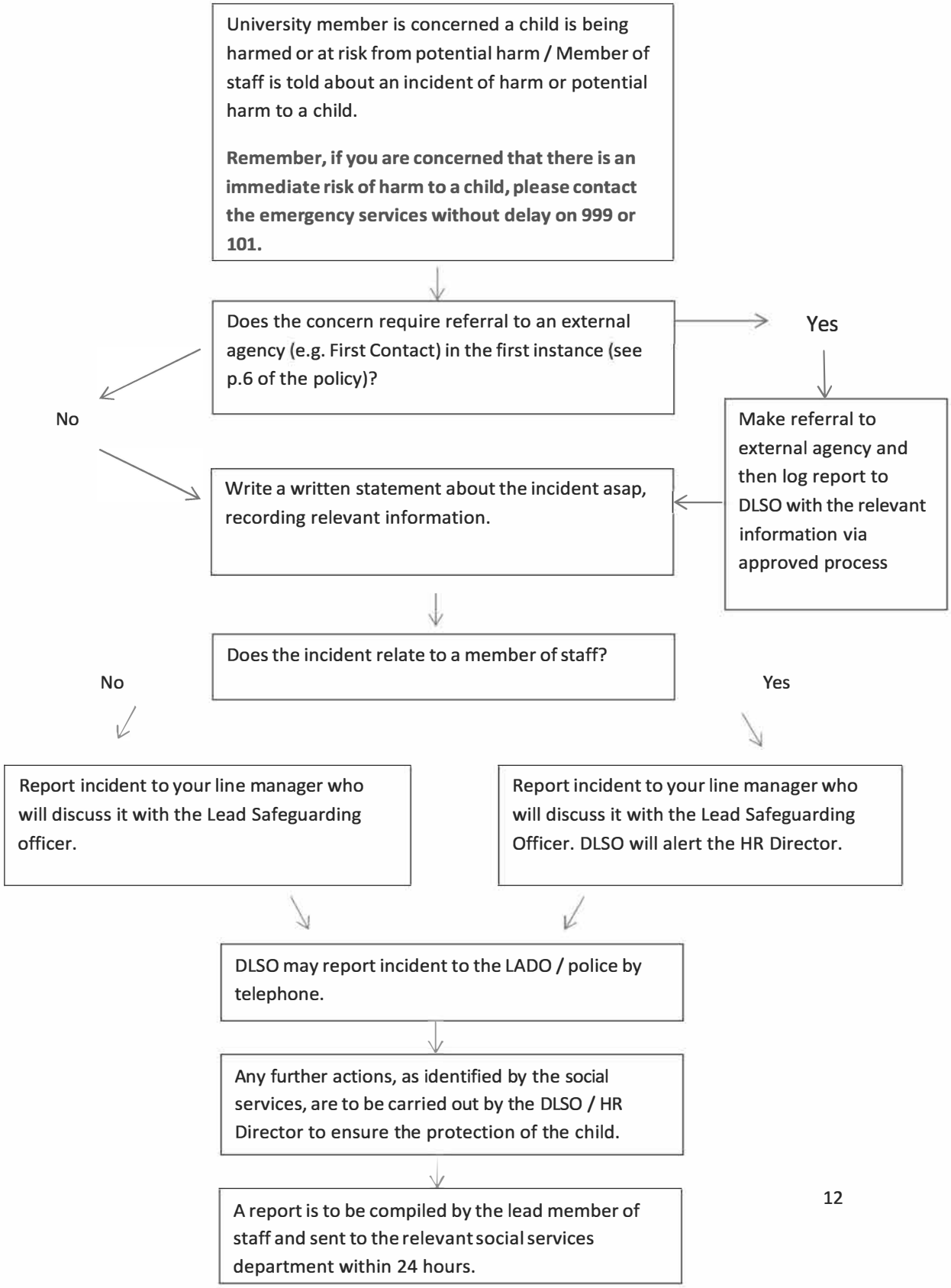Appendix 1: Flowchart of what to do in the event of an allegation/suspicion of harm