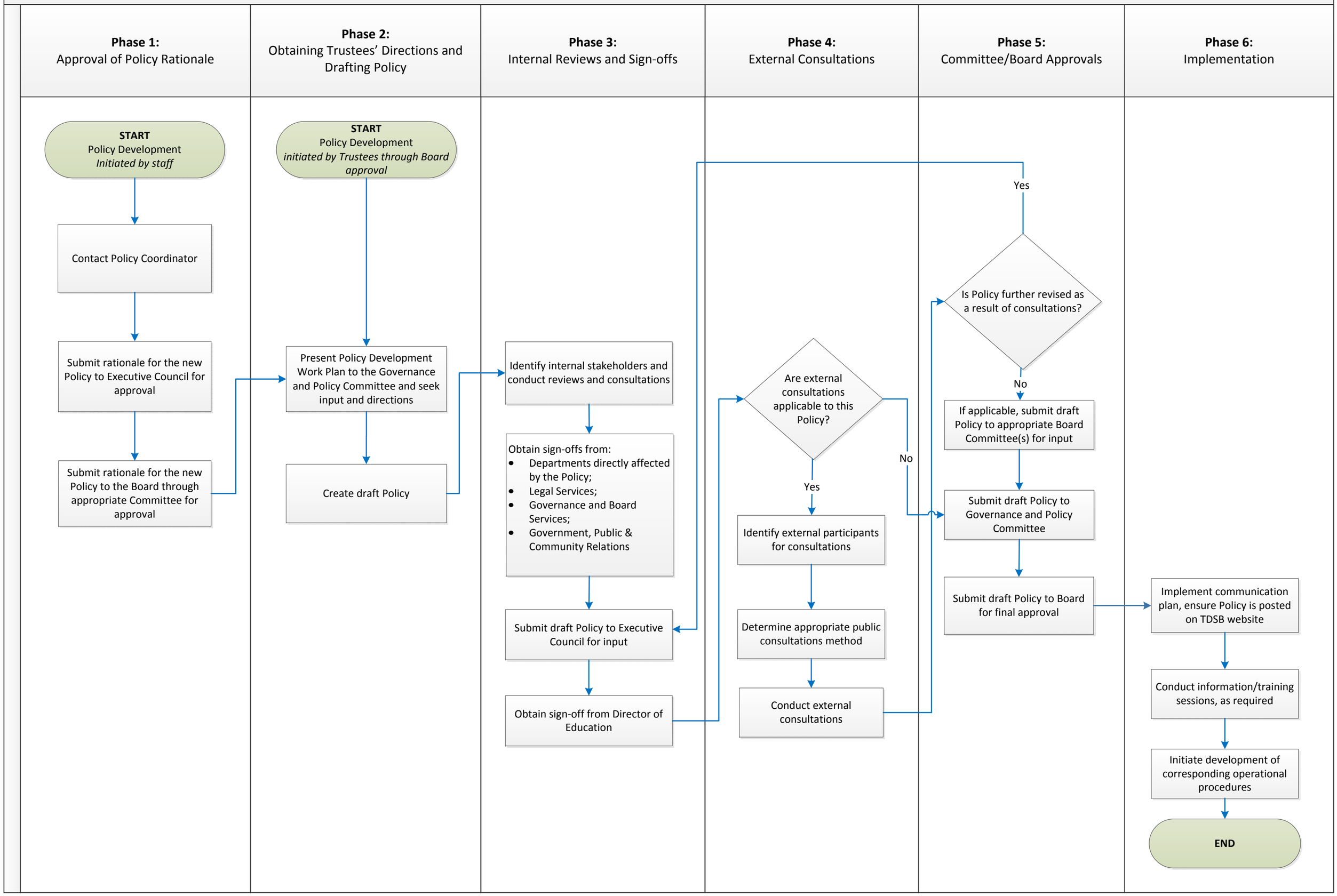POLICY DEVELOPMENT PROCESS **APPENDIX C**