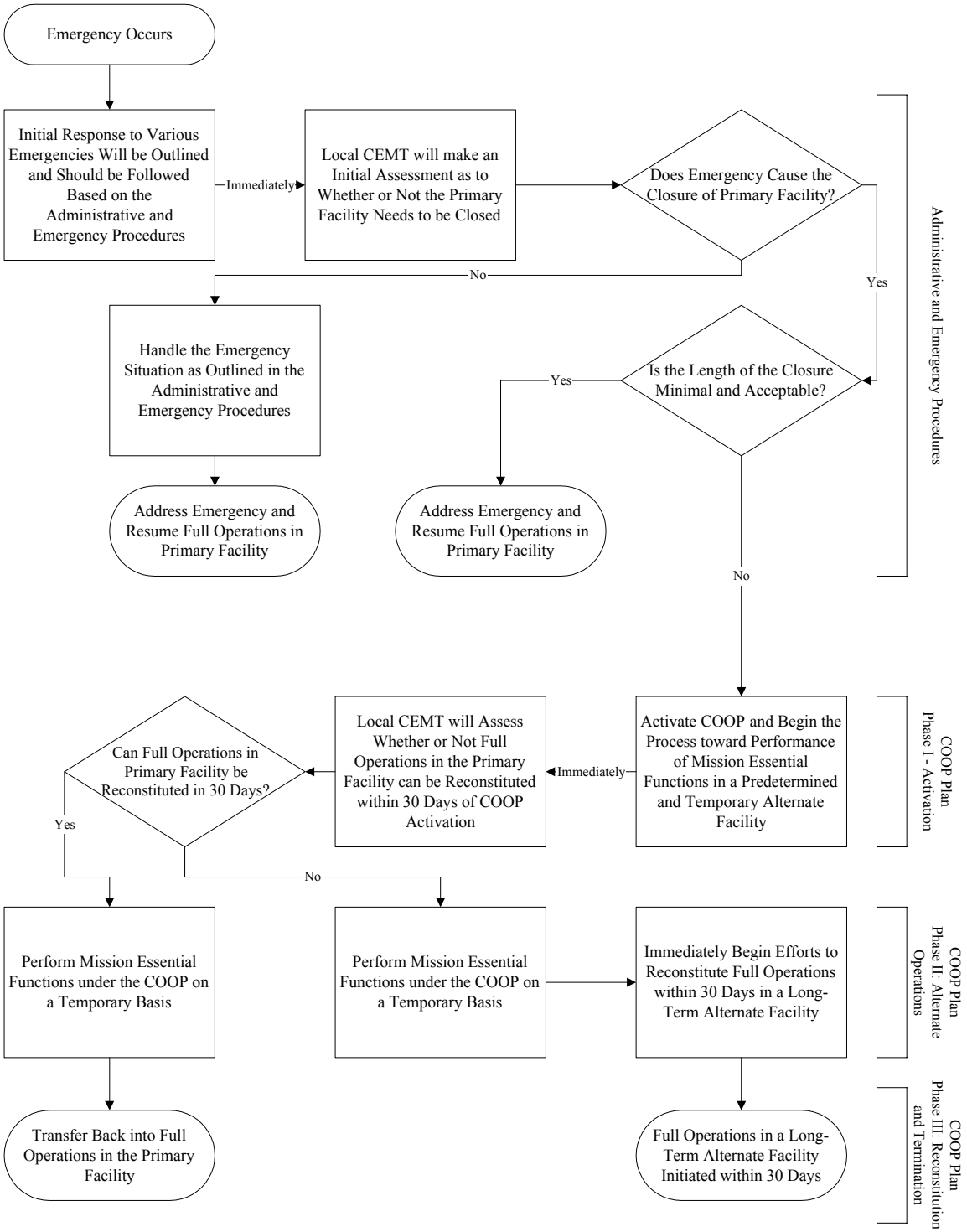THE EMERGENCY PREPAREDNESS PROCESS