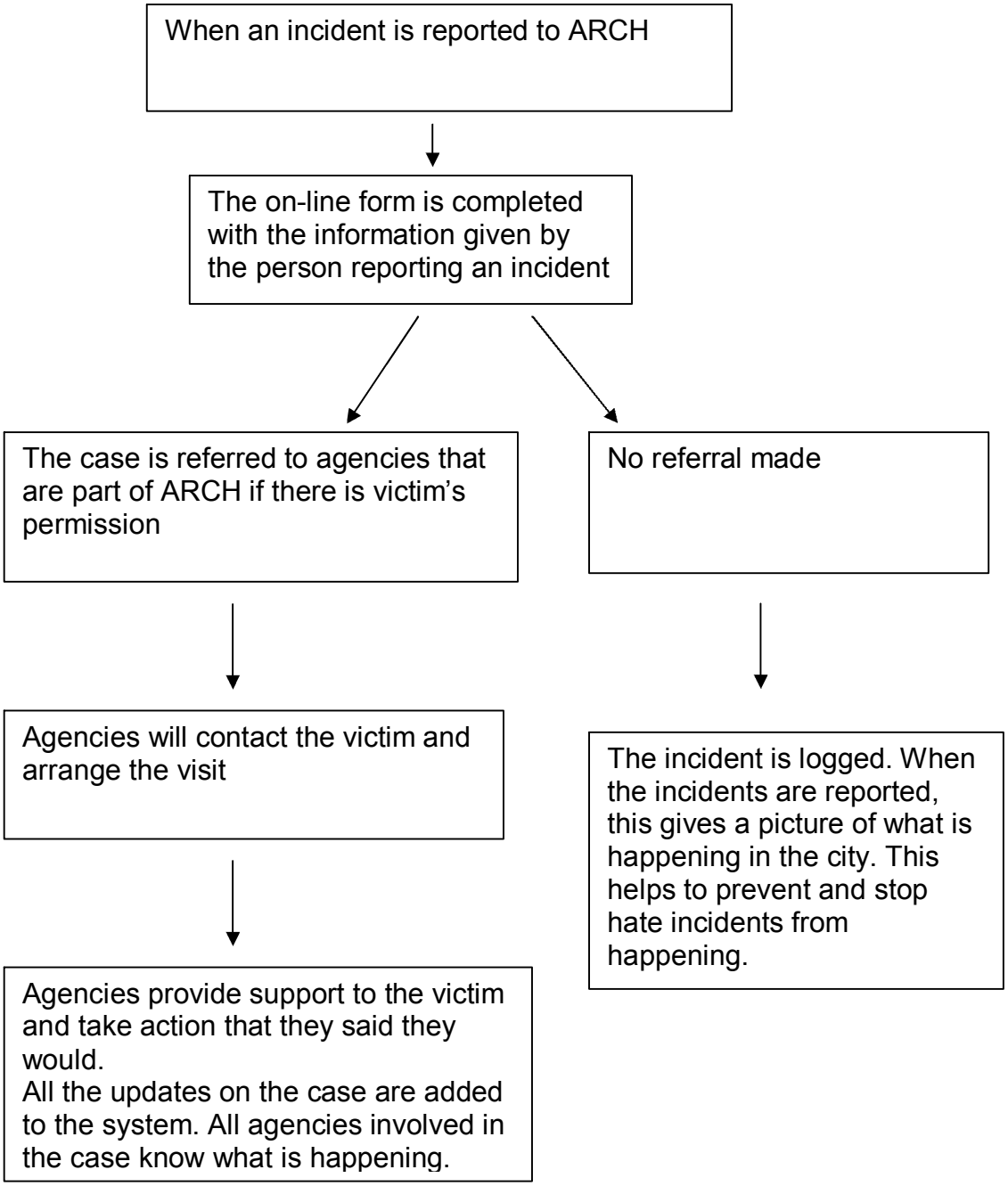When an incident is reported to ARCH – what happens then?