



IJ:<BE: KH<?L:

4.50.030-P

IjZ\beZ ih^Zqb b jZkkfhIj_gb

Hij_^_e_gby

Ih^ZI_ev`Zeh bph ih^Zxs__`Zeh[m gZ rdhevguc hdjm]

JZa^_e Division - h[jZah\ZI_evgu_ klZg^Zjlu dhIhju_ ih j_r_gbx rIZIZ Hj_]hg ^he`gu kh[ex^Zlvky ^ey lh]h qIh[u rd hdjm] khhl_lkl\h\Ze klZg^Zjlm

HdhgqZI_evgh_j_irb kvf_ggh_j_r_gb_rdhevgh]h hdjm]Z dh jZaj_rZ_l\hijk gZ mjh\g_rdhevgh]h hdjm]Z G_dhIhju_hd j_r_gby ij^mkfZIjb\Zxl ^hihegbl_evgu_ijZ\Z gZ h[`Zeh\Zgb \^hfkl\Zo

Ih^I_j^_gh r_gb_ ijbgyIh_ ihke_ jZkkfhIj_gby ^hdZaZI_ev qIh_klv hkgh\Zgby iheZ]Zlv qIh bf_eh f_kIh gZjmr_gb_rIZ n^_jZevgh]h aZdhgZ beb ijZ\be rdhevgh]h hdjm]Z

G_ih^I_j^_gh r_gb_ ijbgyIh_ ihke_ jZkkfhIj_gby ^hdZaZI_lh]h qIh_klv hkgh\Zgby iheZ]Zlv qIh g_bf_eh f_kIh gZjmr beb n^_jZevgh]h aZdhgZ beb ijZ\be rdhevgh]h hdjm]Z

Fu agZ_f qIh dh]^Z k_fvb \aZbfh^_ckl\mxl kh rdheZfb \ dhIhju bo ^_lb m ^_l_c [hevr_rZgkh^ ^h[blvky mki_oh\ \mq_[_ hdhg klZjrmx kj^gxx rdhem jZa\blv m_j_gghklv \ k_ b ijh^_fhgkl m_j_ggh_ khpbZevgh_ ih_^_gb_ Dh]^Z fu klZ\bf ^_l_c \ p_gI j_r_gbc b ^_ckl\bc fu fh`_f h[_ki_qblv emqrb_j_amevlZlu ^ey mqZsboky b k_f_c Fu lZd`_ agZ_f qIh gZr rdhevguc hdjm] fh`_ keh`guf b qIh m k_f_c b mqZsboky fh]ml \hagbdZlv \hijkku Z ijh[e_fu k\yaZggu_ k gZrbfb mq_[gufb ieZgZfb deZkkZfb ijh] b ^jm]bfb \hijkkZfb

=hkm^Zjkl_ggu_rdheu I P P S e_ig b Z_lkl\mxl \ujZ`_gb_ haZ[hq_gghklb dZd \hafh`ghklv mqblvky mlhqqylv gZrb gZf_j_g mqZkl\h\Zlv \ ihklhyggghf kh_jr_gkl\h\Zgbb gZ [eZ]h \k_o mqZs ijb_lkl_m_f lZdb_ h[km`^_gby b h`b^Z_f qIh \k_ \ajhkeu_ \de i_^Z]h]h\ b ^jm]bo kh P P S ^g b d m l ke_^h\Zlv gZrbf hkgh\guf p_gghklyf \dexqZy m\Z`_gb_ \aZbfhhIghr_gby q_kIghklv b ih



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ljZ\beZ ih^Zqb b jZkkfhlj_gb

khlijm^gbq_kl\h b l_j^mx ijb_j`_gghklv jZkh\hfm jZ_gkl\m b
khpZevghc kijZ_^eb\hklb dh]^Z fu [m^_f _klb lZdb_ h[km`^
?keb m mqZsephkyhbk_fvb \hagbdeZ ijh[e_fZ fu j_dhf_g^m_f
gZijyfm x ih]h\hjbiv k i_^Z]h]hf beb ^_iZjIZf_glhf g_ihkj_^kl_g
\h\le_q_gguf \ wlm ijh[e_fm ?klv b ^jm]b_ khlijm^gdbd rdhevgh]
dhlhju_ fh]ml ihfhqv \ lhf qbke_ Z^fbgbkljZlhju dmjbjmxsb_ d
rdheu beb ^_iZjIZf_glu < rdhevghf hdjm]_ lZd`_ bf__lky ij_^kl
rdhevgh]h hdjm]Z ih \aZbfh^_ckl\bx k jh^bl_eyfb dhlhju fh`_l
k_fvyf ihemqblv bgnhjZpbx k\yaZlvky k khlijm^gbdZfb rdhevgh
j_rblv ijh[e_fu

