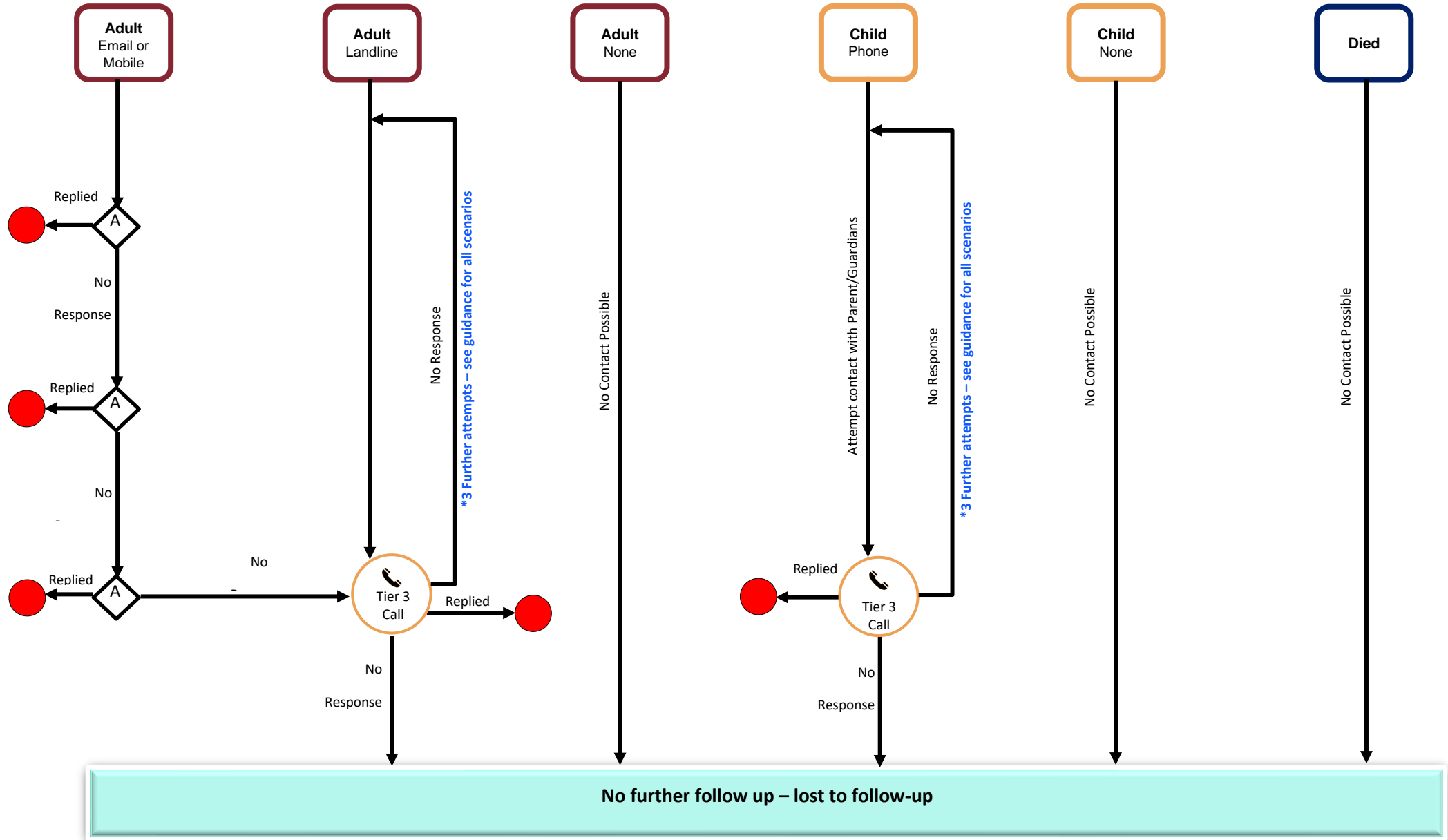


Flow chart of communication with **Contacts** dependant on the contact information available for them or their risk level



◇ A = Automated message ● = Process Complete

**Text in blue indicates there is further guidance and scripts available for those possible scenarios, e.g. where phone calls are not answered, or answered with an answerphone*