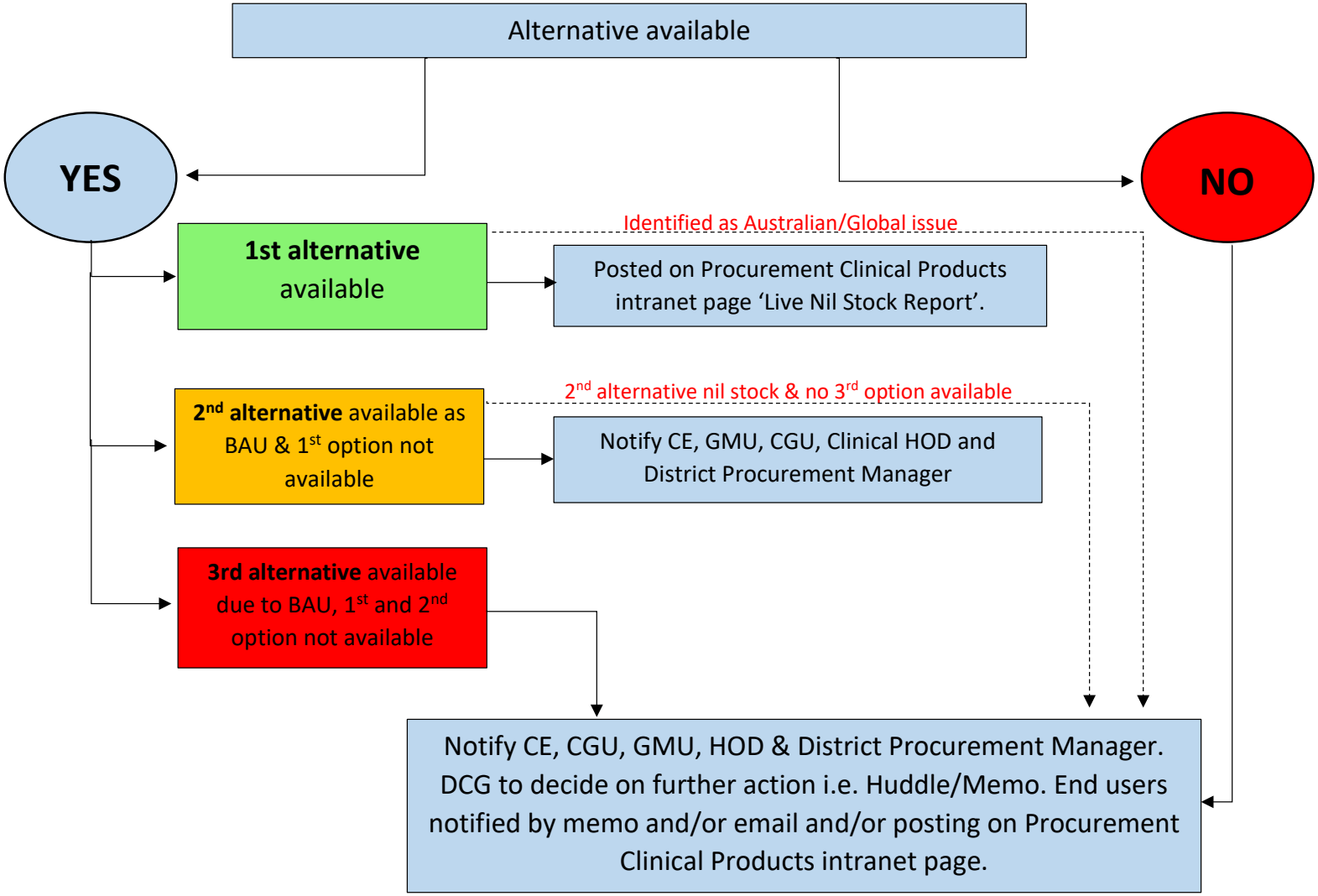SWSLHD Nil Stock Escalation process