

Page 01 of 94

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Page 02 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 03 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 04 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 08 of 94

Withheld pursuant to/removed as

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TEAM OFFICER SAFETY/COMMUNICATION



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MAY 8TH 2007 CVSE MEETING

Tracy Cooper's follow-up email:

"..solutions have to be driven by you..."

"...examine the challenges you brought forward and potential solutions for our consideration"

"Be the action you want to see."

Formation of Committee 5, Team Officer Safety:

"...lack of personal protective equipment put you at risk in the workplace for violence and/or personal injury. Conflict avoidance mitigation and training were also mentioned as issues that you would like to see addressed."



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TEAM OFFICER SAFETY/COMMUNICATION

Sean Kelly (Le Grand Fromage)

Ron Beck

Ken Usipiuk

Darlene Watts

Roger Perry

Jay Northcott

Cole Delisle

Perry Dennis

Dawn Major



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CVSE VIOLENCE PREVENTION PROGRAM REVIEW

Conducted February 2006 by Scott Mortimer, Manager,
Corporate Safety, and Herbert Lam, PSA OHS Specialist

Survey Statistics:

55% of respondents have been subjected to an act of
violence within the past 24 months

11% involved weapons, (baseball bat, tire iron, 3
involving firearms)

576 Threats within past 24 months



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WHERE DO WE STAND?

Formulated a short survey, sent it out to the entire South Coast Region.

Questions:

1. Have you ever felt at risk of violence in your current position?
2. Do you feel that physical self-defence training would benefit your safety?
3. Do you feel that physical use-of-force training would benefit your safety?
4. Do you feel that personal safety equipment would benefit your safety?

Body Armour (Vest) Baton Hand Cuffs OC Spray Taser



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RESPONSES

76 responses from a possible 83 Officers in the SCR (92% sample).

72 out of 76 Respondents (95%) answered 'Yes' to at least one question.

Questions:

1. Have you ever felt at risk of violence in your current position?
2. Do you feel that physical self-defence training would benefit your safety?
3. Do you feel that physical use-of-force training would benefit your safety?
4. Do you feel that personal safety equipment would benefit your safety?



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RESPONSES

72 out of 76 Respondents (95%) answered 'Yes' to at least one question.

1. Have you ever felt at risk of violence in your current position?

84% SAID YES

2. Do you feel that physical self-defence training would benefit your safety?

87% SAID YES

3. Do you feel that physical use-of-force training would benefit your safety?

75% SAID YES

4. Do you feel that personal safety equipment would benefit your safety?

78% SAID YES



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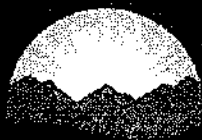


RESPONSES

If answer was YES to Q. 4.

Do you feel that personal safety equipment would benefit your safety?:

Body Armour (Vest)	90%	(70% OF ALL RESPONDENTS)
Baton	76%	(60% OF ALL RESPONDENTS)
Handcuffs	73%	(57% OF ALL RESPONDENTS)
OC Spray	75%	(58% OF ALL RESPONDENTS)
Taser	50%	(38% OF ALL RESPONDENTS)



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RESPONSES

Breakdown by Job Position:

AVI	91%	} 78% In favour of personal safety equipment in the South Coast Region
Portables	89%	
CSI	85%	
Inspection Station	64%	



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RESPONSES

At the request of our Management representatives, the survey was extended province wide.

¹
53 total confirmed responses from all areas of the province.

