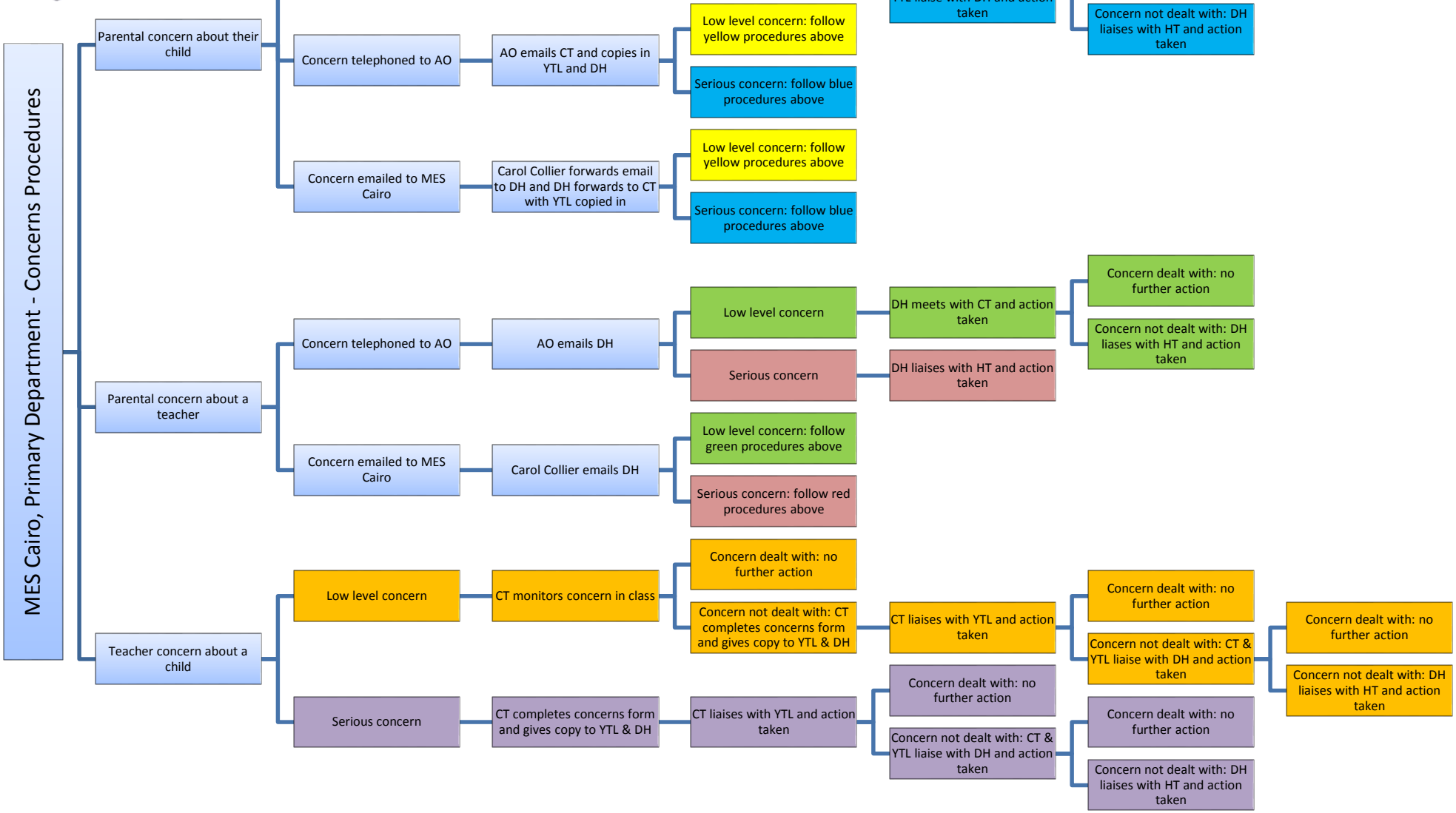MES Cairo, Primary Department - Concerns Procedures