M gZk lZd`_ _klv gijhphkklh jZkkfhlj_gby `Zeh[^ey mqZsboky
k_f_c b \k_o dlh ijh`b\Z_l \ rdhPSghkhdjmhjhgu
mqZkl\mxsb_ \ jZkkfhlj_gbb `Zeh[u \ rdhevghf hdjm]_ ^he`gu h
d ^jm]bf k m\Z`_gb_f b ^hklhbgkl\hf Z rdhevghf hdjm] [m^_l h
ih^^_jdm l_f dlh ih^Z_l `Zeh[u qlh[u ijhp_kk [ue ^h[jh`_eZl_e
^hklmiguf ijhajZqguf b hljZ`Ze gZrm l_j^mx ijb_j`_gghklv jZk
jZ_gkl\m b khpbZevghc kijZ_^eb\hklb Rdhevghf hdjm] jZaj_r
v&A"hf p \ djZlqZcrb_ kjhdb 'Zs q`hdbf`@&





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I j Z \ b e Z i h ^ Z q b b j Z k k f h l j _ g b

lhev dh hl ^ _ ev gh] h m q Z s _] h k y b e b r d h e m
F R d h e v g u c h d j m] ^ h e ` _ g h [_ k i _ q b l v h [m q _ g b _
g Z a g Z q _ g g u o k h l j m ^ g b d h \ r d h e v g h] h h d j m] Z l h f m
j Z k k f Z l j b \ Z l v h n b p b Z e v g u _ ` Z e h [u \ b b k k h l \ _ l
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II. K J H D B J : K K F H L J ? G B Y < K ? O @ : E H ;

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` Z e h [Z ^ h e ` g Z [u l v i h ^ Z g Z \ k e _ ^ m x s b _ k j h d b

< l _ q _ g b _ ^ \ m o e _ l i h k e _ l h] h d Z d i j _ ^ i h e Z] Z
g Z j m r _ g b _ b e b g _ a Z d h g g u c b g p b ^ _ g l i j h b a h r e b b e l
i h ^ Z l _ e v ` Z e h [u h [g Z j m ` b e i j _ ^ i h e Z] Z _ f h _ g Z j m r _ g
b e b g _ a Z d h g g u c b g p b ^ _ g l > e y b g p b ^ _ g l h \ d h l h j u _
i h k l h y g g u c o Z j Z d l _ j k j h d h l k q b l u \ Z _ l k y h l ^ Z l u
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< l _ q _ g b ^ g h] h] h ^ Z i h k e _ l h] h d Z d
i h k l j Z ^ Z \ r b c m q Z s b c k y h d h g q b e r d h e m i _ j _ _ o Z e
b e b b g u f h [j Z a h f i h d b g m e r d h e v g u c h d j m] \
a Z \ b k b f h k l b h l l h] h q l h g Z k l m i b l i h a ` _

% K j h d b i h ^ Z q b h n b p b Z e v g u o ` Z e h [f h] m l [u l v i j h ^ e _ g u
r d h e v g u f h d j m] h f ^ e y ` Z e h [k \ y a Z g g f u b o k k _ j v _ a g u
i j h [e _ f Z f b [_ a h i Z k g h k l b m q Z s b o k y \ l h f q b k e _ \ k \ y a b
g _ i j Z \ h f _ j g u f b ^ _ c k l \ b y f b k h l j m ^ g b d h \ k _ d k m Z e v g u f
g Z k b e b _ f b e b i h \ _ ^ _ g b _ f b e b ^ j m] b f b h [\ b g _ g b y f b \
i j b q b g _ g b b \ j _ ^ Z m q Z s b f k y

& P P S i j b g b f Z _ l d h g n b ^ _ g p b Z e v g u _ Z g h g b f g u _
h n b p b Z e v g u _ ` Z e h [u h i k Z i h i d Z k Z x s b f k y j Z a ^ _ e Z i h
w e _ d l j h g g h c a i r o y m o u s c o m p l a i n t s @ p p s n e t b e b i h
l _ e _ n h g m -- E b p Z i h ^ Z x s b _ ` Z e h [u Z g h g b f g h
^ h e ` g u i j _ ^ h k l Z \ b l v d Z d f h ` g h [h e v r _ b g n h j f Z p b b i j b
i h ^ Z q _ ` Z e P P S j Z k k e _ ^ m x l e x [m x ` Z e h [m \ l h f q b k e _
Z g h g b f g m x g Z k l h e v d h i h e g h g Z k d h e v d h w l h \ h a f h ` g h



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III. IH>:Q: HNBPB:EVGHC @:EH;U IH J:A>?EM