Northern Region

21 responses

Southern Interior Region

36 Responses



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RESPONSES

Northern Region – 21 Responses

1. Have you ever felt at risk of violence in your current position?

95% SAID YES

2. Do you feel that physical self-defence training would benefit your safety?

86% SAID YES

3. Do you feel that physical use-of-force training would benefit your safety?

71% SAID YES

4. Do you feel that personal safety equipment would benefit your safety?

76% SAID YES



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RESPONSES

Southern Interior Region – 36 Responses

1. Have you ever felt at risk of violence in your current position?

91% SAID YES

2. Do you feel that physical self-defence training would benefit your safety?

91% SAID YES

3. Do you feel that physical use-of-force training would benefit your safety?

88% SAID YES

4. Do you feel that personal safety equipment would benefit your safety?

83% SAID YES



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RESPONSES

PROVINCE WIDE - ¹⁴⁰~~131~~ Responses

1. Have you ever felt at risk of violence in your current position?

89% SAID YES

2. Do you feel that physical self-defence training would benefit your safety?

88% SAID YES

3. Do you feel that physical use-of-force training would benefit your safety?

78% SAID YES

4. Do you feel that personal safety equipment would benefit your safety?

80% SAID YES

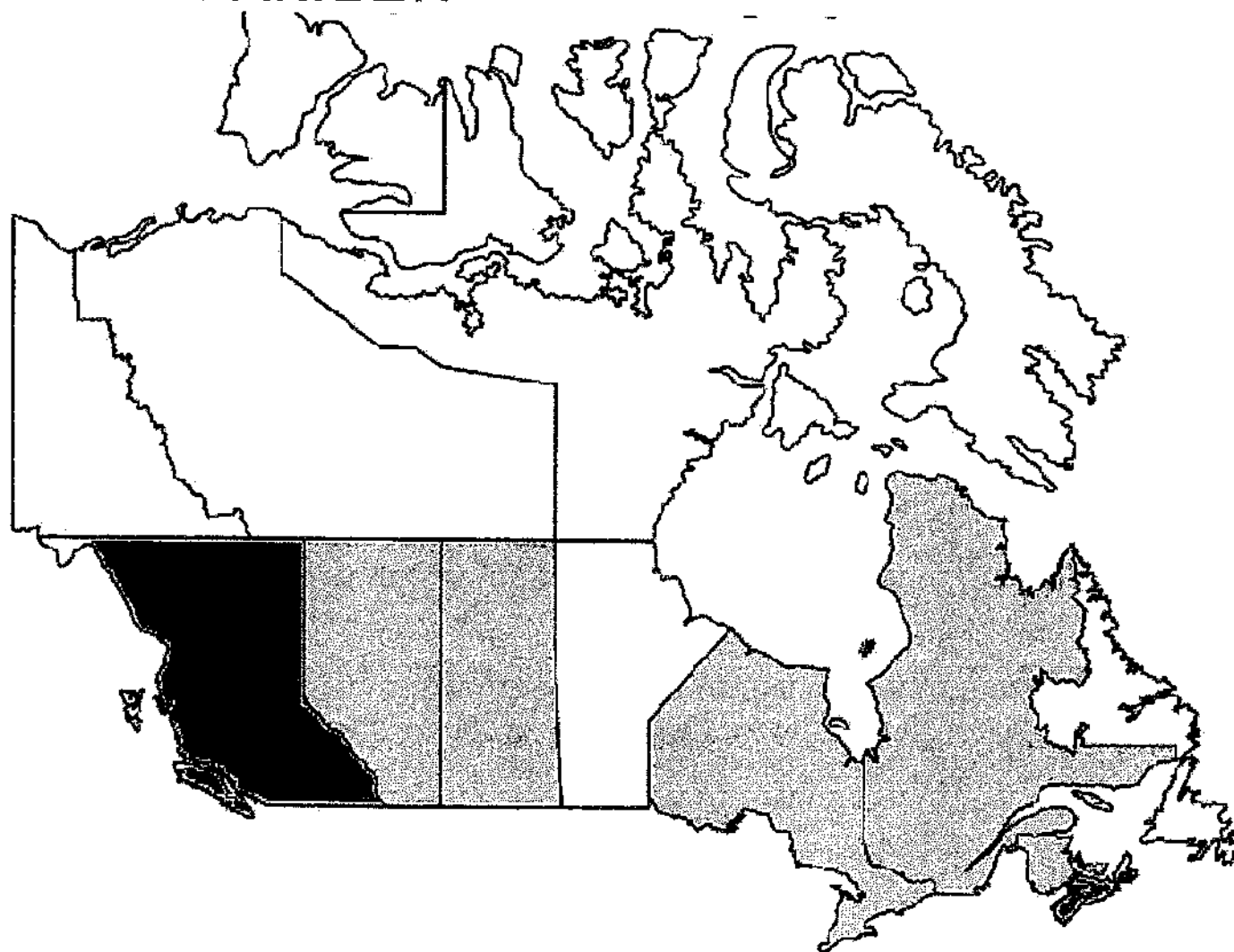


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JURISDICTIONAL COMPARISON

- Fully Equipped
- No Equipment
- Under Review
- Unknown





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SHOULD WE DO IT?

CAN WE DO IT?

HOW MUCH WILL IT COST?



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SHOULD WE DO IT?

October 7th, 1996 Memorandum issued by Rod Davey, A/Executive Director MVB, Ministry of Transportation and Highways

Survey conducted in 1996, 168 CVSE respondents

**44% SUPPORT FOR IMPLEMENTATION OF
OC SPRAY AND BATONS**

(As noted earlier, current survey indicates 80% support by CVSE staff; an increase of 36% from 1996 to 2007)



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CAN WE DO IT?

October 7th, 1996 Memorandum issued by Rod Davey, A/Executive Director MVB, Ministry of Transportation and Highways

"Legislative Implications: None"

Confirmed by legal opinion from Legal Services Branch, Ministry of Attorney General.

"Policy Implications: ...develop and establish policy governing the control/monitoring of the equipment"



CAN WE DO IT?

