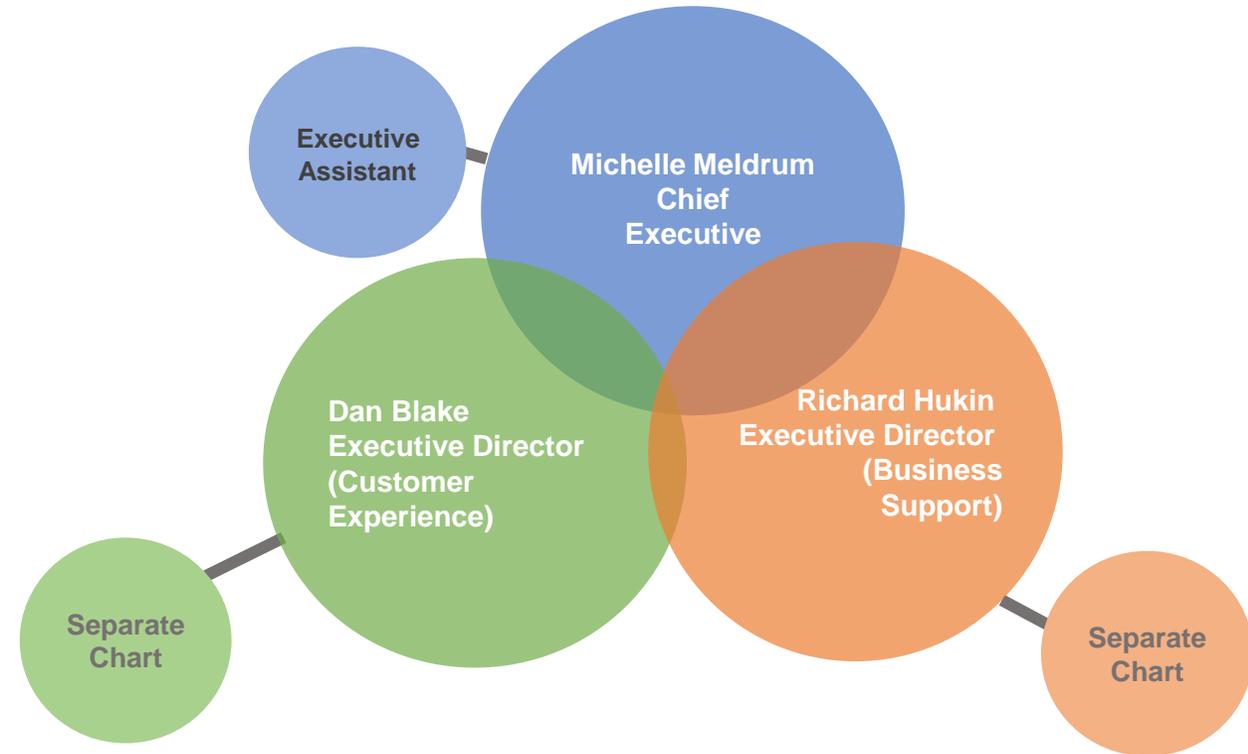
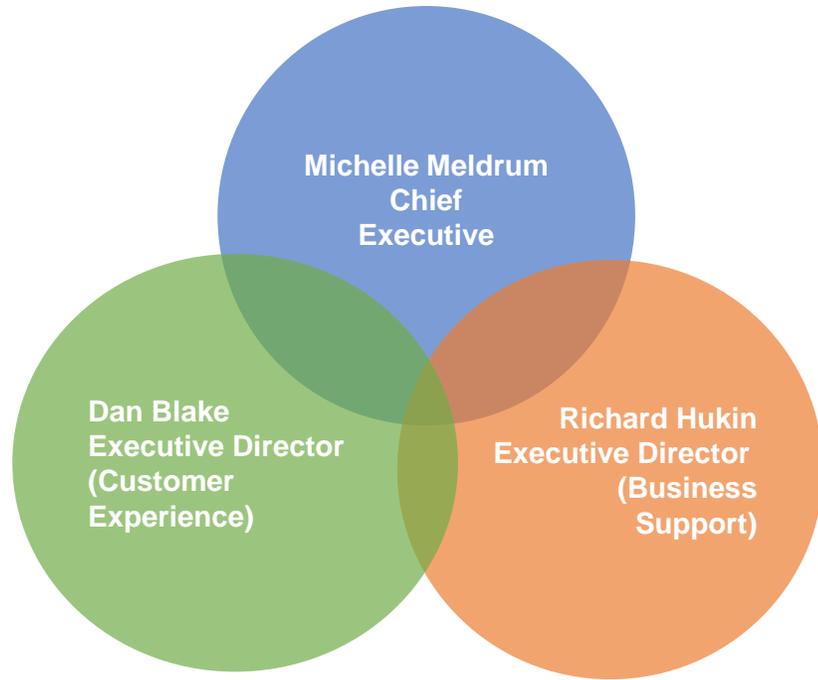
