



THE BIG X

EDITION 9 : MAR/APR 2011

WOULD YOU RUN THE LONDON MARATHON CARRYING A WASHING MACHINE?

A former paratrooper ran the London Marathon with an 80lb washing machine strapped to his back to raise money for wounded soldiers.

Pete Digby, 39, a former member of the Parachute Regiment, completed last year's 26.3 mile marathon carrying a 50lb (23kg) fridge on his shoulders.

This year he strapped an 80lb (36kg) washing machine to his back during the race.

His gruelling run raised around £10,000 for the Parachute Regiment Afghanistan Trust, which supports soldiers wounded in action.

Mr Digby, from Godmanchester, Cambridgeshire who completed the race in under 6 hours, said: "It was absolutely amazing and I would like to thank everyone for their support. "It was extremely hot and hard work and my shoulders are red raw but it was all worthwhile. The washing machine was heavier than the fridge last year and I certainly felt it."



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When a young school girl got hit by a car in central London Shazza was first to the rescue.



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We are providing security to the Guards Polo Club for a private event.



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LIE DETECTOR IN DUBAI



SUPPORT THE PARACHUTE REGIMENT

Daryl Chard, a security guard for one of the Xfor Security Solutions sites, London Borough Market is taking part in the British 10K London Run to raise money for the Parachute Regiment Charity. The run takes place on the 10th July and Daryl will be wearing the parachute regiment colours and will be sponsored by Xfor.

He is trying to raise £1000 for the charity so if you would like to donate to this great cause please use the link - <http://www.justgiving.com/darylchard/>
Good Luck Daryl!



DIRECTORS WORDS

Gary Lincoln-Hope, CEO:

Xfor have again been extremely busy over the past few months and are now operating on an International scale to deliver high-end bespoke security. This is due to Xfor's new partnership with Quintessentially, the unique and exclusive members club who have offices around the world. Through all our new partnerships, Xfor have ventured to Nigeria, Russia and Dubai delivering high quality service in both Security and Investigations.

At HQ we have been working hard on a Maidstone Tender and improving our capability across the legal sector by working with a number of solicitors in London.

The Xfor Group are growing across all companies so please see the back page for job opportunities and there will be many more in the near future. We are always looking for internal staff to progress in their roles and to develop a career with Xfor.

I hope you all had a wonderful Easter weekend and enjoyed the Royal Wedding Celebrations.



Steve Gillespie, MD:

Firstly I would like to say hello and wish you and your families a belated Happy Easter.

Since the last newsletter it's been a busy period for The Xfor Group. I hope you have all managed to engage in conversation with your respective managers over the last couple of months and that the monthly informal chats are going well.

Security Department:

There has been significant progress in the department since we last spoke; Gary has been working extremely hard in this area to develop business. Xfor are about to engage in a Joint Venture with one of the UK's largest Concierge Companies, which will mean that Xfor will become more of a specialist in high end security, dealing with high net worth individuals with a bespoke problems that need a clever thinking security solutions. We have also had six security apprentices start across the department over the last couple of months.

“We are all striving for excellence.”

Investigations Department:

I believe that March and April 2011 have been the busiest months for the department since the company has started trading. Since the move to London we have been engaging with clients of a different kind. This is down to a few factors – location and quality of work delivered, however this is also down to the fruits of our labour when networking and Marketing this service. So well done to all those involved.

Local Authority Department:

This department is going from strength to strength, it has now got some quality process in place, and it's becoming the benchmark for all departments to follow. We have had short-term contracts extended; we have been invited to tender for new contracts that are on the horizon. We have at least 4 meetings scheduled with different Local Authorities over the next 6 weeks. This only comes from hard work and the quality of service delivered on the ground for our clients. So well done and keep up the good work.

Head Quarters:

The employment of working in the headquarters' department can sometimes seem like a thankless task. The work and effort that gets put in daily by all the staff does not go a miss. We are all striving for excellence. Well done for all the hard work getting us through the ISO 9001 annual audit, the SIA audit and just when you thought it was clear we are doing the ISO 14001 in July.

Overall welcome to all the new starters across the group, thanks for all the effort's to date.