October 7th, 1996 Memorandum issued by Rod Davey, A/Executive Director MVB, Ministry of Transportation and Highways – Recommendations:

1996 Option #1 : *Provide enforcement staff with a comprehensive and mandatory course covering all knowledge and skill areas required by Peace Officers. Issue canisters of pepper spray, batons and handcuffs to enforcement staff...*

1996 Option #2: *(Recommended) ...delay any decision to arm enforcement staff with Pepper Spray and Batons, and provide the necessary training, until after the ICBC/MVB merger is complete.*



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HOW MUCH WILL IT COST?

Items available from Product Distribution

Duty Belt	35.08 ea
Expandable Asp Baton	89.96 ea
Nylon Baton Pouch	23.36 ea
Pepper Spray	28.91 ea
Pepper Spray Pouch	22.98 ea
Handcuffs	40.22 ea
Handcuff holder	16.95 ea
Body Armour (Not PDC)	675.00 ea
Total per Officer	\$932.46

Costs not including Vest and
Duty Belt (Current Portable/AVI)

- Body Armour	-675.00
- Duty Belt	-35.08

Total	\$222.38
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TRAINING COSTS

All training available and confirmed through the Police Academy of the Justice Institute of BC.

COST QUOTE:

\$15,000 per class (Commence as early as June 2008)

Class = 20 Officers

\$750 per student: 5 Days training – includes self-defence and use-of-force techniques, Intermediate Device Certification and all required training equipment (excluding tasers)



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COSTS

Total cost per Officer – Equipment and Training

Equipment	\$ 932.46
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Training	\$ 750.00
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Total	\$1,682.46
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(\$972.38 if already equipped with Vest and Duty Belt).



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COMMUNICATION

Issues:

- Ineffective Work-Alone Policy
- Non-uniformity of Communication Equipment issuance, (regionally/job description)
- Unreliable Communication Equipment
- Shared radio frequencies with Highways Contractors
- Lack of rapid, monitored communications
- Lack of pertinent information, (CPIC, flagging of drivers, etc)



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COMMUNICATION

Issues:

-Ineffective Work-Alone Policy

CVSE Workplace Violence Prevention Program Review

February 2006

“Review Team found that seventeen sites did not have a formal written working alone program that met the criteria laid out in the Occupational Health and Safety Regulations”

“Overall the Review Team found inconsistencies and a poor understanding of the check in procedures at call in centers.”



