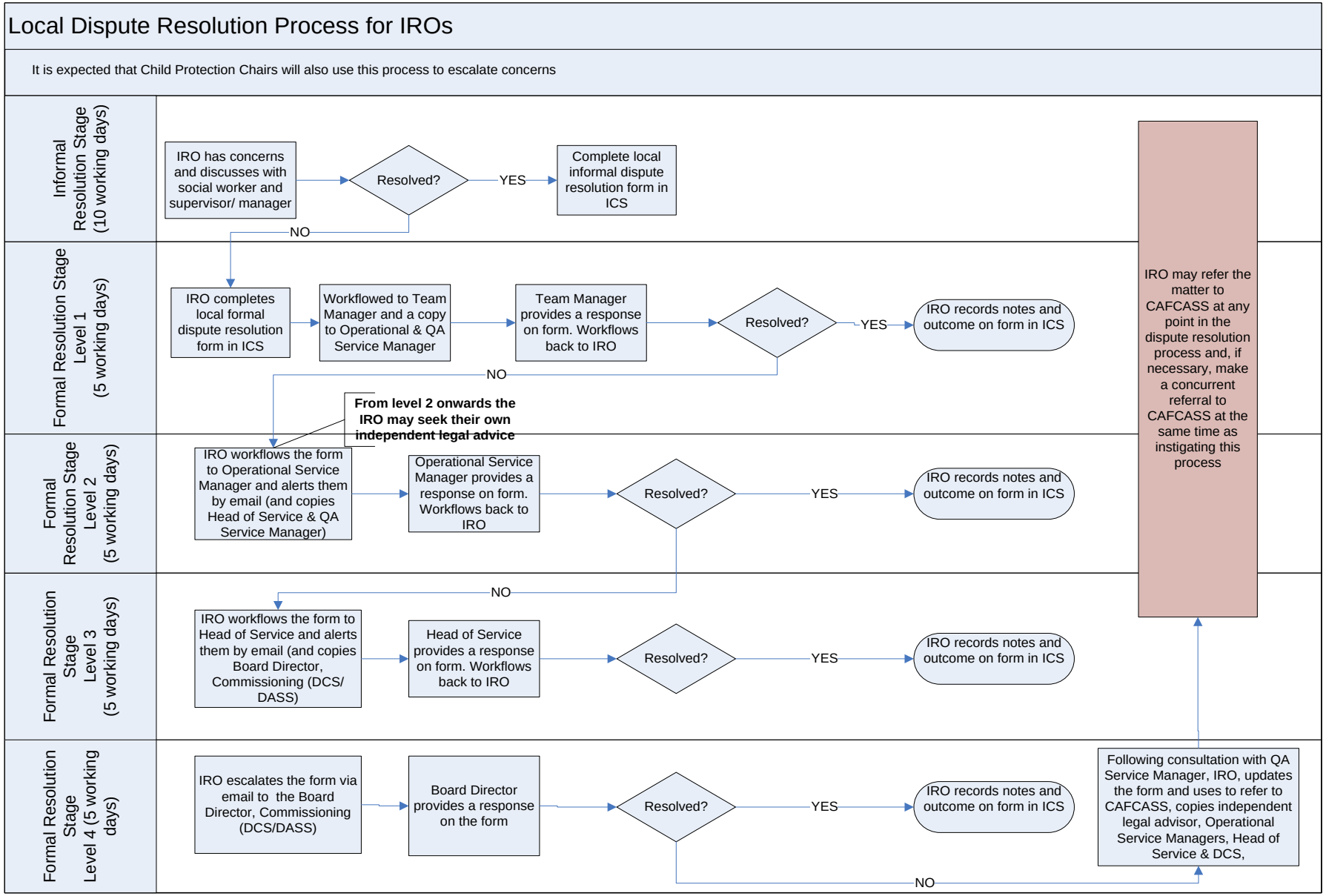Appendix 1: Local Dispute Resolution Process IRO'S