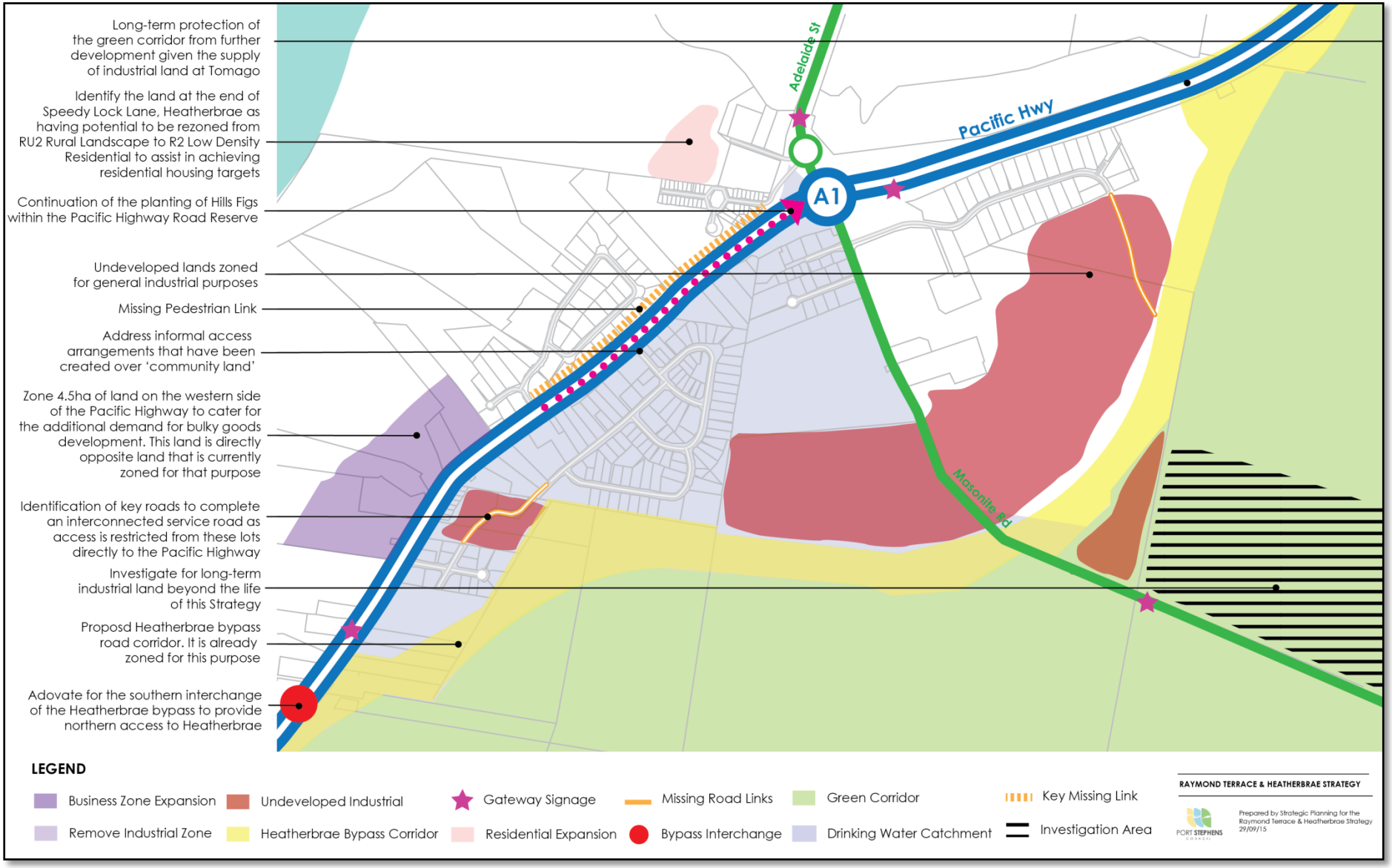Figure M: KEY ACTION MAP – HEATHERBRAE