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COMMUNICATION

Issues:

-Ineffective Work-Alone Policy

Herbert Lam, OHS Specialist with the PSA has conducted a comprehensive review of the current Policy, and how it pertains to the different job duties.

A draft of a revised CVSE Lower Mainland Working Alone Protocol has been produced, (OCT 2007) and revisions are currently underway.



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COMMUNICATION

Issues:

-Non-uniformity of Communication Equipment issuance,
(regionally/job description)

Only certain staff, (Portables and AVI's) within Lower Mainland Region issued portable radios.

Certain staff only communication equipment is a cell phone, (sometimes use of personal cell phone).



COMMUNICATION

Issues:

-Unreliable Communication Equipment

Latest issued cell phones consistently drop calls, echo while in call, consistent 'no-service' warnings in densely populated areas.

Portable (hand-held) radio equipment ineffective; commonly unable to transmit or receive signals, even within eye-sight and within a short distance from vehicle/building.



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COMMUNICATION

Issues:

-Shared radio frequencies with Highways Contractor

Congestion from radio traffic non-applicable to CVSE duties.

Highways contractors stepping on/interrupting conversations between CVSE Officers.

Highways contractors privy to sensitive and confidential information.

“ACCESS TO OR USE OF THIS COMMUNICATION NETWORK WITHOUT PROPER AUTHORIZATION MAY RESULT IN CRIMINAL PROSECUTION” – CTMS sign-on warning



COMMUNICATION

Issues:

-Lack of *rapid*, monitored communications

All radio or phone contact in the Lower Mainland currently designated to a working inspection station.

All contact on Vancouver Island currently cell phone only, to third party, non-ministry telephone service, (work alone only, no radio contact, no vehicle-stop contact).

Isolated Officers consistently have ineffective or no communication ability.



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COMMUNICATION

Issues:

-Lack of pertinent information, (CPIC, flagging of drivers, etc)

Little or no knowledge of subjects that we are dealing with.

Often dealing with hostile and aggressive clients with extensive criminal history, with no knowledge at the time of the incident.



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COMMITTEE RECOMMENDATIONS

Option 1:

Delivery of Self-Defence and Use-of-Force training to all staff.

Issuance of Body Armour, OC Spray, Batons Handcuffs, (along with requisite training) to all staff.

Conduct Taser applicability review.

Adopt proposed Nero Global Tracking system, including personal panic alarms.

Distribute competent hand-held radios to all staff.

Distribute Mike phones to each CSI and each Inspection Station.

Continue with revision of Work Alone Program

Dedicated CVSE radio channel.

Centralized (non-Inspection Station) call-in and dispatch center.

Explore CPIC access/ICBC Flagging at a Management level.



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COMMITTEE RECOMMENDATIONS

Option 2:

Delivery of Self-Defence and Use-of-Force training to all staff.

Issuance of Body Armour, OC Spray, Batons Handcuffs to all staff.

Adopt proposed Nero Global Tracking system, including personal panic alarms.

Distribute competent hand-held radios to all staff.

Distribute Mike phones to each CSI and each Inspection Station.

Continue with revision of Work Alone Program

Dedicated CVSE radio channel.

Centralized (non-Inspection Station) call-in and dispatch center.

Explore multiple communication options with access to client information.



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COMMITTEE RECOMMENDATIONS

Option 3:

Delivery of Self-Defence and Use-of-Force training to all staff.

Issuance of Body Armour to all staff.

OC Spray, Batons Handcuffs to Mobile Staff, phase in to Inspection Station staff.

Adopt proposed Nero Global Tracking system, including personal panic alarms.

Distribute competent hand-held radios to all staff.

Distribute Mike phones to each CSI and each Inspection Station.

Continue with revision of Work Alone Program.

Dedicated CVSE radio channel.

