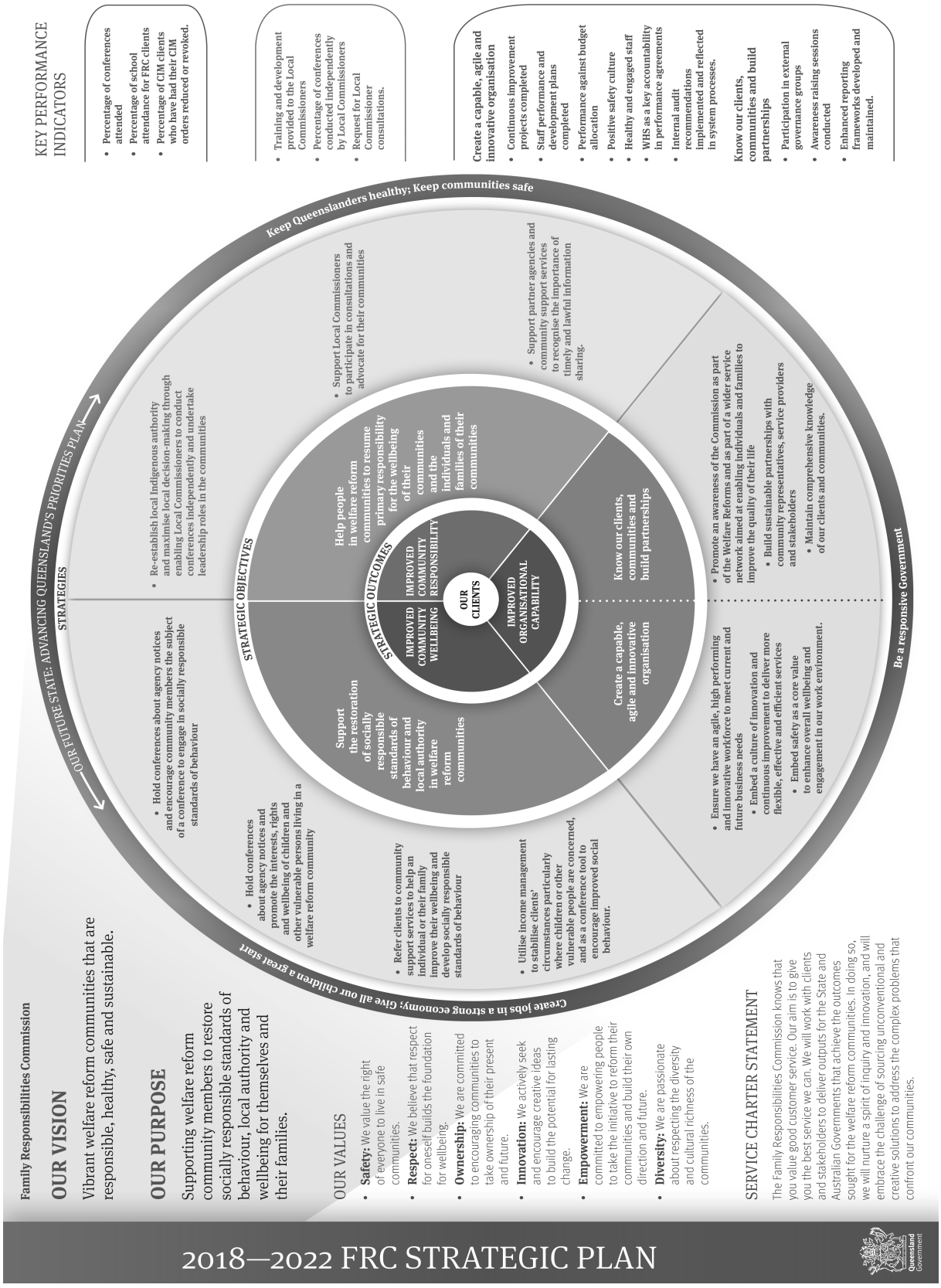Appendix A – Strategic Plan 2018-22