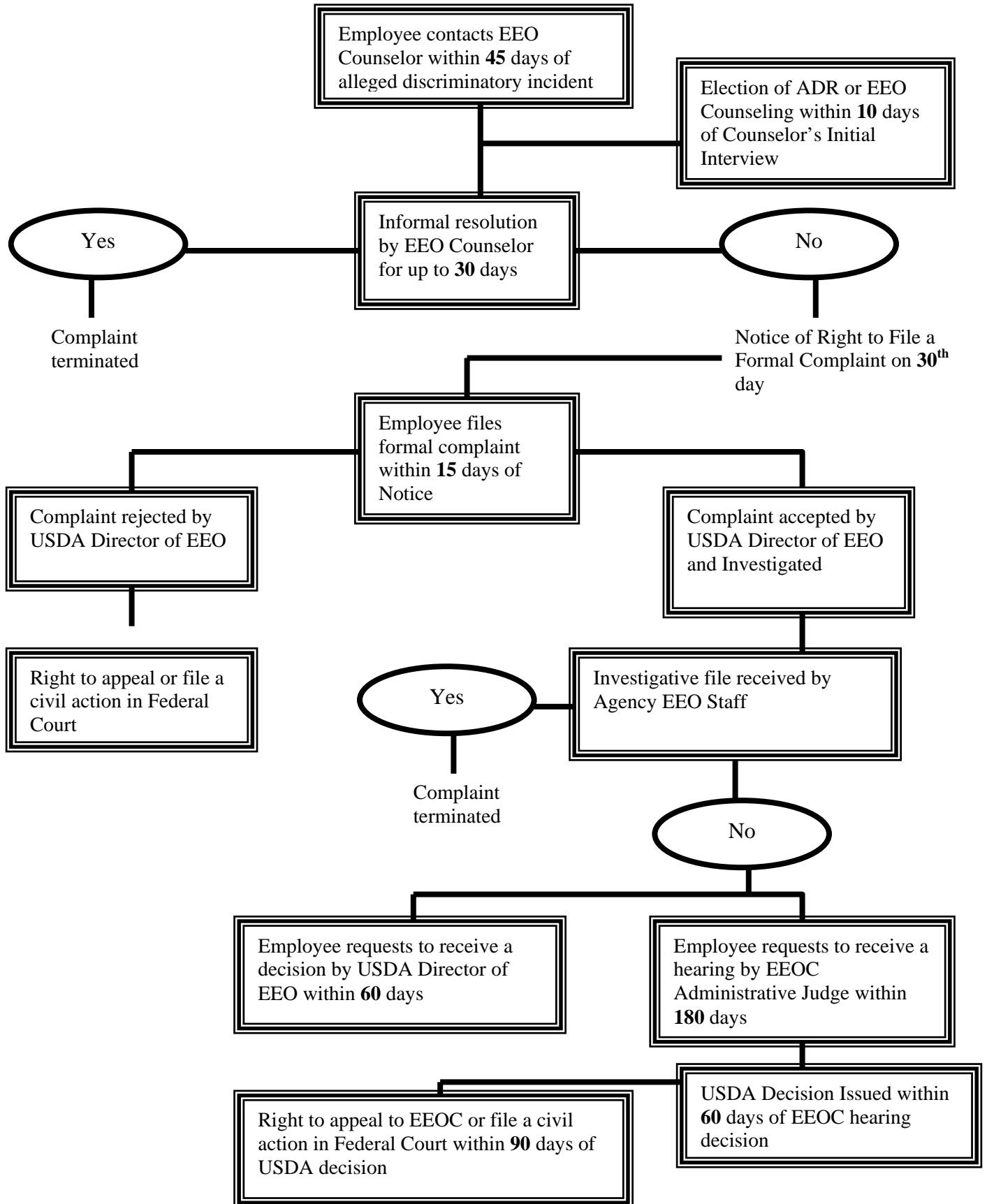


STEPS IN EEO COMPLAINT PROCEDURE



Settlement or Resolution of complaints may be accomplished at any stage, at which time the complaint will be withdrawn