Centralized (non-Inspection Station) call-in and dispatch center.

Explore multiple communication options with access to client information.



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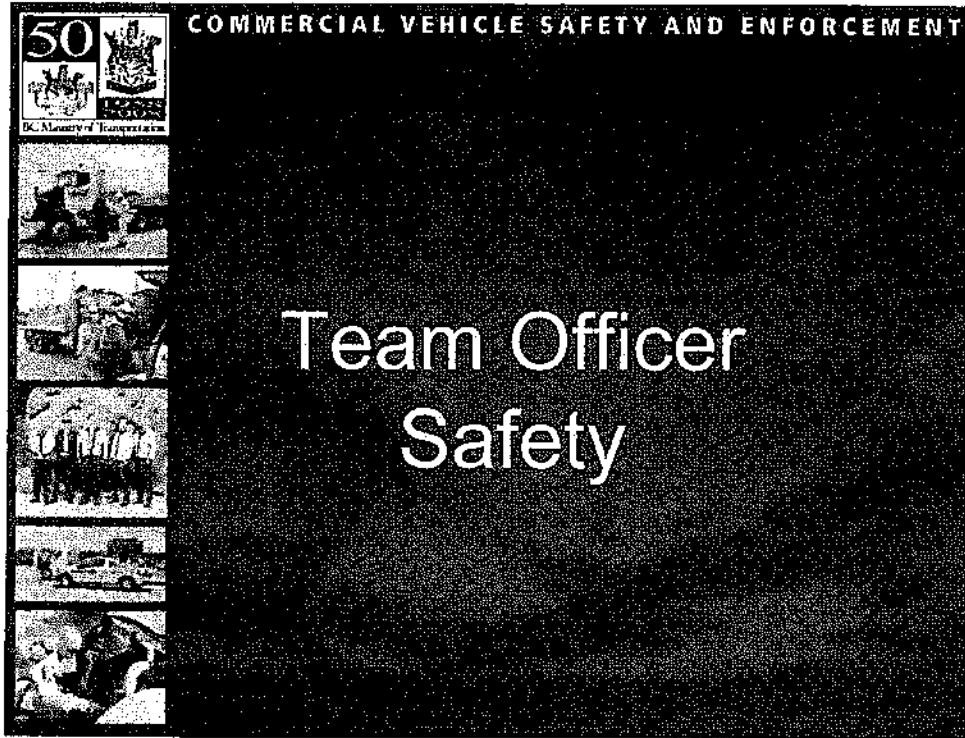



“A lack of skill and training produces normal reactions of fear and self-protection when confronted with violence. If one does not have the necessary skill to manage violence, they naturally revert back to instinctive responses”

1997 Crisis and Physical Intervention Manual

Ministry of Public Safety & Solicitor General

BC Corrections Branch





COMMERCIAL VEHICLE SAFETY AND ENFORCEMENT

Personal Safety

- Issue body armour to all staff
- Deliver self-defence training to all staff
- Issue OC spray, handcuffs and batons to all mobile staff
- Issue personal panic alarms for inspection station staff
- Implement GPS tracking system for vehicles
- Install cameras in all inspection stations and cars

We have broken the recommendations from our team into two general categories....Personal Safety...and Communication



- Issue body armour to ALL staff

- Deliver self defence training to ALL staff. Commence proposed Justice Institute training, June 2008

- Issue OC spray, handcuffs and batons to MOBILE staff, along with the requisite JI use-of-force training. Also, revisit the issuance of this equipment to Inspection Station staff at a later date. This may be considered with a phased in approach.
- Issue personal panic alarms for inspection station staff

- Implement a GPS tracking system for vehicles and mobile staff

- Install cameras in all inspection stations and CVSE patrol cars

COMMERCIAL VEHICLE SAFETY AND ENFORCEMENT

Communications

- Issue competent hand-held radios
- Issue Mike phones to CSI's
- Provide RCMP "Pipeline" training for all staff
- Create a MOU with RCMP and local police
- Secure dedicated CVSE radio channel
- Establish regional 24 hour call in centers
- Complete revisions to the Work Alone Policy

- Issue competent hand held radios to all mobile staff, as well as a minimum of two radios per inspection station

- Issue Mike phones to CSI's and call-in centre.

