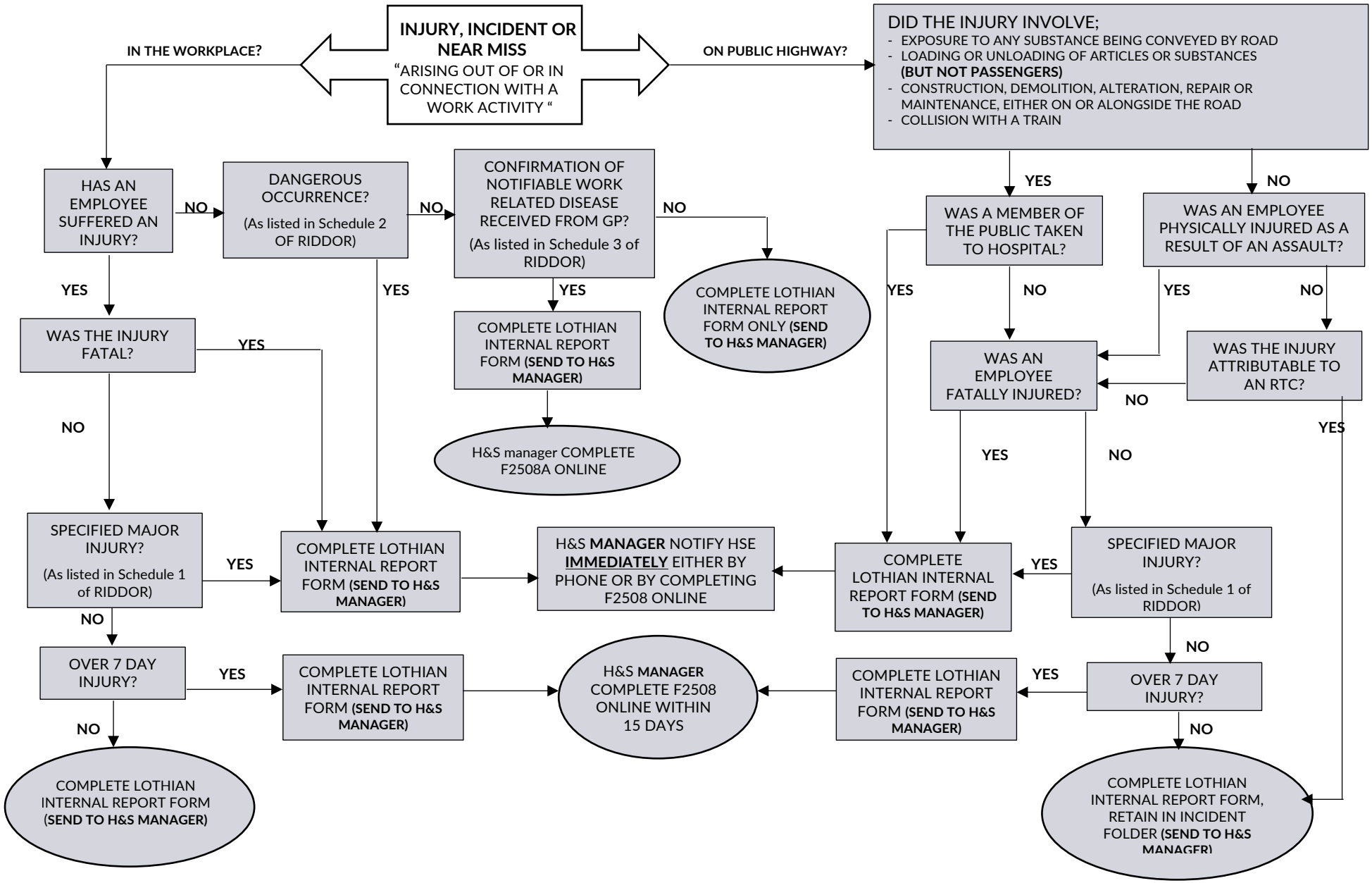LOTHIAN BUSES EMPLOYEE INJURY, INCIDENT AND NEAR MISS REPORTING FLOWCHART LB-HS-103 APPENDIX 1