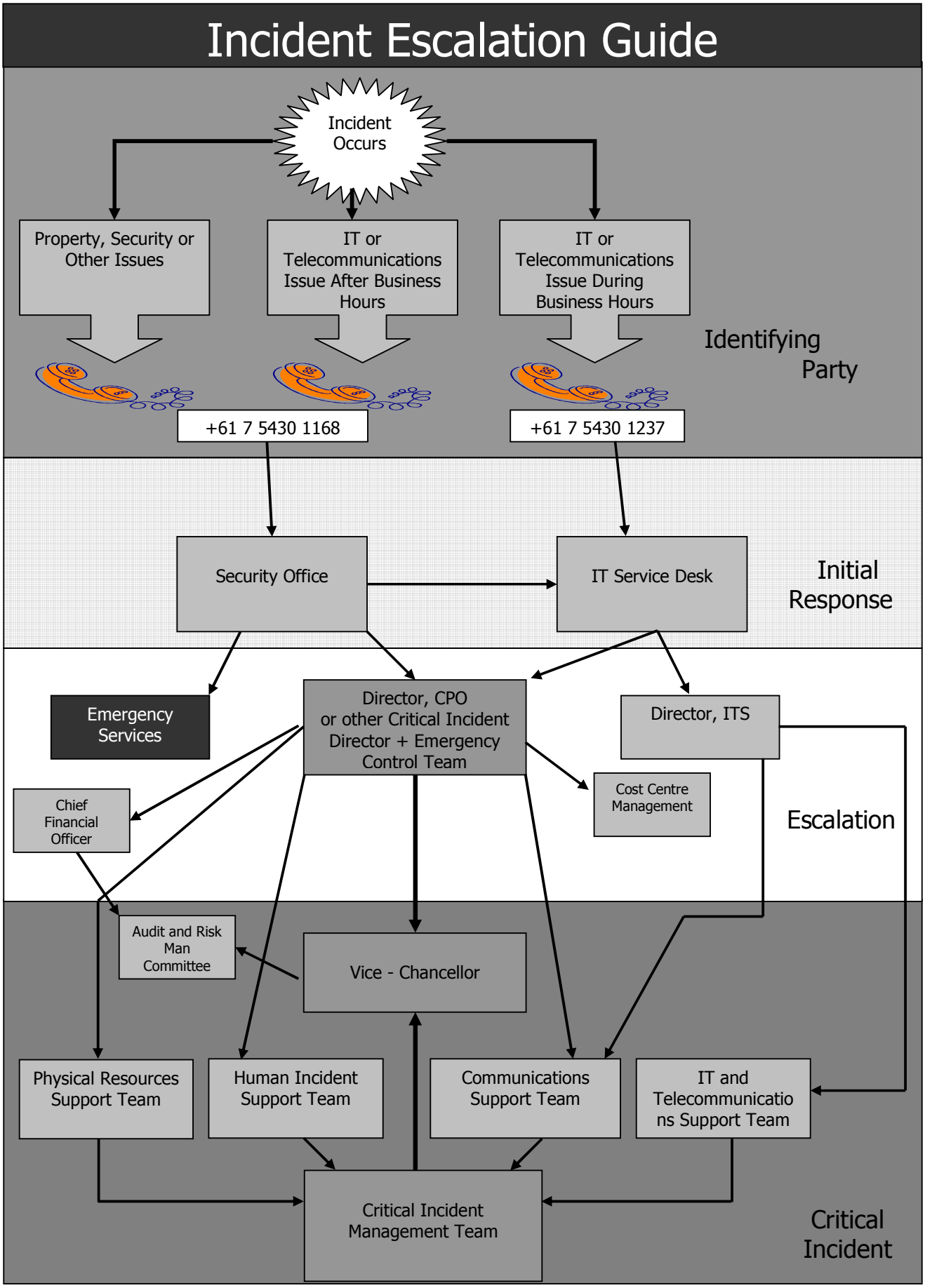Appendix A: ***Incident Escalation Guide***