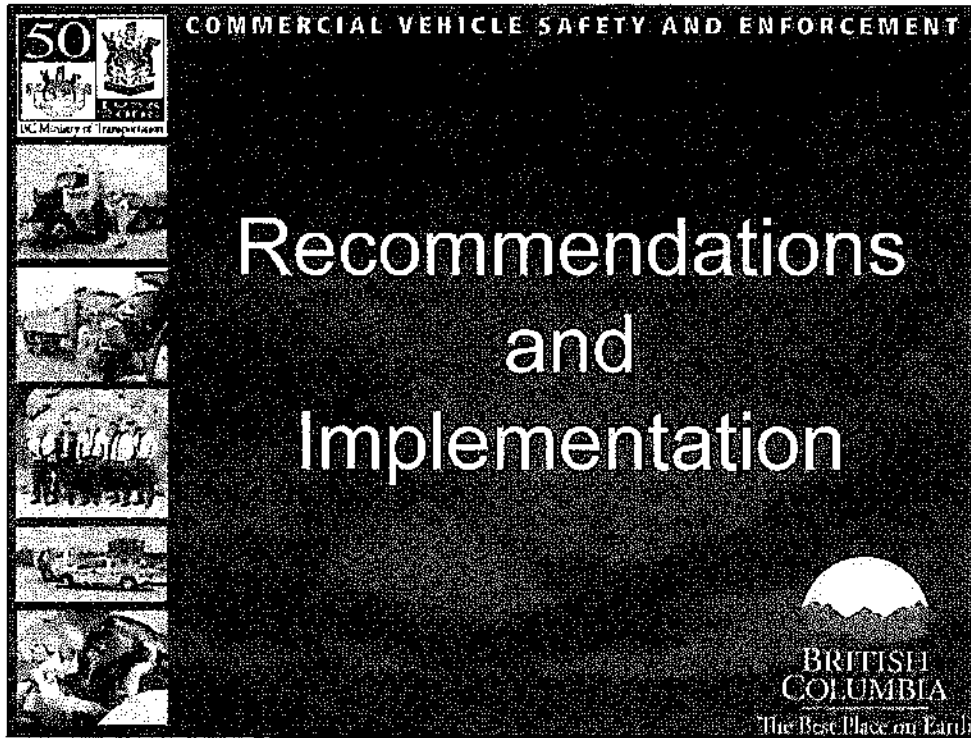
- Provide Pipeline training to all staff

- Create a MOU with RCMP and local police for information sharing and department identity awareness


- Secure a dedicated CVSE radio channel in ALL regions


- Establish regional 24 hour call-in centers which are not inspection stations. These centers should have the ability to access driver and vehicle information

- Complete the final revision to the Work Alone Policy



50


DC Department of Transportation




COMMERCIAL VEHICLE SAFETY AND ENFORCEMENT

Personal Safety






We support ...

- body armour to staff with operational need
- conflict avoidance training
- de-escalation tools
- cameras and microphones in all inspection stations and cars
- personal panic alarms for inspection station staff
- further evaluation of electronic tracking systems for vehicles such as GPS

50


100
100th Anniversary
100

100th Anniversary
100

COMMERCIAL VEHICLE SAFETY AND ENFORCEMENT

Communications

We support...

- access to MoT handheld radios
- improved protocol for use of MoT radio channel
- communications tools which are appropriate to the location
- appropriate training to support our current mandate
- local relationships
- call-in centers for personal safety
- access to driver and vehicle information by computer
- complete revisions to the Work Alone Policy

Team Officer Safety

*****Please complete this form confidentially and attach to a reply email to (Sean.Kelly@gov.bc.ca) OR place in a sealed envelope and House Mail it to 8150 Nordel Way, Delta BC V4G 8A9*****

Confidential Survey

This survey is being conducted in order to determine levels of support in the issuance of personal safety equipment and/or use-of-force training within CVSE.