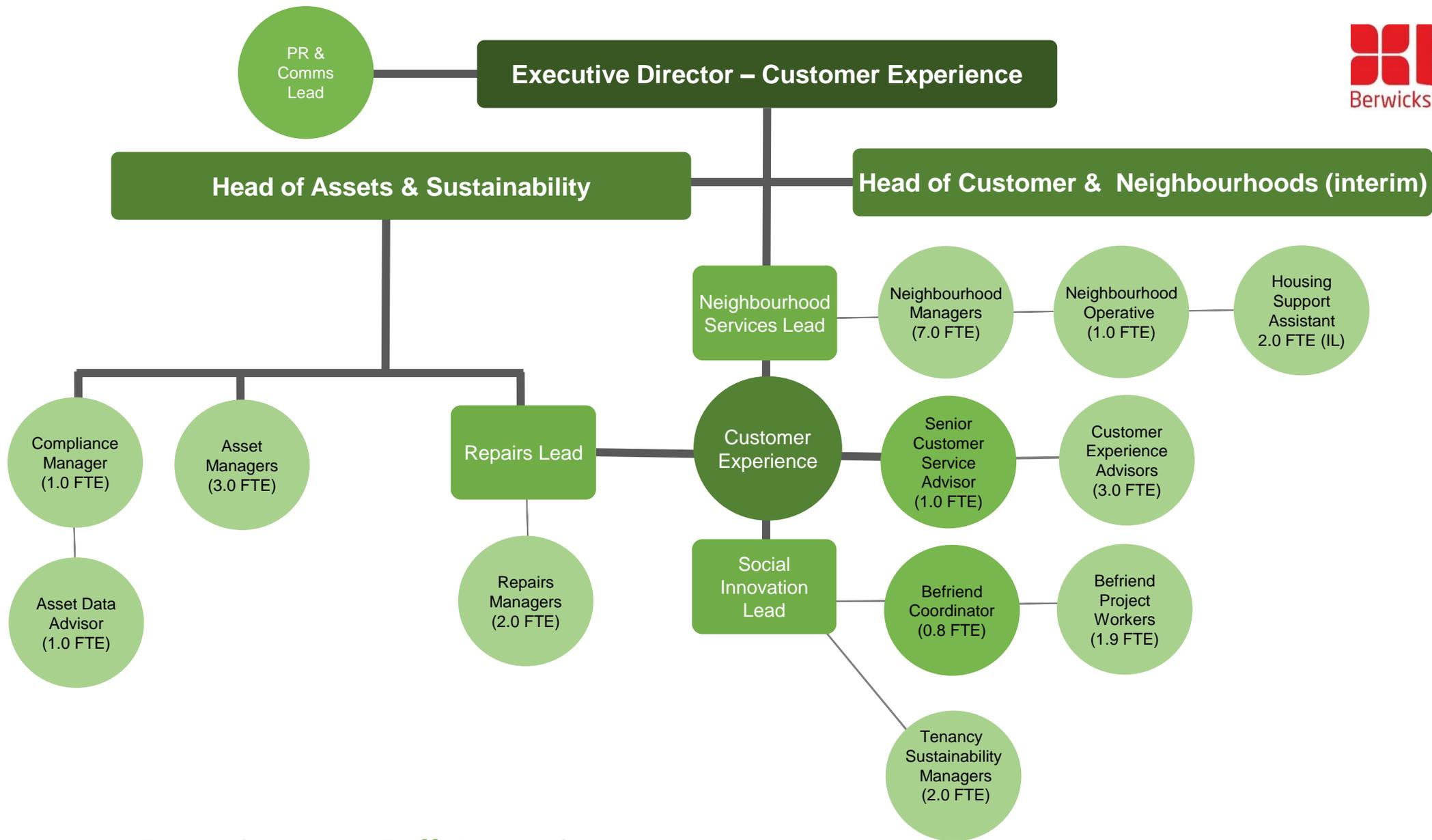
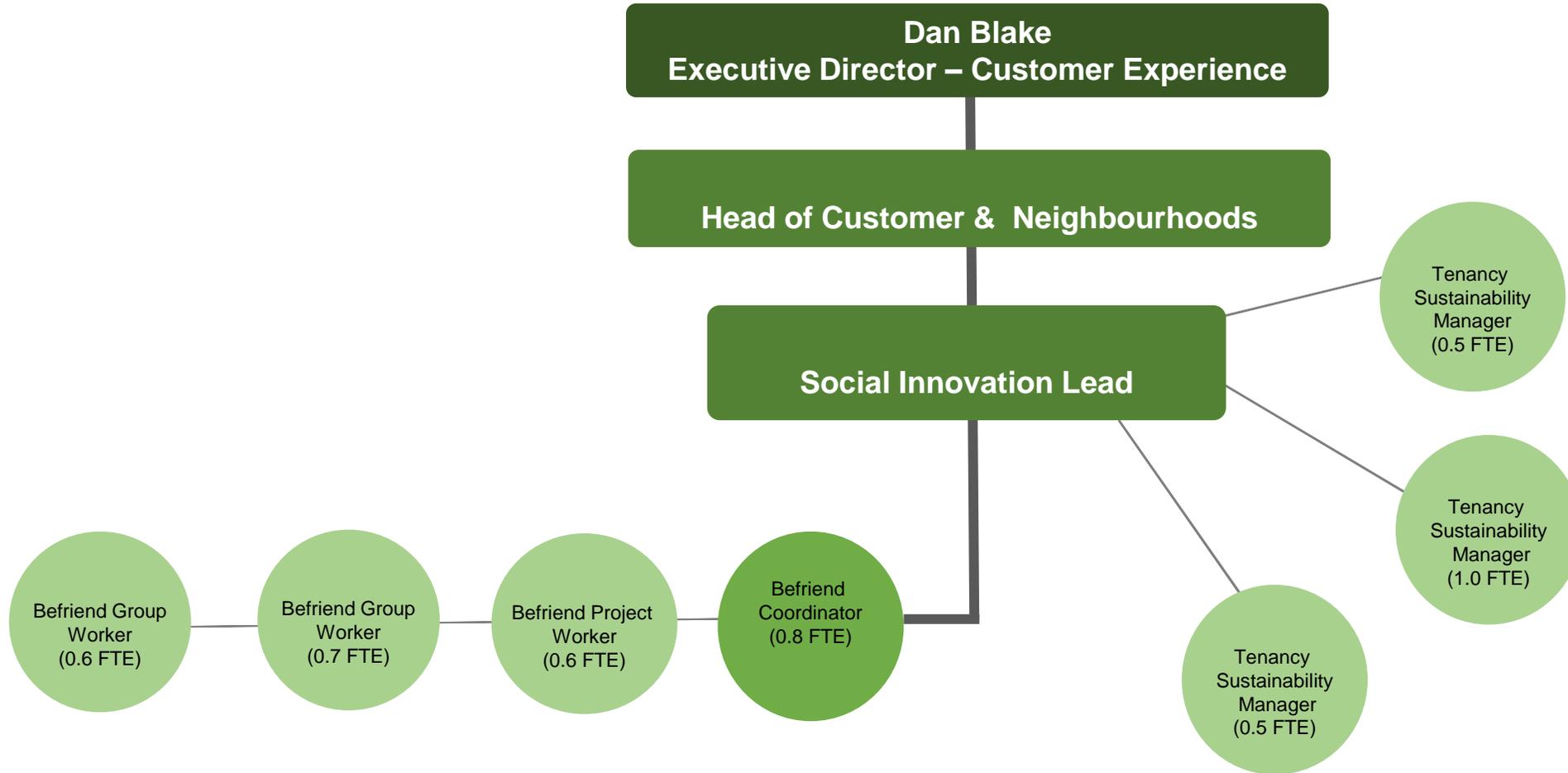


