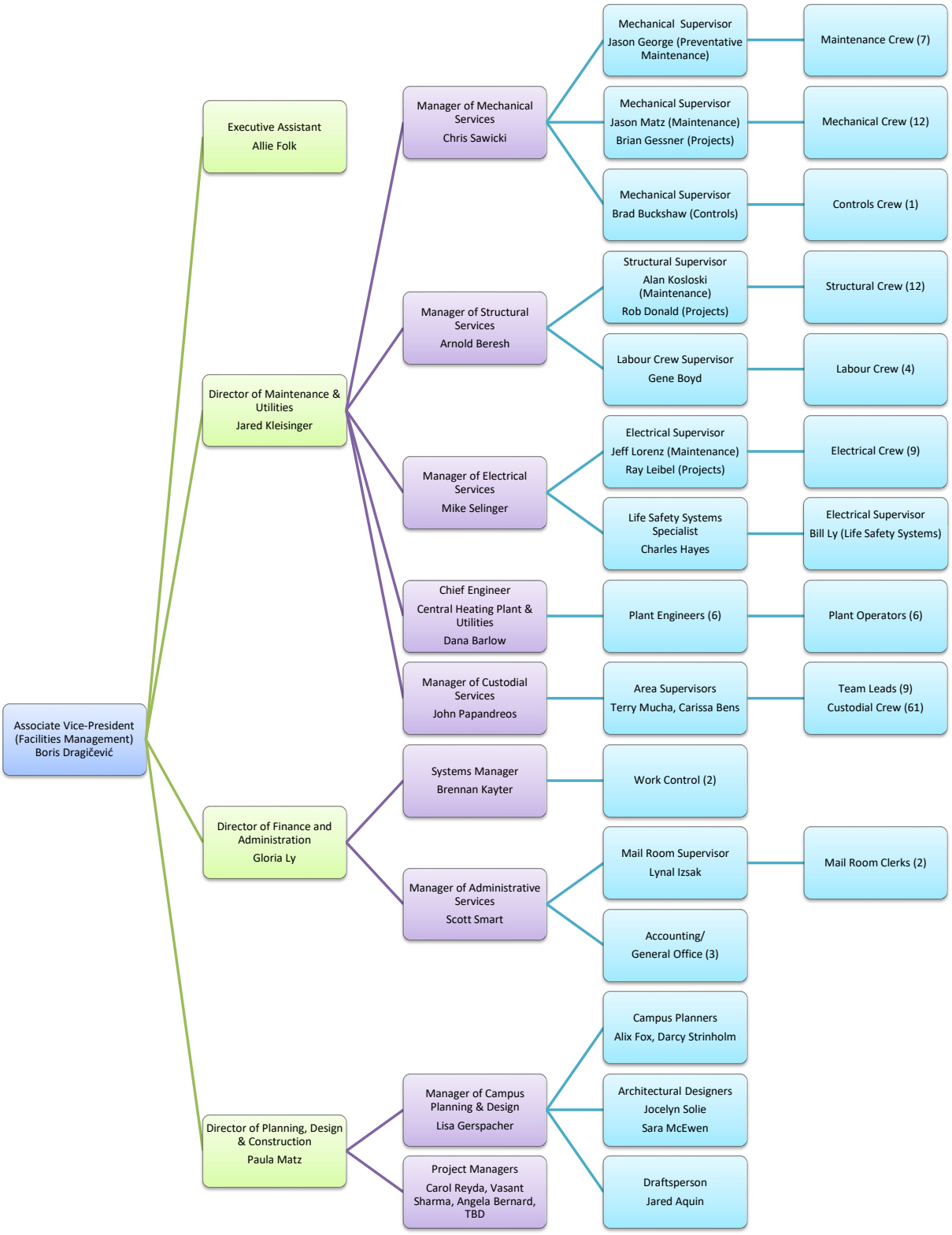Facilities Management