XFOR GOES INTERNATIONAL



The Xfor flag travelling around the world started in France with the CEO and has now completed its second destination. The Director of Special Projects, Michael Fisher went on a trip to Abu Dhabi and Dubai, **3400 miles from Xfor HQ.**

The third destination has been completed by the Head of Strategic Development, Lara Jezeph who travelled to Sharm El Sheikh in Egypt. **2409 miles from Xfor HQ.**



SUPER SHAZZA

“When a young school girl got hit by a car in central London Shazza was first to the rescue.”

When a young school girl got hit by a car in central London Shazza was first to the rescue.

A van was speeding out of control through crossroads when it hit a girl who wasn't paying attention. After flying off the bonnet, Shazza was there to ensure the girl was not moved to prevent further injury and remembering her first aid training she ensured that the girl did not drink any fluids and separated the crowd to give the girl air. Fortunately the school girl was conscious and Super Shazza called the ambulance and then contacted the mother of the victim.

The girl was taken to hospital and the outcome was looking like a broken leg and the van driver was taken in for questioning after statements were taken from onlookers.

Super Shazza's done it again!





XFOR SECURITY SOLUTIONS UK LTD.

Security Excellence Safeguarding your Future

Josh Cocklin, Head of Security

DIVISIONAL DEBRIEF

April is the start of the new financial year for most companies, and we are no different at Xfor. It is around this time that new budgets are announced, audits undertaken and contracts are renewed or considered. It starts to become an extremely busy time of year in the HQ office however, we are determined to build on the successes we have made over the past few months to deliver operational excellence.

As a division, the Strategic Development department alongside the CEO, Gary Lincoln-Hope, have been working hard in their efforts to source new business ventures for the division. It is going well and undoubtedly, new opportunities will be presented for our existing workforce to step up to more senior roles within the group, not just the security division.

We are also confident that our learning and development initiatives are going well, with not only the apprentice scheme now fully engaged, but a lot of

our workforce are now enrolled on the NVQ Security qualification. We will continue to change the way we engage with our staff, and there are a lot more benefits we are looking to compile that will be for our workforce in the near future.

All in all, I am satisfied things are going the right way and the intention is to continue. We want everyone to share our values, vision and mission statement; and it is this which will allow Xfor to prosper.

“We are determined to build on the successes we have made over the past few months to deliver operational excellence.”

SECURITY PROFILE...

This month, our security profile is a repeat client. We again, are providing security to the Guards Polo Club on 25th June for a private event being held in the grounds.

Guards Polo Club is the polo club most closely associated with the British Royal Family. HRH Prince Philip, The Duke of Edinburgh has been President of the club since its formation in 1955 and HM The Queen is its Patron. The Polo Magazine called it “the most prestigious polo club in the world”

It is based at Smiths Lawn, in Windsor Great Park, near Windsor Castle, England where the club has ten polo pitches on 53 hectares (130 acres) and stables, paddocks and training facilities four miles away at Flemish Farm.

This event usually incorporates four of our excellent workforce ensuring the event is kept private, by managing the access and also ensuring that everyone within the event area is on their best behaviour. This event is always a good turnout and the weather always seems to be ideal for the event. Anyone fancy sipping cocktails in the sun and watching Polo??...join the club!!

“Guards Polo Club is the polo club most closely associated with the British Royal Family.”



EVENTS ARE A GO!

Now that the peak period has died down, we fully expected it is around this time that the event season officially starts as I alluded to in the most recent edition of The Big X. We have no doubt that we will be extremely busy, especially within the London area in providing our event security expertise and again, we will always engage the use of our local workforce to provide cover.

We have been successful in engaging new clients, but we are extremely happy that our past contacts have opted to use our services again. A credit to Xfor and this is primarily down to those staff who worked for us on busy events last year.

If you have an interest in working on events, please e-mail the operations team on: control@xfor.co.uk.

STAFF ENGAGEMENT...

Our staff engagement plan has proven to be successful due to the apprentice scheme which began in January and the NVQ scheme for eligible candidates who are already employed or engaged by Xfor. The apprentice scheme runs for a period of 9 – 12 months and candidates finish the scheme with a qualification in security. They are then qualified to join as a team leader and for exceptional candidates, a manager. The NVQ scheme for existing staff is a fantastic way of improving skill sets in order to progress within the group.

In the prior release of The Big X, we informed readers that we plan on investing in a staff benefit package. This is well underway and we are in discussions with specialist providers to ensure we find the right package, which is tailor made to what we believe our staff want and need. We are the progress of implementation and we plan on consulting the workforce in the near future to identify what they believe would be of real benefit.