100% response is expected and required in order to accurately reflect how you feel in your current daily duties.

In order to best support our different duties, please provide the following information:

What is your current job classification?
(circle most suitable answer)

CTI (Inspection Station, including Supervisors)
CTI (Portable)
AVI
CSI

What Region and District are you employed in? (Ie, South Coast, LMD)

Region: _____

District: _____

1. Have you ever felt at risk of violence in your current position? Yes No
2. Do you feel that physical self-defence training would benefit your safety? Yes No
3. Do you feel that physical use-of-force training would benefit your safety? Yes No
4. Do you feel that personal safety equipment would benefit your safety? Yes No

5. If you answered 'Yes' to Q.4, please circle any and all equipment you feel would be most appropriate? (Understand that any issuance of equipment would be supported with appropriate training and/or certification including refreshers.)

Body Armour (Vest)

Baton

Hand Cuffs

OC Spray

Taser

Note – This survey is in no way intended to change or modify our daily duties, or incur further risk.

Thank you kindly for your time and participation.

WG 3: Enhancing Officer Safety

Sean Kelly

A/Training and Compliance
Manager

Enhancing Officer Safety

Purpose

- Review CVSE's officer safety, tracking and work alone procedures and create recommendations to enhance the Officer Safety Program.



Discovery

- 1994-1996 Officer Safety & Equipment Study
- 2006 Draft PSA Officer Safety Review
- 2007 – 2008 SCR Officer Safety Working Group Study & Recommendations
- Commercial Vehicle Enforcement agencies across Canada
- Jurisdiction systems review – Data Systems, Training, Equipment, Policies and Procedures

What We Heard

- 82% of respondents indicated they work alone where network coverage and connectivity are poor.
- 64% of respondents indicated Work Alone supporting equipment is ineffective.
- Unreported physical assaults to CVSE Officers.
- Incident reporting procedures have not always been followed.
- Training does not meet the needs.

Considerations

- Are policies clear and understood by the staff?
- Does training meet the needs of the staff?
- What happens when de-escalation or escape & evasion is not possible?
- Should CVSE provide staff regular officer safety training opportunities?
- Should CVSE provide officers with personal protection equipment that is the same as other similar agencies i.e. pepper spray, expandable batons and handcuffs?
- Need for a 3rd party safety assessment?

Enhancing Officer Safety

CVSE Action 1:

Safety Assessment by PSA

Benefits:

- Potentially identify future officer safety enhancements.
- Potentially identify any gaps that were missed by the Working Group.
- Review the effectiveness of steps that may be implemented.

Enhancing Officer Safety

CVSE Action 2:

Assess CVSE Officer Safety specific training.

Benefits:

- Officer safety and confidence with interactions.
- Consistent training for officer safety.
- Employer will be satisfying the requirements under WorkSafe BC regulations.

Enhancing Officer Safety

CVSE Action 3:

Create an Officer Safety component to compliment the Best Practices manual.

Benefits:

- Consistent approach to officer safety
- Increased awareness of safety processes and protocols
- Reinforces CVSE Officer Best Practices.

Enhancing Officer Safety

CVSE Action 4:

Create a CVSE Safety Committee to review training and incident reporting.

Benefits:

- Regular assessment of safety training needs.
- Formalizes officer incident reporting procedures.
- Provides data to make informed decisions for officer safety enhancements.
- Addresses inconsistent approach to improving officer's safety.

Enhancing Officer Safety

CVSE Action 5:

Assess/Develop System to Identify Drivers That Might Put Officers at Risk
(CVSE Digital Strategy)

Benefits:

- Informed decision making prior to interacting with drivers.
- Increased awareness and early notification requesting local police assistance.
- Employer will be satisfying the requirements under WorkSafe BC regulations.

