

# Action Plan

## Welcoming and Caring

Action Required	Strategic link	Who will do this?	By when?	Where will it be reported?

## Well Organized and Calm

Action Required	Strategic link	Who will do this?	By when?	Where will it be reported?

## Informative

Action Required	Strategic link	Who will do this?	By when?	Where will it be reported?

## General Points

Action Required	Strategic link	Who will do this?	By when?	Where will it be reported?