“The apprentice scheme runs for a period of 9 – 12 months and candidates finish the scheme with a qualification in security.”

OUTSTANDING PERFORMANCE OF THE YEAR!

We are currently in discussions to finalise the winner of this prestigious award and it will be announced in the next newsletter which will be our 10th Edition.

The prize will be a holiday for 2 for a week to a location in Europe. All nominations and winners over the past year will be in with a chance to win.

Step-by-Step Guide to Applying for a Licence



Security Guarding

An SIA licence is required if you undertake the licensable activities of a security guard and your services are supplied for the purposes of or in connection with any contract to a consumer.

Unless your employer or company has been given an exemption under Section 4(4) of the Private Security Industry Act 2001, it is a criminal offence to undertake the licensable activities of a security guard without an SIA licence. An exemption is applicable only where the company in question has been granted approved contractor status by the SIA and the other conditions of Section 4(4) have also been met. Every condition must be met for this section to be applied.

Cost of a Licence

The licence application fee is £245 for a three year licence. The fee is to cover the cost of processing your application and is not refundable.

If you pay your own licence fee you will be able to claim tax relief against your taxable income - for example, if you pay the basic rate of tax the relief is worth £49. Please visit the HMRC website for more information. If you are an employer paying the licence fee on behalf of an employee there will be no tax or National Insurance liability.

50% discount: Some security operatives may need more than one licence; in such cases the second licence will be discounted by 50%.

Licence Integration

In some cases, we are satisfied that the licensing criteria to be met for one licensable activity are sufficient to allow a licensed individual to carry out other licensable activities.

For more information - <http://www.sia.homeoffice.gov.uk/pages/step-by-step.aspx>



XFOR JOB OPPORTUNITIES

Two Trainee Private Investigators to work at HQ

Specifications:

- Competent in Microsoft Office
- Has a high degree of communication skills
- Quick, lateral thinker

The role will be responsible for the daily management of surveillance operations and Intelligence analysis. Please contact Nicky at njh@xfor.co.uk.

OUTSTANDING PERFORMANCE OF THE MONTH

NOMINATIONS:

Ryan Greenish and Jermaine Goode, Security Officers

They've both worked extremely hard to fulfil their roles as Security Officers on the Apprentice Scheme, but as well as delivering fantastic levels of service to our client at W&G Foyle Ltd, they have over the month of March been very reliable and effective in ensuring that we met the targets set to ensure shrinkage at Foyles is reduced.

They have both joined with the intention of learning new skills, developing their existing skills and gaining a more thorough understanding of the industry that they have chosen to work in. They also have gone out of their way to learn more about The Xfor Group.

Jade Hooper, Enforcement Officer at Maidstone Borough Council

Having had the opportunity to meet and speak to Jade in March it was astonishing to see how she has developed professionally and personally during the last 9 months. Her awareness of customer focus, both client and public was evident throughout our conversation. She also unconsciously showed how much she cares about her team and the role they carry out for Maidstone Council. She was both articulate and focussed on her role. I was truly impressed with her attitude which augurs well for the future.

John Brownsword, Surveillance Operator

John has been quite exceptional on a 5 day, 1x man Surveillance operation. He managed to remain covert effectively and get great imagery and video footage throughout the entire job.

Michael Chandler, Surveillance Operator

He has maintained a high level of commitment to the XFOR group especially in the Private Investigation sector. He has worked on all the high profile cases we have conducted over the last two months and not once let us down. Besides the work conducted on the ground, he has regularly been tasked to work in HQ along side the HQ staff producing reports in order to create further business for PI. As a result, Michael has learnt a lot about the level of report writing we expect and has put this into the reports he now sends us. He has learnt the demands and expectations of clients, therefore pushing him to get the result when on the ground.

Amir Mujtaba, Security Officer

He has demonstrated his loyalty to Xfor on a number of occasions and is very flexible in conducting his duties. He is always willing to work additional hours and cover extra shifts. He has also supported HQ management over the past months to ensure we are offering the best service to our clients.

Jodie Magness.

I have tasked Jodie directly on a number of issues throughout the month, she has dealt with every task promptly and efficiently. She also feeds back as soon as she completes task in order to allow me to concentrate on more pressing matters. Jodie has developed considerably across the Group, examples of which include covering efficiently the Security desk in the desk officers absence. Jodie has a thirst for knowledge and always looks to improve and develop. She accepts critical feedback in the spirit with which it is intended and I feel has now become a vital component in our Operational Support.

MARCH WINNER:

Eben Van der Watt, Enforcement Officer at Maidstone Borough Council

Eben has won this award for the mature professional manner in which he conducts himself whilst carrying out the role of an Enforcement Officer. He supports the Team Leader on site by always being willing to accept greater responsibility, he also is viewed as a safe pair of hands out on the streets by his colleagues. He offers good advice to his colleagues and subsequently his common sense approach has been 'mirrored' by those around him. His sickness and attendance record is exemplary and adopts a mature and impartial approach to all of his duties.

APRIL WINNER:

Daryl Chard, Security Officer

Has demonstrated a real commitment to his role at Borough Market. He responds well to challenges and has on several occasions, gone above and beyond the call of duty. He has taken charge of his own professional development and wants to develop in a career with Xfor where he can work across all companies in a variety of roles.

MENTION IN DESPATCHES

THE CERTIFICATE OF 'XFOR EXCELLENCE' FOR COMMENDABLE SERVICE.

MARCH:

Jane Salamat, Accounts Assistant

She is learning new skills and has reduced our accountancy costs by bringing the knowledge and activities in house and has settled in to the team and the move very graciously. She is doing all this along with her demanding study schedule. Jane can be tasked projects from all departments and to which she takes on and completes within the set deadlines.

APRIL:

Marcus Jones, Senior Investigator, HQ

As he has been on a steep learning curve and is working all hours to accommodate the needs of the business as and when they occur and he is learning to keep his stress levels on an even keel whereas in the past he let his emotions affect the office, now he is an important and gracious member of the team, well done Marcus

XFOR LOCAL AUTHORITY SUPPORT LTD.

Working in Partnership for a Cleaner, Safer Britain

Michael Fisher, Director of Special Projects



LONDON BOROUGH OF ENFIELD

We are now one month into a Pilot whereby our staff deploy on the ground with body worn camera's (Overt) The results to date have been very encouraging with complaints against our staff relating to alleged rudeness and incivility being reduced by a massive 50% compared with the previous 3 months!! We are also witnessing the first 'green shoots' of an increase in the payment rate which we believe can be attributed to a reduction in those who seek to provide false information and evade their liability to pay the Penalties. The fact that their images have been captured on camera in a transparent and overt manner seems to be focusing certain individuals who previously may have risked proffering false details.

We have also launched the Xfor Sponsored Bin It To Win it scheme on the 1st April 2011, this has been launched with the authority of LBE and is designed to reward those who dispose of their unwanted items thoughtfully and display Environmental awareness, the first winner of those who have returned their Post Cards is due to be drawn in the first week of May and the winner will receive a £50 High Street gift voucher.

MAIDSTONE BOROUGH COUNCIL

Congratulations to Eben Van Der Watt who received this month's 'Outstanding Performance of the Month' award. Eben has been with the Maidstone Enforcement Team since its inception in July last year and his performance has been consistently good throughout that period; I am extremely pleased for him that he has received this recognition of his efforts and performance.

I am to deliver training in relation to the deployment of Overt Body Camera's with not only the Xfor staff but also the Maidstone Council 'In house Enforcement officers during this month and we should be ready to deploy with the camera's in the not too distant future. These cameras have been provided by Xfor and it is hoped we will replicate the good results being witnessed at London Borough of Enfield.

The deadline date for the Tender for a 2-4 year contract with Maidstone Council for Litter Enforcement Service 21st April 2011 will have passed by the time this goes to print so we will all keep fingers and toes crossed that we are able to build on the foundations laid during the last 9 months during the Pilot!



BROXBOURNE BOROUGH COUNCIL

Have now extended our agreement by a further 6 months and appear to be very pleased with our service. We are about to 'roll out' the Body Camera's currently being utilised by London Borough of Enfield (Xfor) Enforcement staff as one strand towards increasing the percentage rate of those paying the penalties as a result of being issued with the Fixed penalty Notices.

We have also piloted for the first time Enforcement Duties on a Sunday aimed at reducing the amount of Litter being deposited in Broxbourne's Parks and other Recreation Areas. Broxbourne Council have requested that Xfor as a company seek accreditation from Hertfordshire Police to operate as Enforcement Officers within the county boundaries, this would allow greater powers of authority for our staff and also allow Hertfordshire Constabulary to share more information with the Xfor Team which would enhance the mutual cooperation which already exists between the two organisations, further evidence if it were needed of the Positive side of Public/Private Sectors working in partnership to combat a plethora of Low level criminality and Environmental Crime.



XFOR TO BE EXTENDED

The Borough Council has been using a company called XFOR to issue Fixed Penalty Notices against people who drop litter since September 2010. The Environmental Services Committee on 22 March 2011 agreed to extend the agreement with the company for a further six months.

Up until the end of February 2011, XFOR issued 831 fixed penalty notices for littering and dog fouling offences, targeting the more problematic areas including town centre's, parks and open spaces, railway stations, and the A10 dual carriageway. Feedback from the community via the Council's Environmental Panel has been positive and supportive of the strengthened enforcement to reduce the amount of street litter.

“XFOR issued 831 fixed penalty notices for littering and dog fouling offences.”

To report someone dropping litter from their car or a littering hotspot then please call the Council on 01992 785577.

For more information on the anti-litter campaign, envirocrime and efforts to reduce littering in the Borough please visit the 'environment and planning' section of the Council's website. A further review of the XFOR pilot will be carried out in September 2011.



BIRMINGHAM CITY COUNCIL

Xfor have just completed a succession of surveillances on behalf of BCC concentrating on the Public Transport Infrastructure within the city. We took part in a series of covert Foot Surveillances during which we travelled on Buses, Trams and Trains within the city gathering Evidence and Intelligence in respect of those who:

- Evade Payment liability (Fare Dodging)
- Carry out criminal damage on the transport system (Concentrating on Graffiti and Tagging)
- Smoking on the buses
- Taking unlawful drugs onto the transport system and using same.
- Anti Social Behaviour

We were able to pass on valuable information regarding a number of individuals to our operational team (West Midlands Police) who took appropriate action over the period of the initiative.



“We took part in a series of covert Foot Surveillances during which we travelled on Buses, Trams and Trains within the city gathering Evidence and Intelligence.”

XFOR PRIVATE INVESTIGATIONS LTD.

Discrete Specialist Services Designed to Uncover the Truth

Nick Cryne, Investigations Manager

Since moving to London, Xfor Private Investigations Ltd within the Group has seen a significant increase in enquiries ranging from matrimonial right through to corporate investigations. As a consequence, PI Ltd in the month of March witnessed its highest level of activity and sales. This is partly due to the high level of professionalism conducted throughout the company from the investigators within HQ, the operators on the ground and the administrators keeping all files up to date.

All the enquiries and investigations over the recent months have set a high standard for the company. We are certainly setting ourselves apart from other companies in London in this dynamic Private Investigation industry. The processes put in place for enquiries, client liaison, investigative techniques and report production will not only help provide an excellent service for our clients, but will also help mould the company for the future.

I wish to offer a special thank you to all involved in the last couple of months, for their exceptional, professional work and their commitment to the Xfor Group.

BLACKMAIL INVESTIGATION

Xfor Investigations were recently instructed to undertake a Blackmail investigation. The initial enquiry came in on one busy afternoon, after the client had received a letter and a text message regarding their movements on a specific evening, the week before.

As it unfolded, our client, unbeknown to them was caught on camera in a compromising encounter. The victim having heard of Xfor, contacted the London Office where an Investigation was immediately authorised.

Through Intelligence acquisition, technical support and covert surveillance, the blackmailer was identified, located and a counter blackmail operation was then authorised in order to secure the safety of the victim and his assets.

Having ascertained and gathered all the relevant intelligence, the evidence was then collated and a file produced. The Investigation team issued the blackmailer with a list of instructions to be adhered to with our client's safety and assurances in mind.

As a result of Xfor's swift reactions and the sophistication and professionalism of all staff involved, the investigation was completed within 72 hours and the client has received no further contact from any party regarding the incident or blackmail campaign.

“Our client, unbeknown to them was caught on camera in a compromising encounter.”



CRIMINAL INVESTIGATION

Xfor Investigations were approached to conduct a sensitive criminal investigation, whereby the police were involved however had hit a brick wall.

The case surrounded a married couple, who were being harassed and bombarded with explicit photographs from a previous relationship before their marriage. Not only were the photographs in question being sent to our client's but they were being sent to family members and friends as well.

