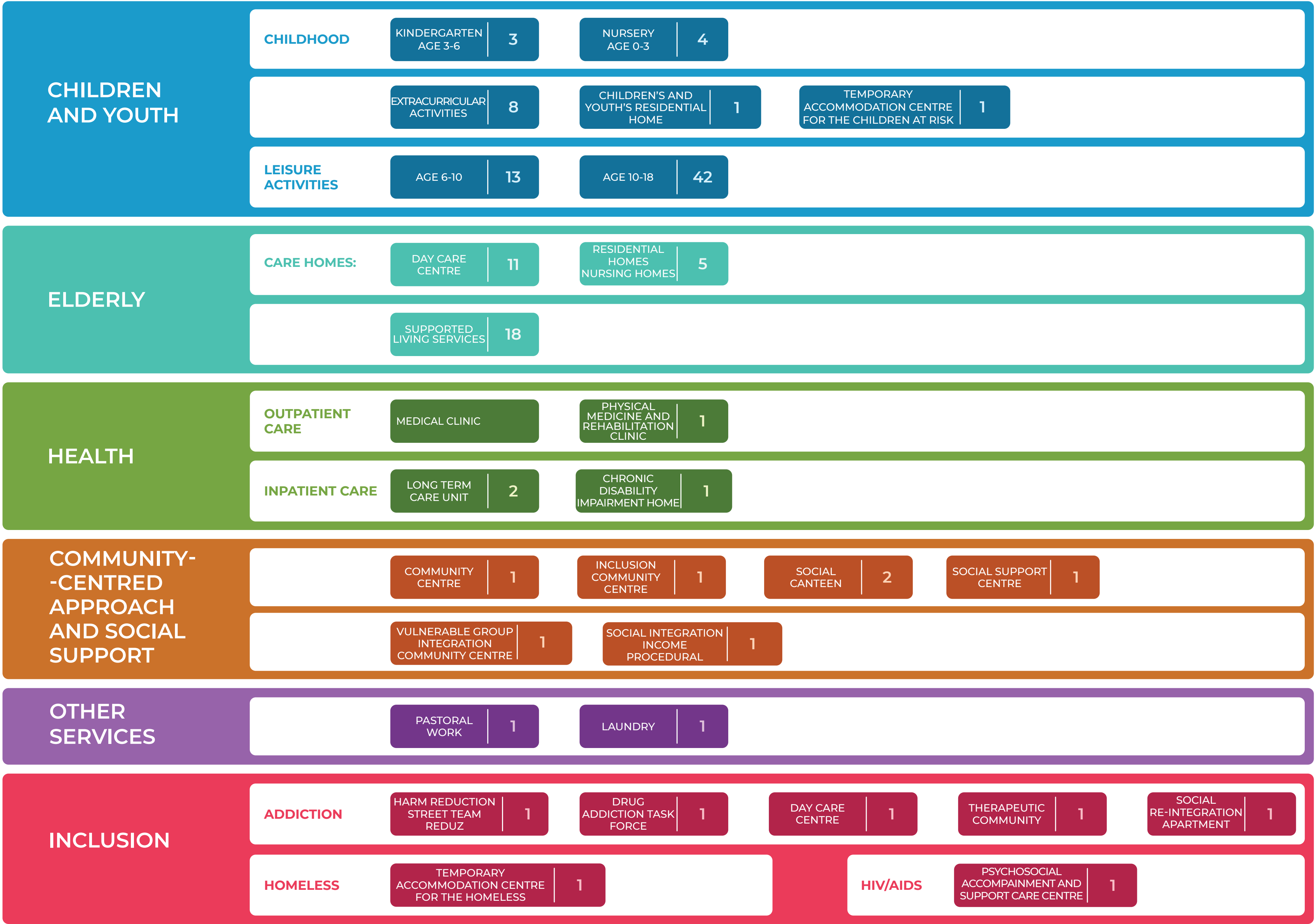


FUNCTIONAL STRUCTURE BY SOCIAL RESPONSE AND SERVICE



NOTE: THE DIGIT TO THE RIGHT OF THE FIELDS REPRESENTS THE NUMBER OF SOCIAL RESPONSES IN EACH TYPOLOGY - IN TOTAL **126**