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I j Z \ b e Z i h ^ Z q b b j Z k k f h I j _ g b

j _ r _ g b y r d h e v g h] h h d j m] Z i j b g y l h] h g Z r Z] _ _ k e b
g _ ^ h] h \ h j y l k y h [h e _ _ ^ e b l _ e v g h f k j h d _ K h \ _ l m [m ^
i j _ ^ h k l Z \ e _ g i h e g u c i b k v f _ g g u c h l q _ l h j _ r _ g b y o i j b
g Z r Z] _ I h ^ Z I _ e v ` Z e h [u l Z d ` _ ^ h e ` _ g i h e m q b l v i h
i b k v f _ g g u c h l q _ l b e x [j b Z e Z I b e b b g n h j f Z p b x
i j _ ^ h k l Z \ e _ g g u _ q e _ g Z f K h \ _ l Z ^ h k e m r Z g b y ` Z e h [u
b g h _ g _ a Z s b s _ g h h l j Z a] e Z r _ g b y a Z d h g h f

K h l j m ^ g b d b r d h e v g h] h h d j m] Z b i h ^ Z I _ e v ` Z e h [u ^ h e
h [f _ g y l v k y e x [h c ^ j m] h c i b k v f _ g g h c k i j Z \ h q g h c
b g n h j f Z p b _ c d h l h j m x h g b g Z f _ j _ g u i j _ ^ k l Z \ b l v K h \ _ l
k e m r Z g b y o i h Z i _ e e y p b b _ g _ i h a ^ g _ _ q _ f a Z q Z k Z
k e m r Z g b c ? k e b g h \ Z y b g n h j f Z p b y i h k l m i b e Z f _ g _ _ q
q Z k Z ^ h g Z q Z e Z k e m r Z g b y a Z y \ b l _ e v f h ` _ l i h i j h k b l v
i j h ^ e _ g b b k j h d Z

I h ^ Z I _ e v ` Z e h [u f h ` _ l i j b] e Z k b l v Z ^ \ h d Z I Z b e b
q _ e h \ _ d Z h d Z a u \ Z x s _] h i h ^ ^ _ j ` d m g Z e x [h _ a Z k _ ^ Z
b e b j Z a [b j Z I _ e v k l \ h < k e m q Z _ k e m r Z g b c \ K h \ _ l _
r d h e v g u c h d j m] k h h [s b l i h ^ Z I _ e x ` Z e h [u d l h b a
k h l j m ^ g b P P S \ [m ^ _ l i j b k m l k l \ h \ Z l v g Z k e m r Z g b b

I h k d h e v d m K h \ _ l i j b g b f Z _ l h d h g q Z I _ e v g h _ j _ r _ g b _ g
r Z] _ Z i _ e e y p b b q e _ g u K h \ _ l Z g _ ^ h e ` g u k h a g Z I _ e v g
g Z q b g Z l v b e b i j h ^ h e ` Z l v d h g l Z d l u k i h ^ Z I _ e y f b ` Z e h [u
i h l _ f _ ` Z e h [u b e b k Z f h k l h y l _ e v g h j Z k k e _ ^ h \ Z l v
m l \ _ j ` ^ _ g b y k h ^ _ j ` Z s b _ k y \ ` Z e h [_ d Z d l h e v d h h g b
i h e m q Z I m \ _ ^ h f e _ g b _ h i h ^ Z q _ h n b p b Z e v g h c ` Z e h [u
j Z a ^ _ e m K h l j m ^ g b d b r d h e v g h] h h d j m] Z [m ^ m l
j _] m e y j g h m \ _ ^ h f e y l v q e _ g h \ K h \ _ l Z h g h \ u o i h ^ Z g g u
h n b p b Z e v g u o ` Z e h [Z o i h j Z a ^ _ e m

Q l h [u k ^ _ e Z l v i j h p _ k k f Z d k b f Z e v g h k i j Z \ _ ^ e b \ u f b
i j h a j Z q g u f r d h e v g u c h d j m] i j _ ^ h k l Z \ b l i h ^ Z I _ e x ` Z e h
i b k v f _ g g h _ h i b k Z g b m j k l p m r d h j f Z I Z k e m r Z g b y
\ h a f h ` g h k l v i j _ ^ k l Z \ b l v ^ h i h e g b l _ e v g u _ f Z I _ j b Z e u a Z



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qZkZ ^h gZqZeZ kemrZgby Z lZd`_ khh[sbl [m^_l eb
aZk_^Zgb_ hldjuluf beb aZdjuluf ^ey h[s_kl_gghklb
b beb KFB Ih^ZI_ev `Zeh[u fh`_l ^Zlv ihdZaZgby ijb
jZkkfhIj_gbb `Zeh[u lhke_ kemrZgbc Kh_l \ughkbl
hdhgqZI_evgh_ j_r_gb_ h lhf qlh j_r_gb_ rdhevgh]h
gZ rZ]_