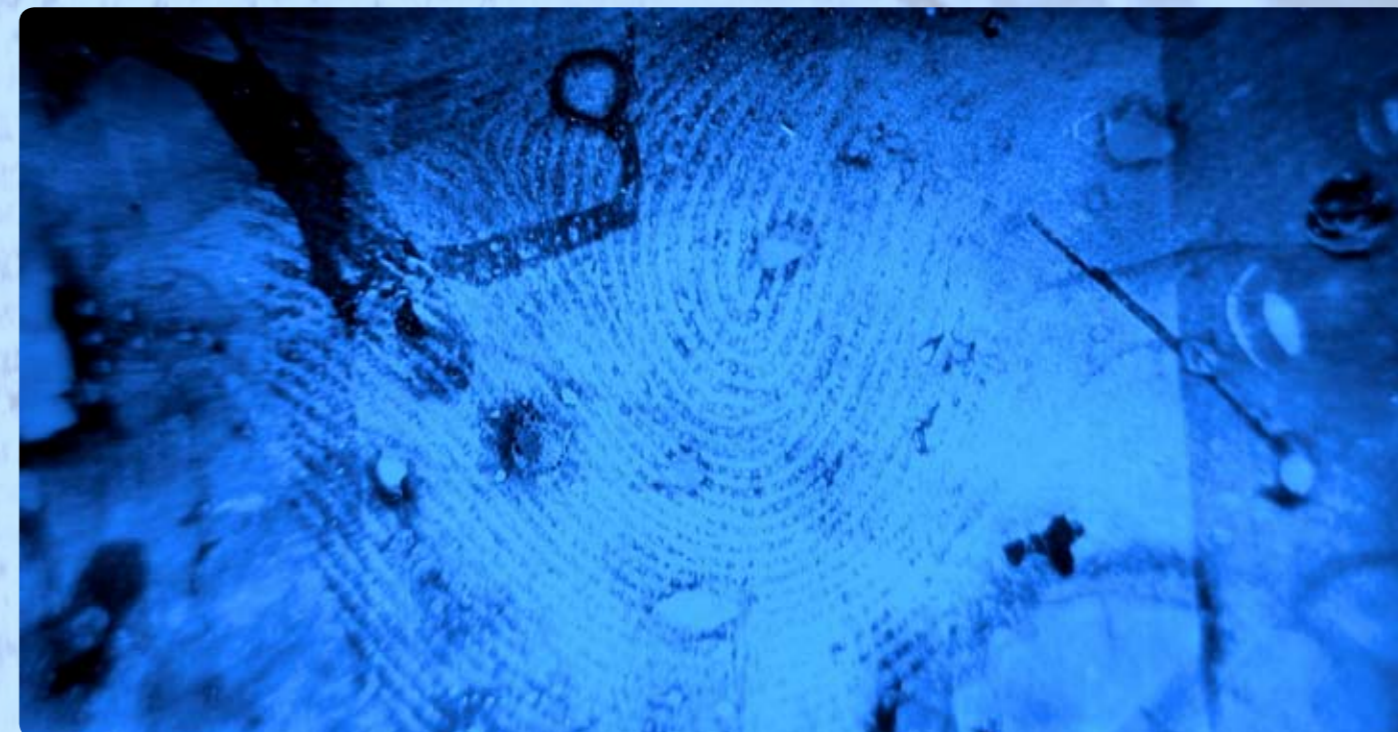
The offender had managed to hack in to numerous email addresses and social networking sites to distribute the

explicit images over the internet. The extent of the harassment moved the investigation overseas due to copies of these photographs being sent from Bangladesh, India.

Due to the sensitivity and the IT capabilities of the offender the Xfor IT Forensic team worked around the clock alongside the investigators in order to identify specific evidence to help with the police investigation thereby giving our clients peace of mind and allowing them to move on with their lives.

Xfor's involvement and technical capabilities ensured that the police investigation progressed and a restraining order was issued to one perpetrator. Investigative strands are still currently on going.

“Xfor's involvement and technical capabilities ensured that the police investigation progressed and a restraining order was issued to one perpetrator.”



“...fly the Xfor lie detector team out to Dubai in order to conduct a polygraph test.”

LIE DETECTOR IN DUBAI

Xfor recently received instructions from a client currently working in Baghdad, Iraq to fly the Xfor lie detector team out to Dubai in order to conduct a polygraph test on an individual in order to prove their own innocence in a spiralling relationship quarrel.

