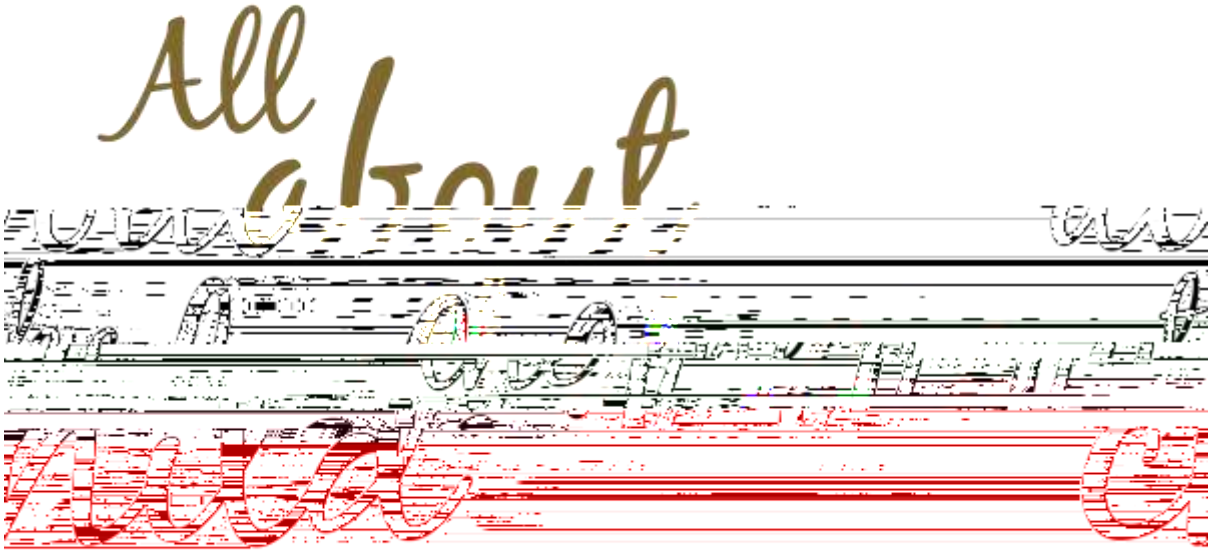Ros Hancell: