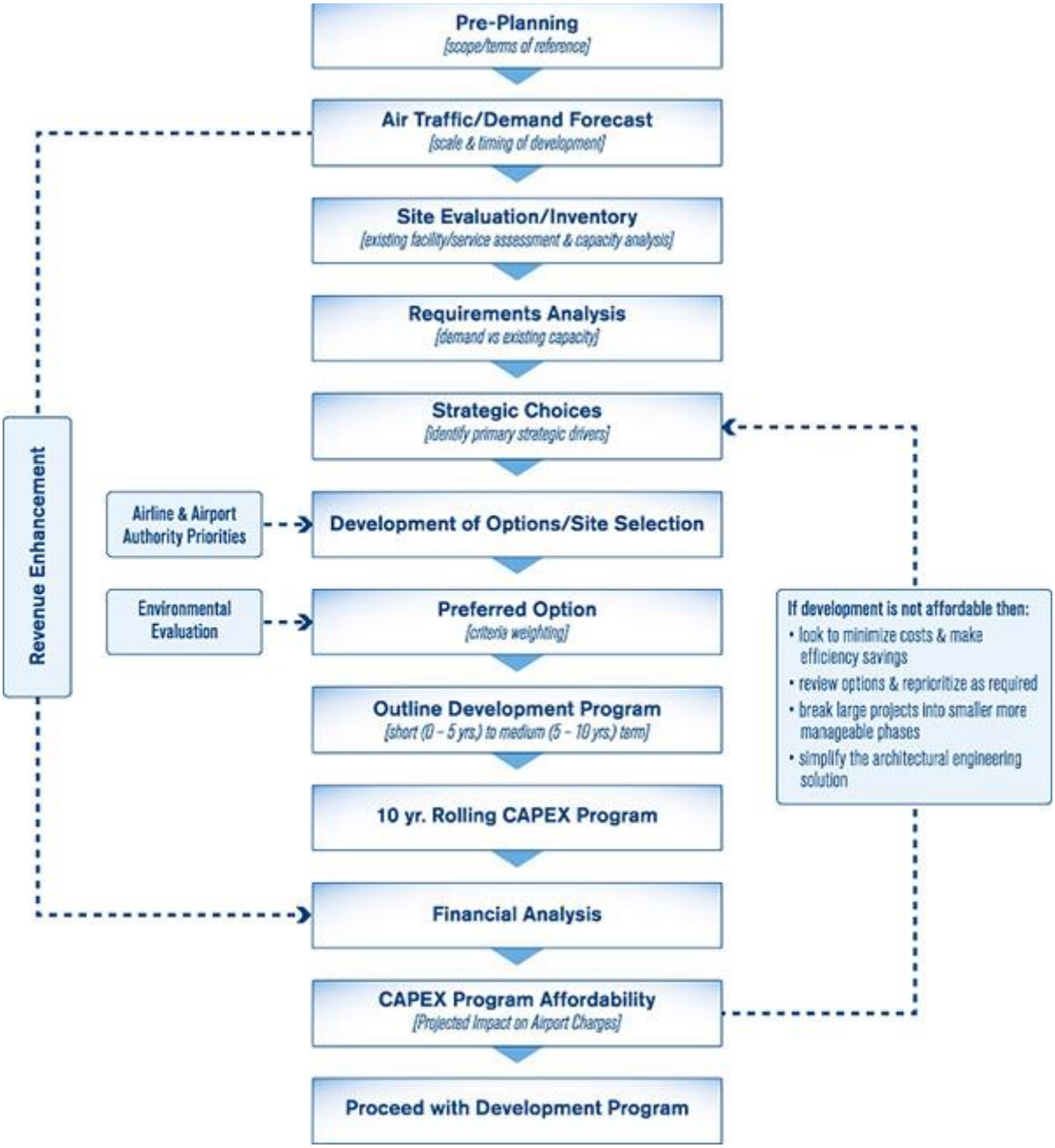Appendix A - IATA Master Plan Process