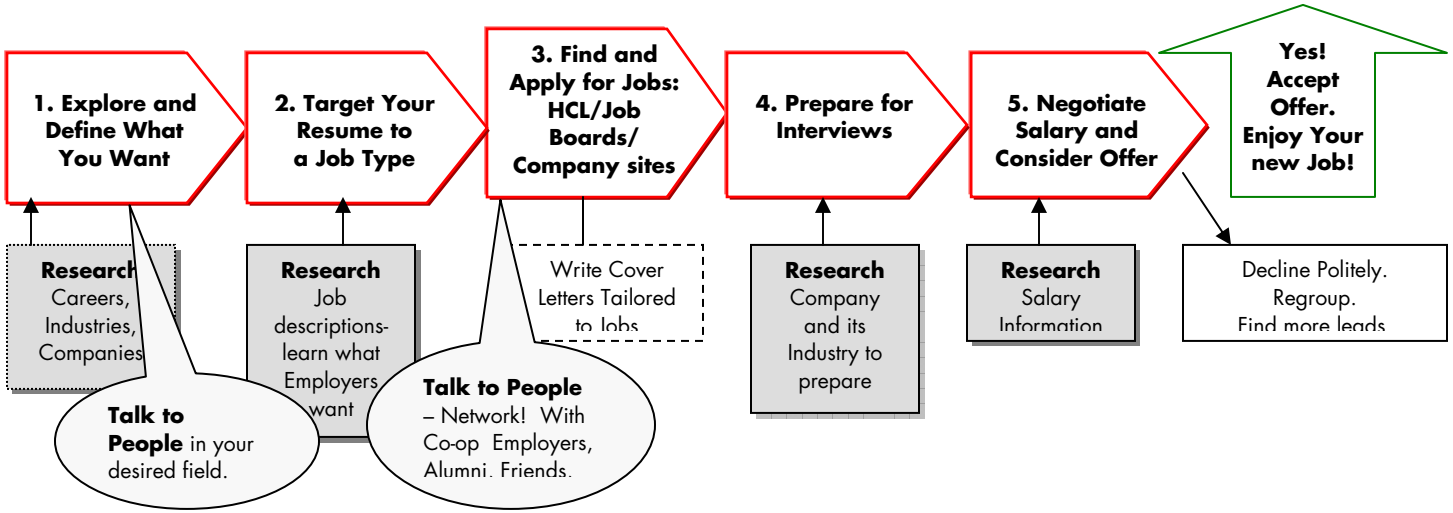The 5 step model…