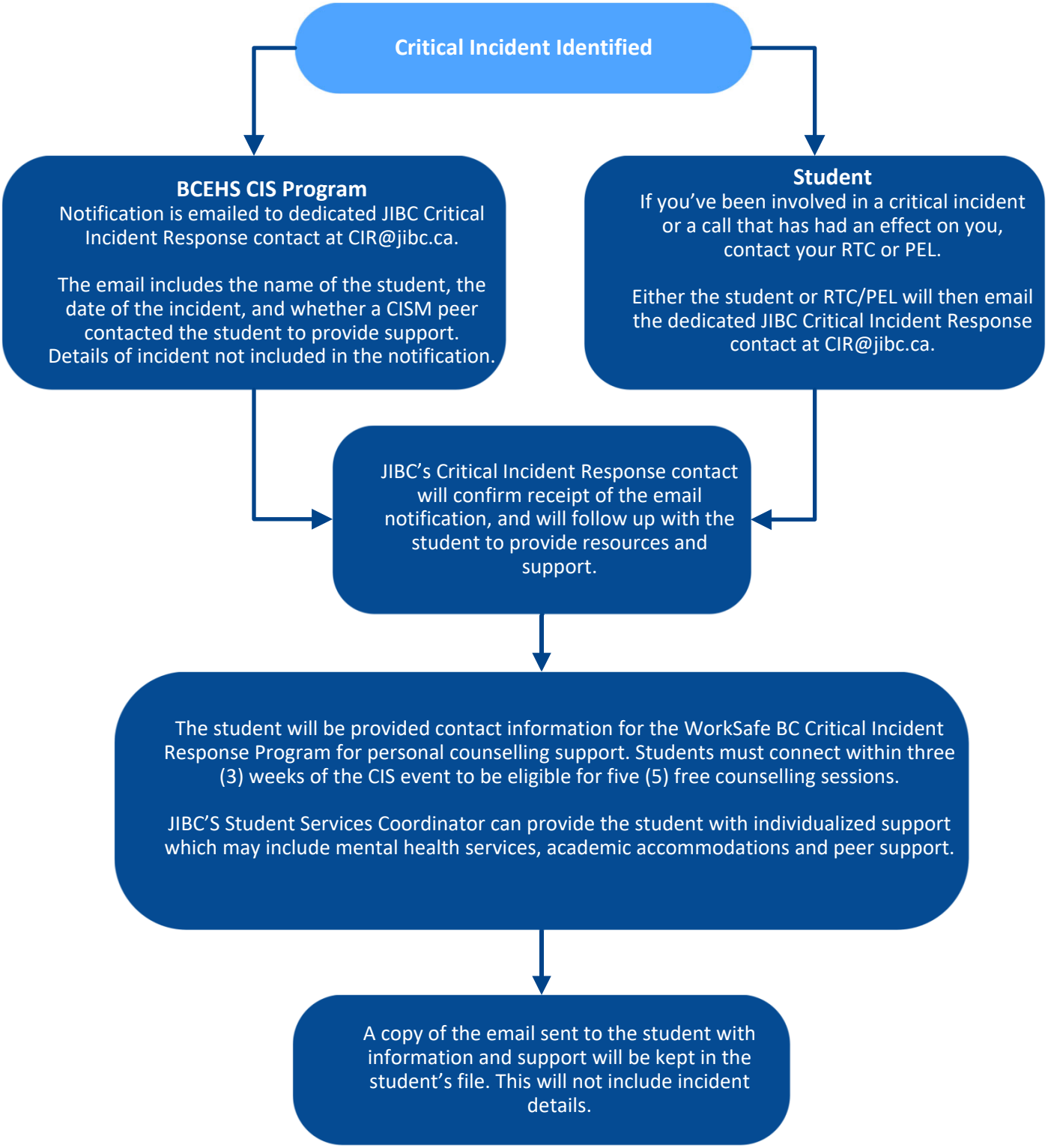CRITICAL INCIDENT RESPONSE - JIBC