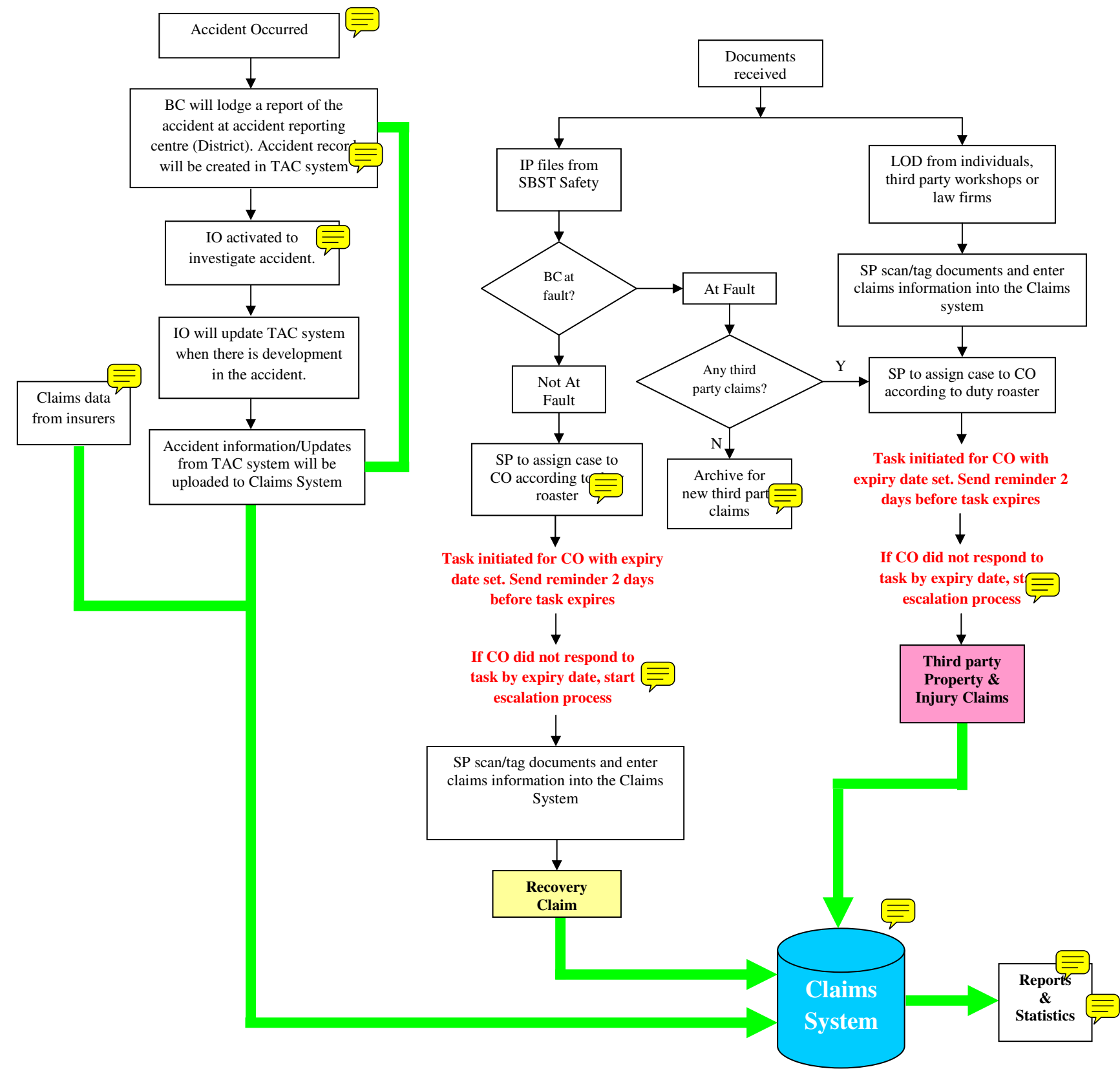
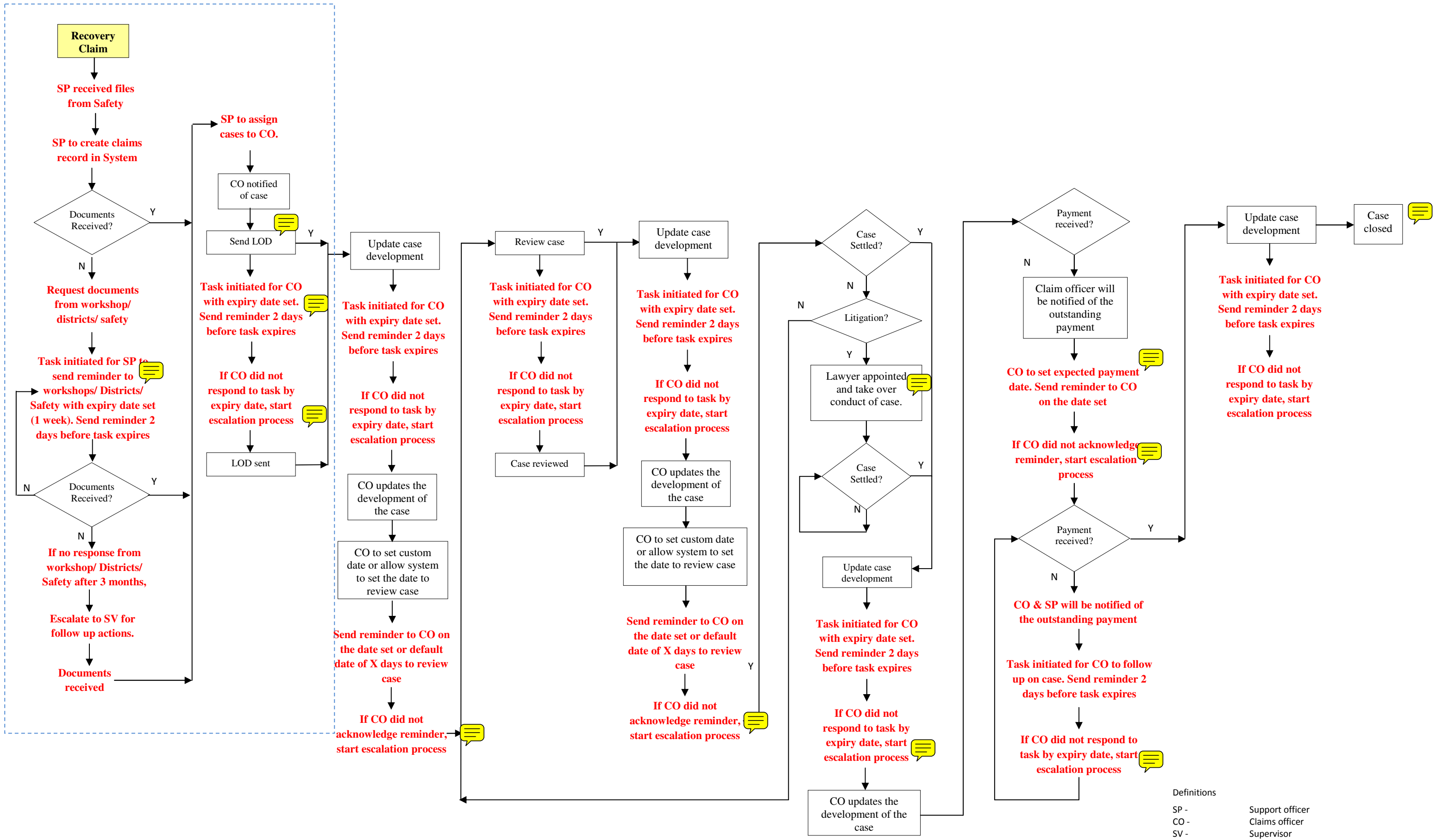
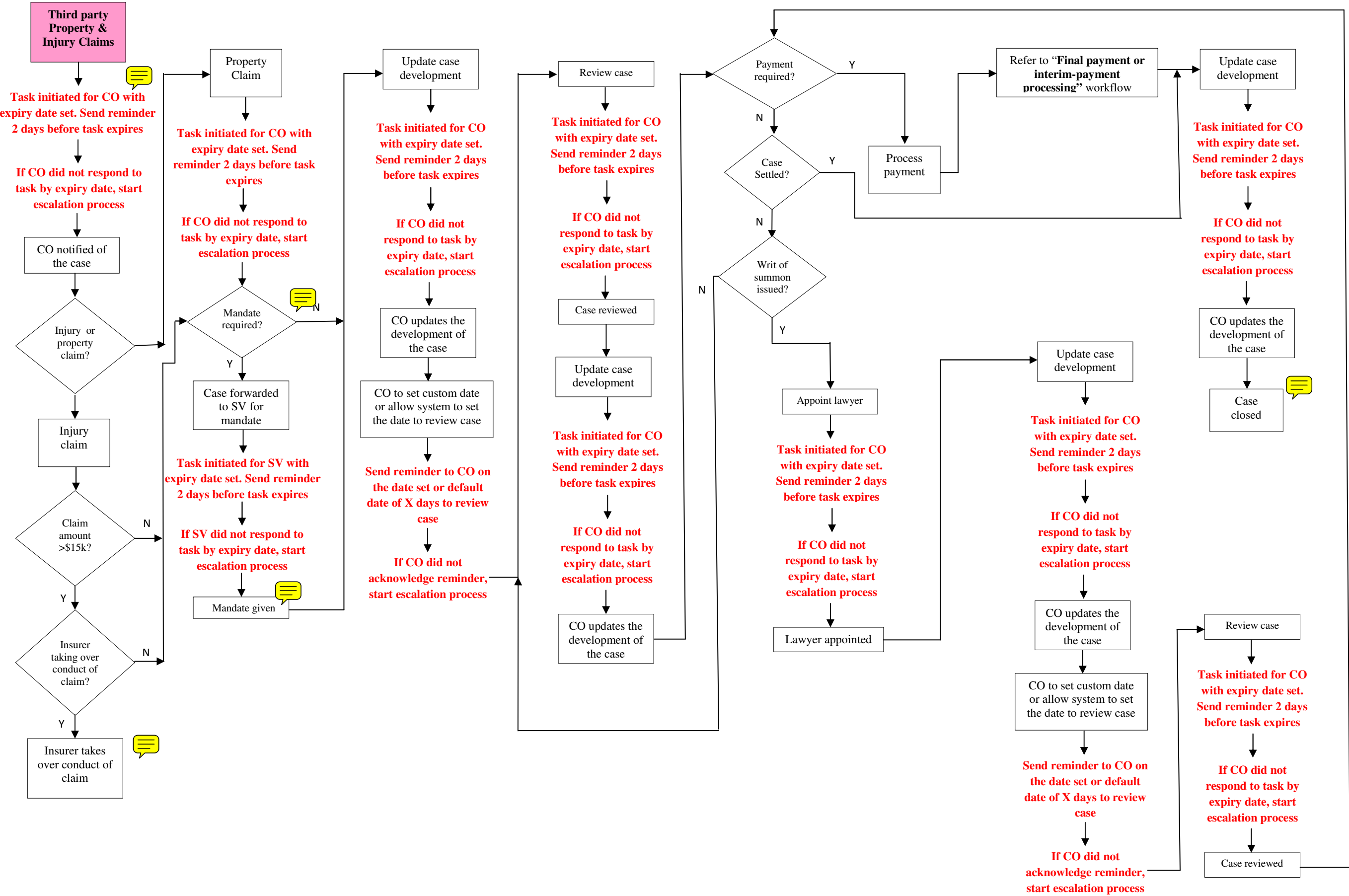