The Xfor team flew out the same day and conducted the test, swiftly and efficiently. This enquiry once again outlines the flexibility and customer care our team offer with maximum efficiency. It also shows that no matter where in the world an enquiry comes from, teams can be deployed swiftly with out hindering the professionalism needed with each case.

ANNOUNCEMENTS

BIRTHDAYS:

10th March – Benjamin Smith (Security Officer)
 12th March – Eben Van der Wat (Enforcement Officer)
 15th March – Qaiser Chaundhry (Security Officer)
 20th March – Sharon Wheatley (Accounts Manager)
 22nd March – Imran Bhatti (Security Officer)
 22nd March – Stephen Elliott (Enforcement Officer)
 25th March – Darran Turner (Security Officer)
 28th March – Adil Khursid (Security Officer)

1st April – Muhammad Akbar (Security Officer)
 1st April - Mudassar Azam Chatta (Security Officer)
 3rd April – Catherine Munnelly (Enfield Enforcement Team Leader)
 13th April - Tanveer Ashgar (Security Officer)
 15th April – Idress Ahmed (Security Officer)
 30th April – Mohammad Hoque (Security Officer)

NEW STARTERS:

Lewis Watkins, Enforcement Officer – 13th Apr
 Keven Grieve – Enforcement Officer – 27th Apr
 Peter Arbuckle – Security Guard – 9th Apr
 Harry Sparks – Security Guard – 25th March.

LEAVING US:

Xfor HQ is losing two valued members of staff as they are moving on to take up different roles.

Sharon Wheatley, Accounts Manager has been with us since September 2009 and has really helped to improve the accounting procedures and always strived for customer excellence through her professionalism. It will be very quiet in the office without her.

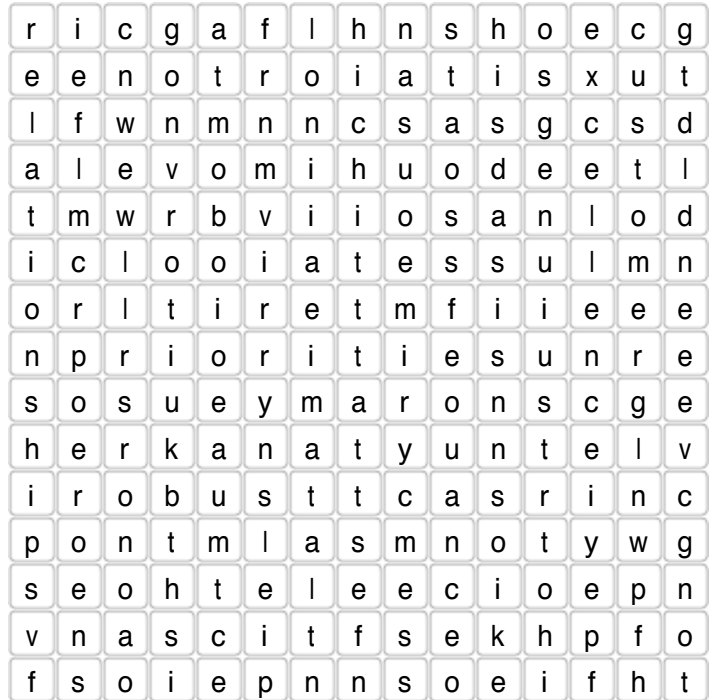
Shellie McDermott, administrator and P.A to the CEO has been with us since March 2009 and has really developed in her role proving that she is a very competent, hard-working and determined person who will succeed in what ever she does. We will miss you both and good luck in your future roles.

PUZZLE

Find the missing words to complete the Xfor Mission Statement:

Xfor Mission Statement:

“To build ___ and lasting client ___ based on ___, superior ___ service, ___ and ___, whilst demonstrating operational ___ in our field of expertise by ___ on our ___ ___”.



robust
relationships
trust
customer
innovation

commitment
excellence
focussing
clients
priorities

SUPPORT

Xfor sponsor a number of charities by donating through the Freemason’s Grand Charity Relief Chest. The donations are split across a number of National Charities: Medical Research, Vulnerable People, Youth Opportunities, Hospice Grants, Air Ambulance Grants, Disaster Relief, Religious Buildings and Masonic Charities.



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