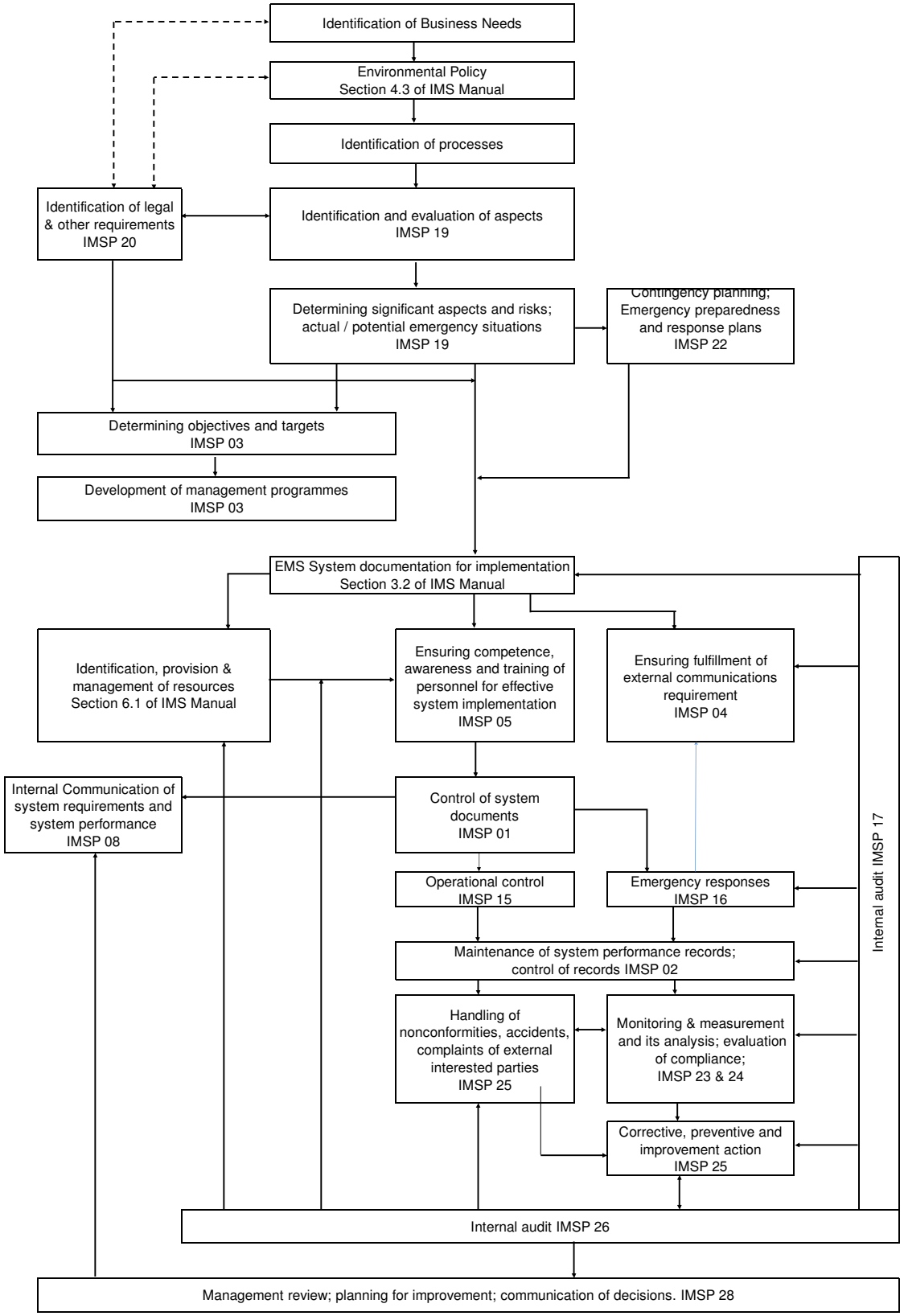Annex 3: EMS Processes - sequence and interaction