Workflow based on SBST GCU’s work processes



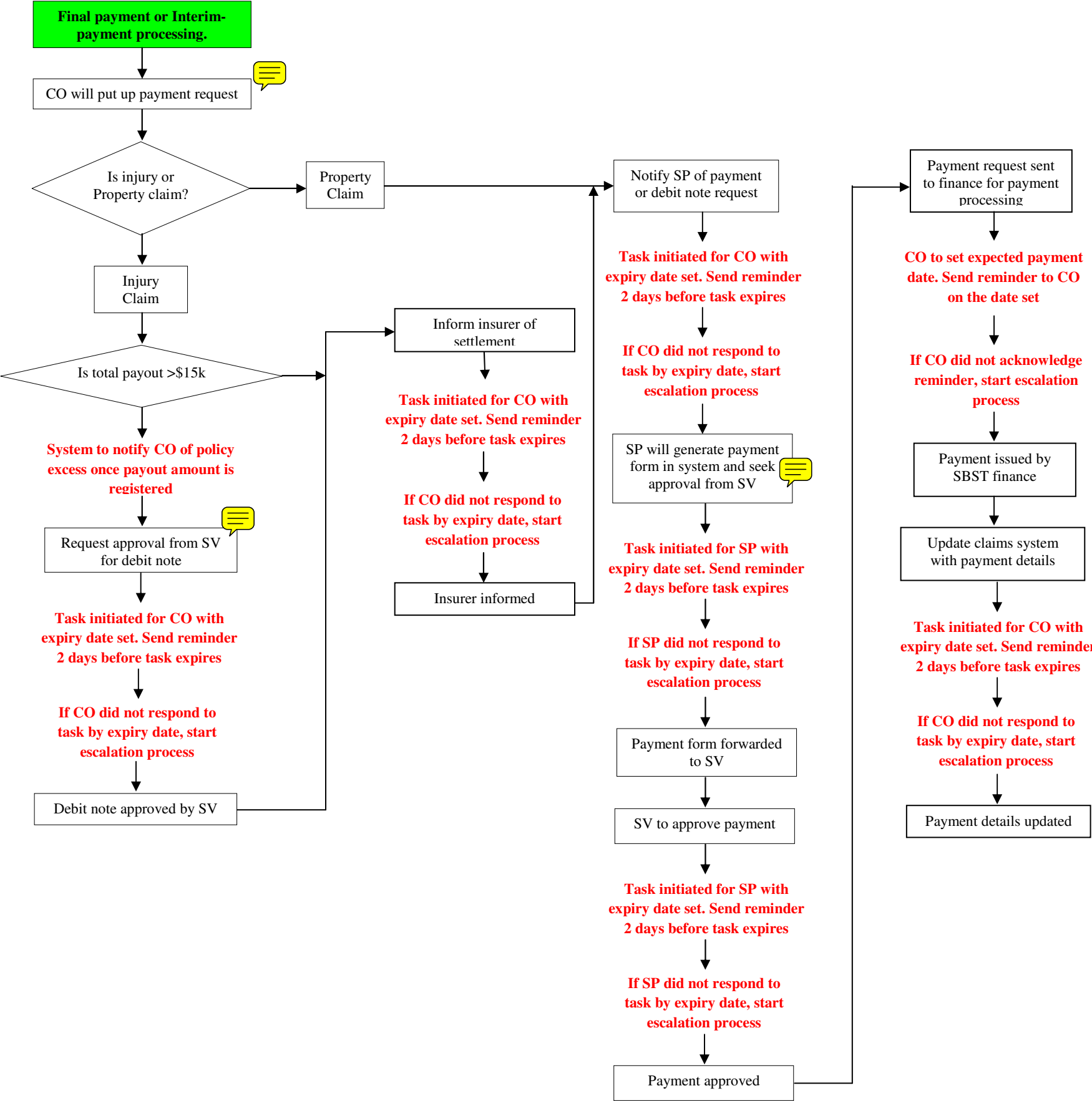
Definitions	
TAC system -	SBST’s incident management system
IO -	Investigating officer
BC -	Bus captain
SP -	Support officer
CO -	Claims officer





Definitions

SP -	Support officer
CO -	Claims officer
SV -	Supervisor



Definitions

SP -	Support officer
CO -	Claims officer
SV -	Supervisor