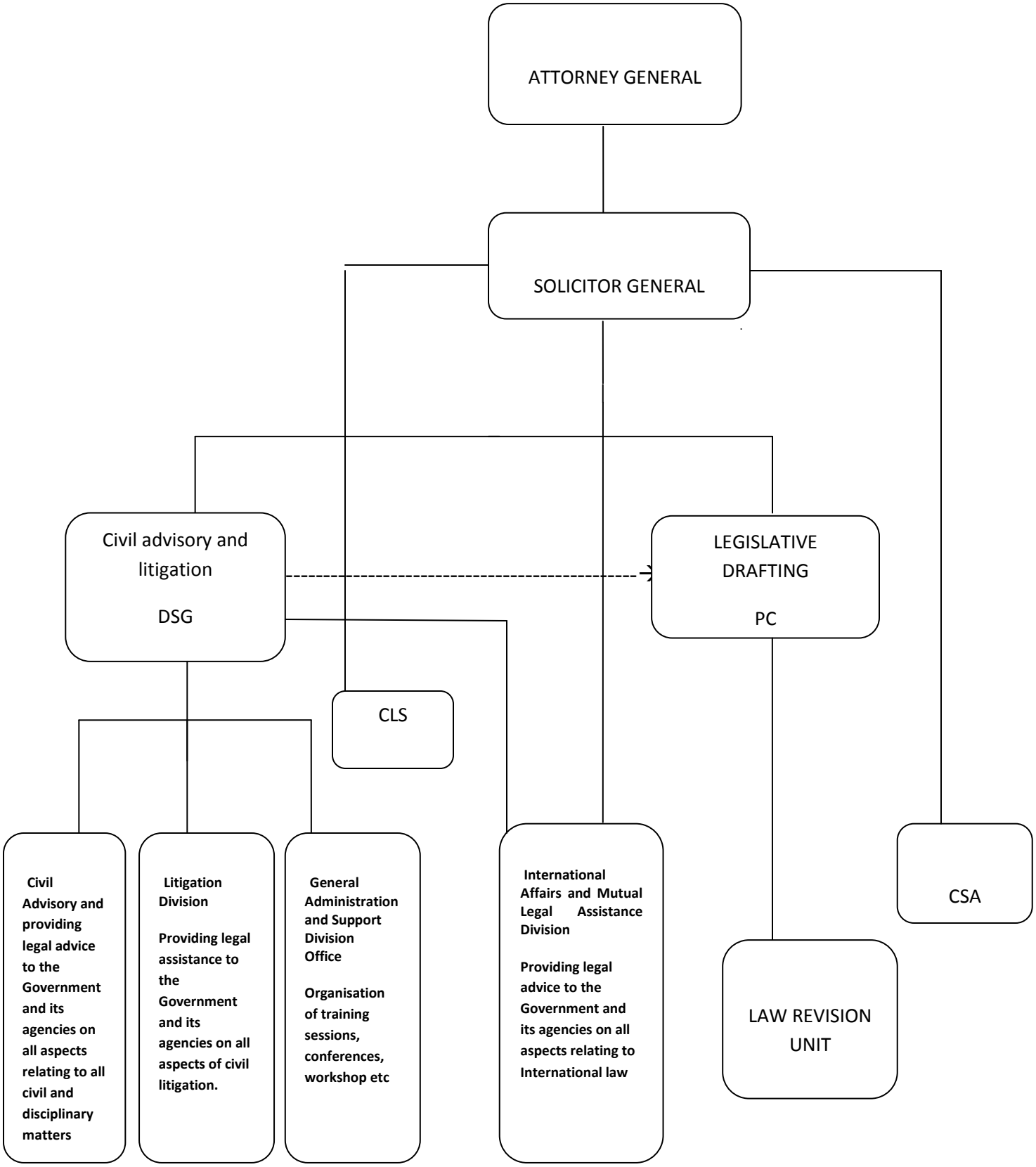FUNCTIONAL ORGANISATION OF THE OFFICE