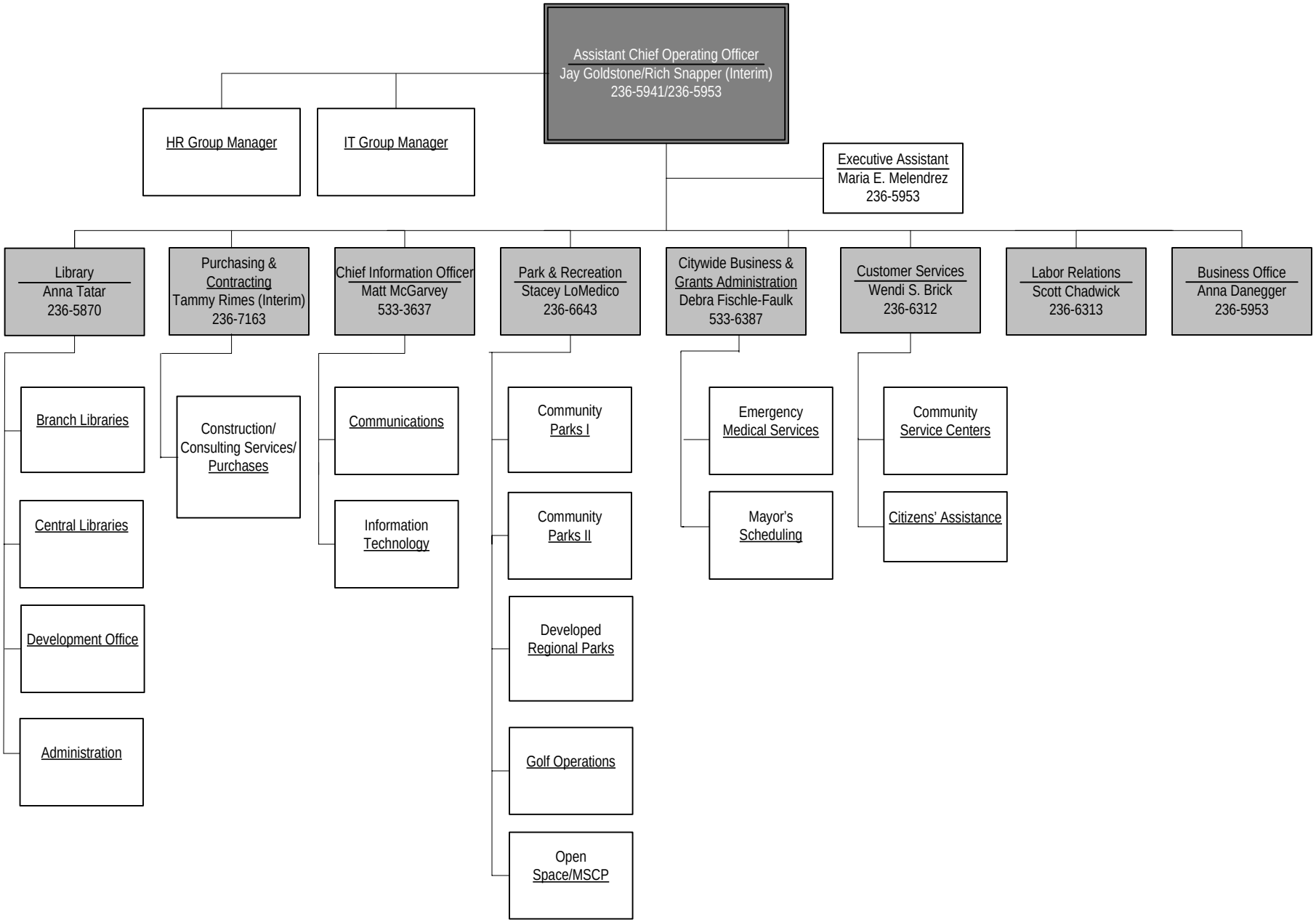BUSINESS OPERATIONS / ADMINISTRATION