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l j Z \ b e Z i h ^ Z q b b j Z k k f h l j _ g b

vd \ k € • v , 2 2 i j v f

f ð À _ O P È % ù é b @ 0 % ¶ \ q b l v d h g n b ^ _ g p b Z e v g h k l v
b f _ g e b p i h ^ Z x s b o ` Z e h [u \ k h h l \ _ l k l \ b b
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? k e b \ ` Z e h [_ m l \ _ j ` ^ Z _ l k y q l h k h l j m ^ g b d
k h \ _ j r b e i j h k l m i h d \ u Ö & À & À & © j h k l € & p l v ð & À P l) D f e 0 %



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klhjhg_ _keb [hevrbgkl\h qe_gh\ Kh_IZ ^bj_dlhjh\ h
IZdmx i_j_^Zqm @Zeh[u gZ gZkmb ogghjfwbb b aZdhgZ
\ hlghr_gbb Ij_^k_^ZI_ey Kh_IZ ke_^m_l gZijZ\eylv
ij_^k_^ZI_ex Kh_IZ dhlhjuc i_j_^Zkl wlb \hijhku
khhI_lkl\mxsb_]hkm^Zjkl_ggu_ bgklZgpbb beb Ij
klhjhg_ _keb [hevrbgkl\h qe_gh\ Kh_IZ ^bj_dlhjh\ h
IZdmx i_j_m^Z@keb `Zeh[m jZkke_^m_l Ij_lvy klhjhgZ Ih
ihemq_gby j_amevlZih\ jZkke_^h\Zgby Kh_l \ l_q_gb_
gZ hldjulhf aZk_^Zgbb ijbgbfZ_l j_r_gb_ h lhf dZdb_ ^
keb IZdh\u bf_xlky hijZ^Zgu

(@Zeh[u ih^Zggu_ qe_gZf Kh_IZ ih h[jZah\Zgbx

Qegu Kh_IZ rdheu ihemqb\rb_ hl `bl_e_c beb khIjm^gb
hnbpbZevgu_ `Zeh[u ih jZa^_em ^he`gu gZijZ\blv bo
dhhj^bgZihjm rdhevgh]h hdjm]Z ih jZ[hl_ k `Zeh[Zfb
Qe_gu Kh_IZ ^he`gu gZijZ\eylv \k_ hklZevgu_ `Zeh[u \
khhI_lkl\mxsmx rdhem beb ^eiZjilZrf_gby^
ijh[e_fu

V. >HIHEGBL?EVGU? IJ:<: G: :I?EEYPBX

?keb \ dZeh[`Zeh[_ ml_j`^Z_lky h gZjmr_gbb :^fbgbkljZl\b\gh]
ijZ\beZ rIZIZ HjOARg]eZ\Z jZa^_e KIZg^Zjlu
l_j_kfhIj_ggh]h aZdhgZ rIZORSHj_]hg- beOAR 1-
- - - H]jZgbq_gb_ k\h[h^u b baORSypby beb
Ij_ke_^h\Zgb_ b `Zeh[Z g_ jZaj_r_gZ \ ijhp_kk_ jZkkfhIj_gby
ih^ZI_ev `Zeh[u y\eyxsbcy mqZsbfky jh^bl_e_f beb hi_dmghf
ihk_sZxs_]h rdhem rdhevgh]h hdjm]Z ijh`b\Zxsbf \ rdhevghf
hdjm]_ fh`_l h[`Zeh\Zlv hdhgqZI_evgh_ j_r_gb_ rdhevgh]h hdjm
aZf_klbl_ey bgki_dlhjZ rdhevgh]h hdjm]Z dZd mdZaZgh \ :^fbg
ijZ\be_ Hj_]OARZ - -

?keb \ `Zeh[_ kh^_j`blky h[\bg_gb_ hb^b k d h d f b g k Z pbb k ORS
>bkdjfbfgZpby \ h[jZah\Zgbb ih^ZI_ev `Zeh[u fh`_l h[\
hdhgqZI_evgh_ j_r_gb_ rdhevgh]h hdjm]Z \ >_iZjilZf_gl_ h[jZah\
Hj_]hg beb ih^Zlv `Zeh[m g_ihkj_^kl_ggh \ Fbgbkl_jkl\h h[jZah\
ijb[_]Zy jhp_^mjZf rdhevgh]h hdjm]Z \ jZfdZo ^Zggh]h ijZ\beZ



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Ihfbfh bkihevah\Zgby ijhp_^mju ih^Zqb `Zeh[\ rdhevghf hdjm]
ki_pbZevgh_ h[mq_gb_ fh]ml [ulv ih^Zgu g_ihkj_^kl_ggh \
h[jZah\Zgby rIZIZ Hj_]hg Ih^ZI_ev `Zeh[u ^he`hlgjZ\Wglv\j_f_gg