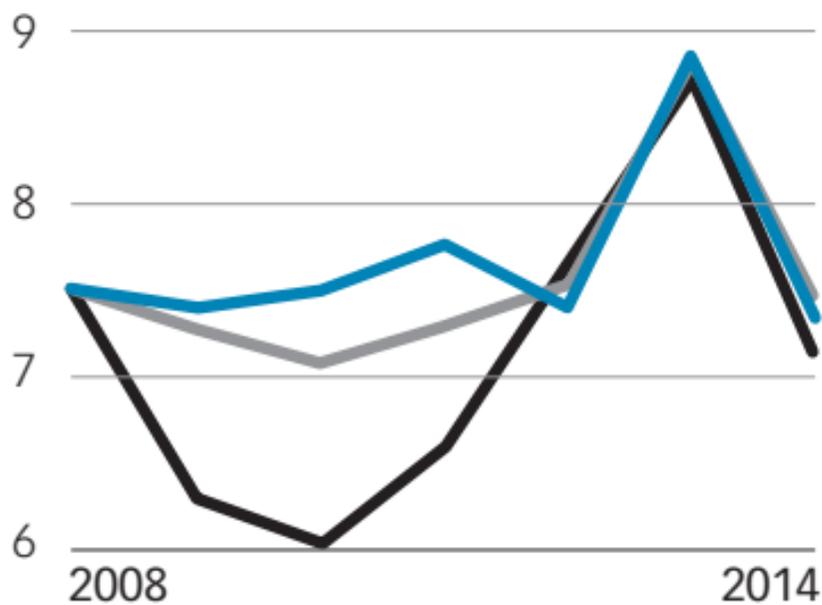
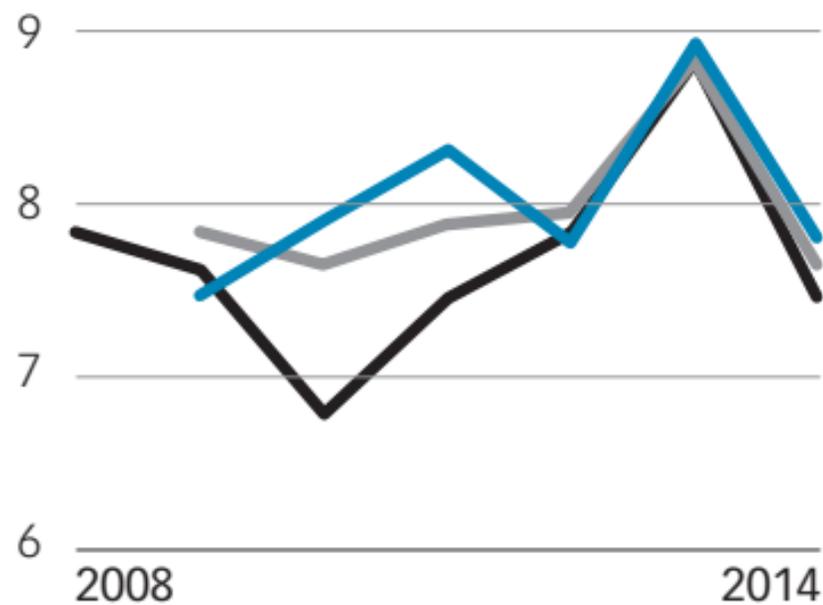


Not reliable

F&B sector



Tourism sector



— Expected reliability — Reliability of product — Reliability of service