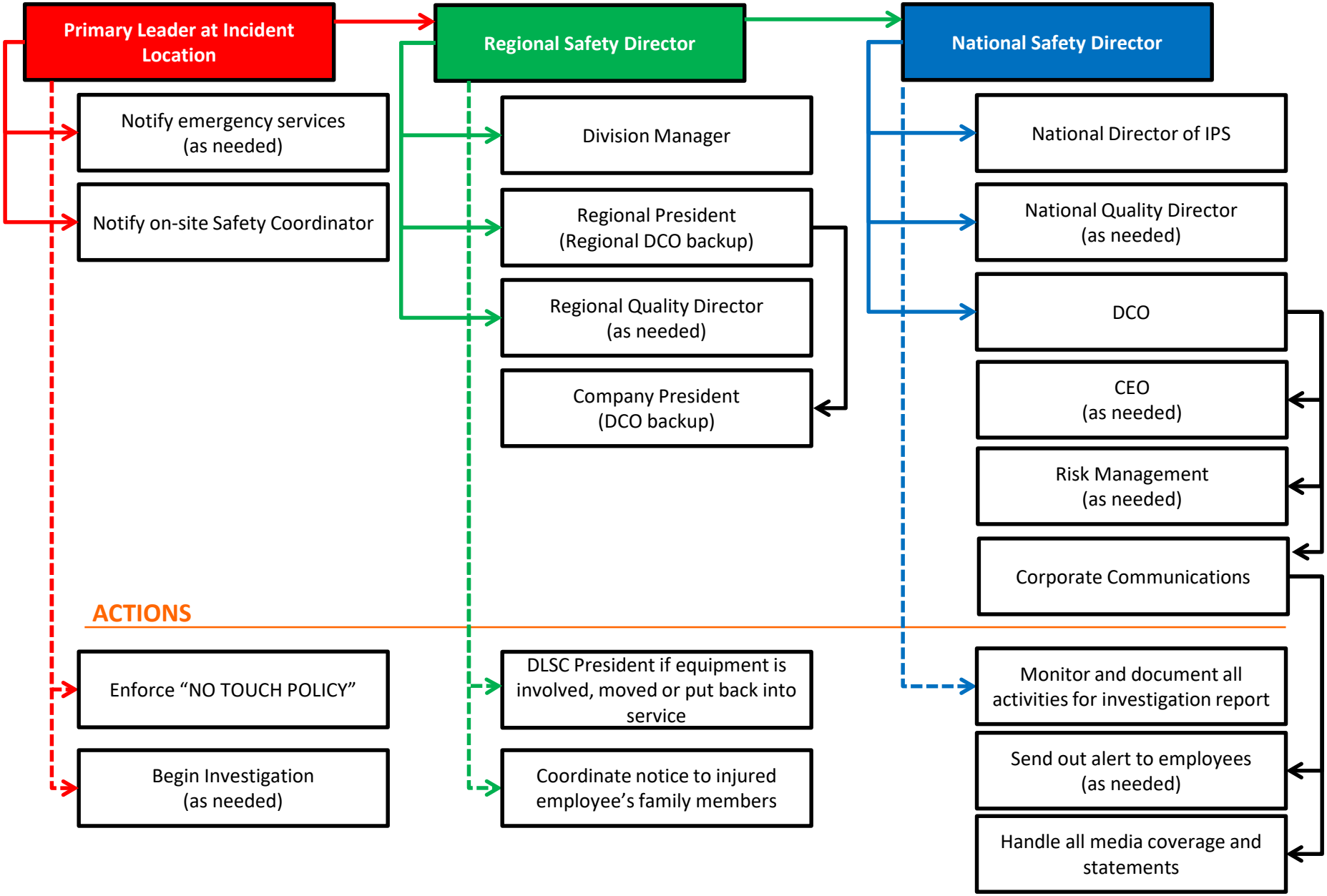INCIDENT COMMUNICATION PROTOCOL