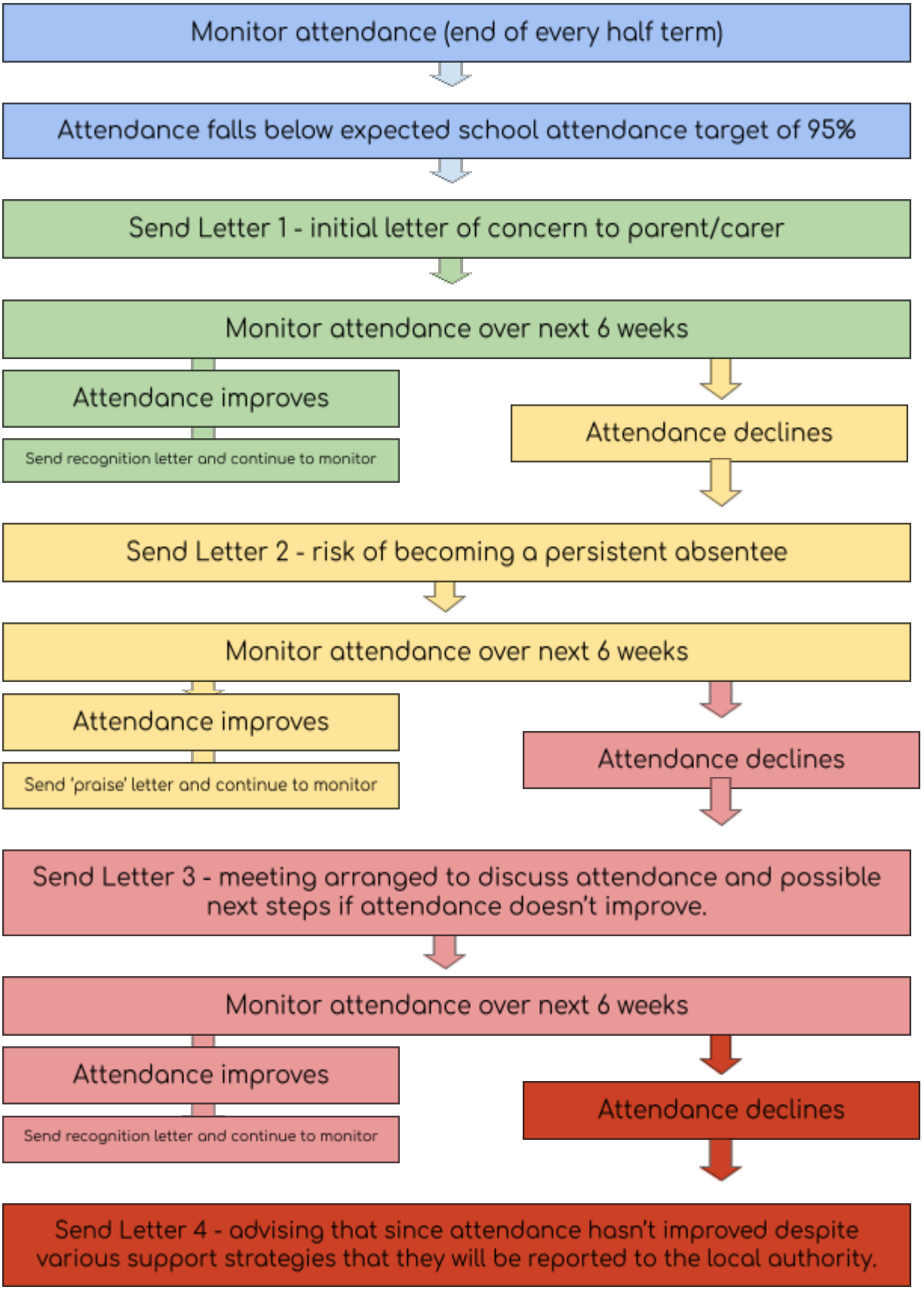Appendix 2 - Attendance monitoring escalation process