Board Considerations

Officer Safety

Enhancing Officer Safety

RELIABLE COMMUNICATION TOOLS

Background:

- Respondents to the 2019 Officer Safety Survey results identified:
 - 82% of CVSE respondents indicated they work alone where network coverage and connectivity are poor.
 - 64% of respondents indicated Work Alone supporting equipment is ineffective.
- There is no consistent system being used for check-in procedures
- In 2007/08, a transition was made by some districts to use private call in services (i.e. Tiger Tel, Four Star)
- Monthly CVSE spend on check-in call services, \$800 - \$1,100.

Enhancing Officer Safety

RELIABLE COMMUNICATION TOOLS

OPTION 1: Procure SafetyLine as the ministry's communication tool for officers working alone.

Pros:

- Would significantly improve ministry practice for officer safety.
- The system uses both GPS through phones, and satellite signal when out of cell range.
- Staff could use existing devices (iPhones) and desktops to monitor check-ins.
- There is an existing Corporate Supply Arrangement already in place by the provincial government.
- Emergency notifications and fan outs are sent out in the event of an emergency or hostile situation.

Cons:

- Requires time to train staff and create an internal resource to respond to inquiries.
- Costs for the use of the SafetyLine system are higher than current call-in service usage.

Enhancing Officer Safety

CVSE

RELIABLE COMMUNICATION TOOLS

OPTION 2: Purchase GPS units for all staff working in isolation

Pros:

- Staff will be able to determine their exact location for calling in procedures.
- Limited increase in cost as some districts have GPS in place.
- Emergency notification system for CVSE staff.

Cons:

- Staff are not fully monitored in their daily activities and information on vehicle stops is not provided through the GPS system.
- System is limited and does not fully support the field staff.
- CVSE staff resources would continue to be in-effectively used.

Enhancing Officer Safety

CVSE

RELIABLE COMMUNICATION TOOLS

OPTION 3: Status Quo

Pros:

- No additional increase in cost.
- Staff are familiar with established procedures and equipment.

Cons:

- Staff have identified that equipment does not meet their needs.
- Decrease in morale.
- Inspection Station staff will continue to not effectively be used to perform their job duties.
- Continued officer safety risks as staff will not be effectively monitored.

Enhancing Officer Safety

Recommended Action 1

Option 1: Procure SafetyLine as the ministry's communication tool for officers working alone.

Benefits:

- Significantly improves ministry practice for officer safety.
- The system uses both GPS through phones, and satellite signal when out of cell range.
- Staff could use existing devices (iPhones) and desktops to monitor check-ins.
- There is an existing Corporate Supply Arrangement already in place by the provincial government.

Enhancing Officer Safety

Implications

- **COSTS** - Systems costs for driver identification and radio communications
- **STAFFING** – potential additional resource(s) for BC TMC for call in procedures could be considered.

Page 66 of 94

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s.13 ; s.15

Page 67 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 68 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 69 of 94

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s.13 ; s.15

Page 70 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 71 of 94

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s.13 ; s.15

Page 72 of 94

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s.13 ; s.15

Page 73 of 94

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s.13 ; s.15

Page 74 of 94

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s.13 ; s.15

Page 75 of 94

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s.13 ; s.15

Page 76 of 94

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s.13 ; s.15

Page 77 of 94

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s.13 ; s.15

Page 78 of 94

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s.13 ; s.15

Page 79 of 94

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s.13 ; s.15

Page 80 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 81 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 82 of 94

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s.13 ; s.15

Page 83 of 94

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s.13 ; s.15

Page 84 of 94

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s.13 ; s.15

Page 85 of 94

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Page 86 of 94

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Page 87 of 94

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Page 88 of 94

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Page 89 of 94

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s.13 ; s.15

Page 90 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 91 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 92 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 93 of 94

Withheld pursuant to/removed as

s.13 ; s.15

Page 94 of 94

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