BHA Organisational Overview (November 2023)





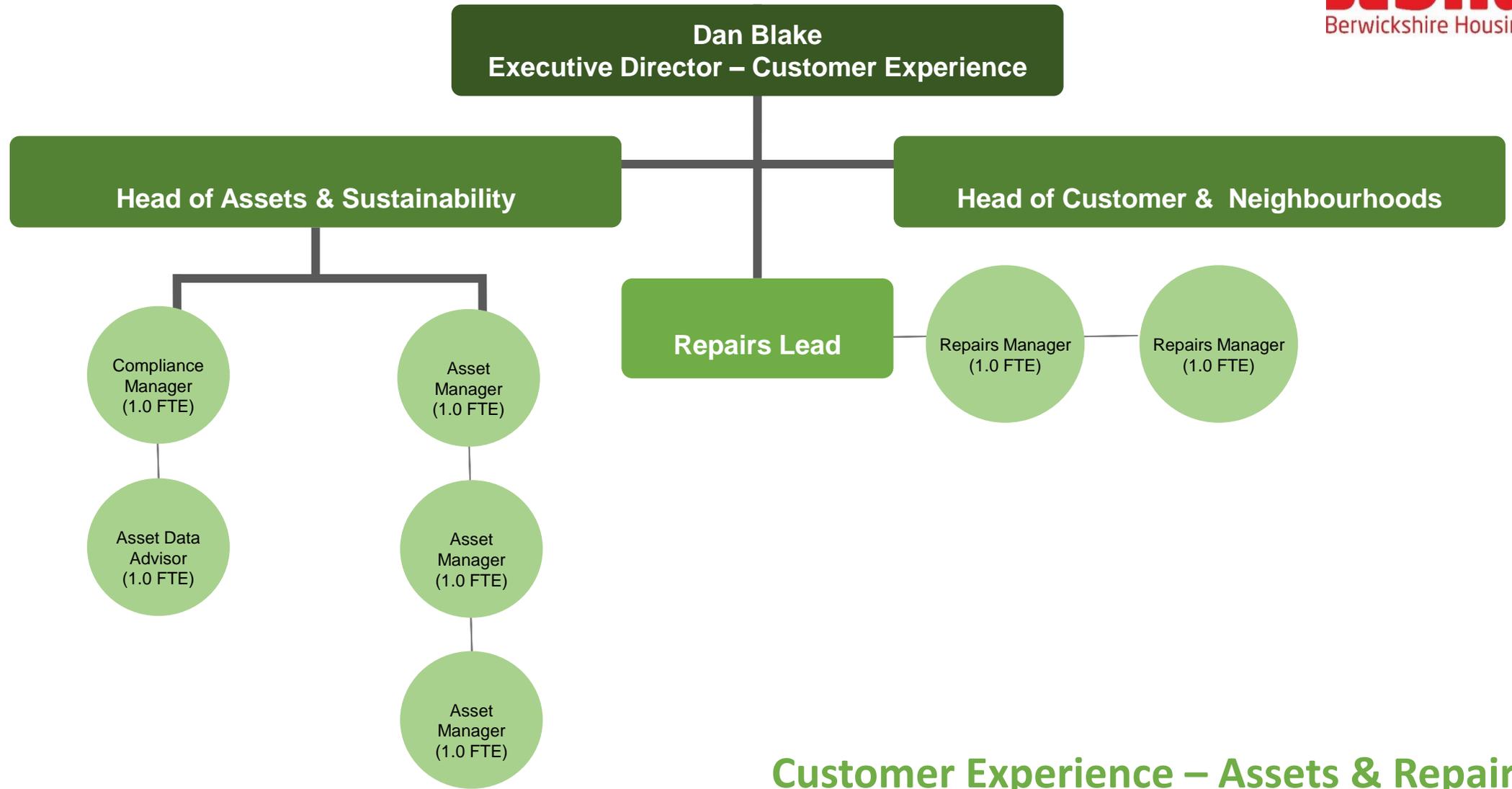
Customer Experience – Full Overview



Customer Experience – Social Innovation

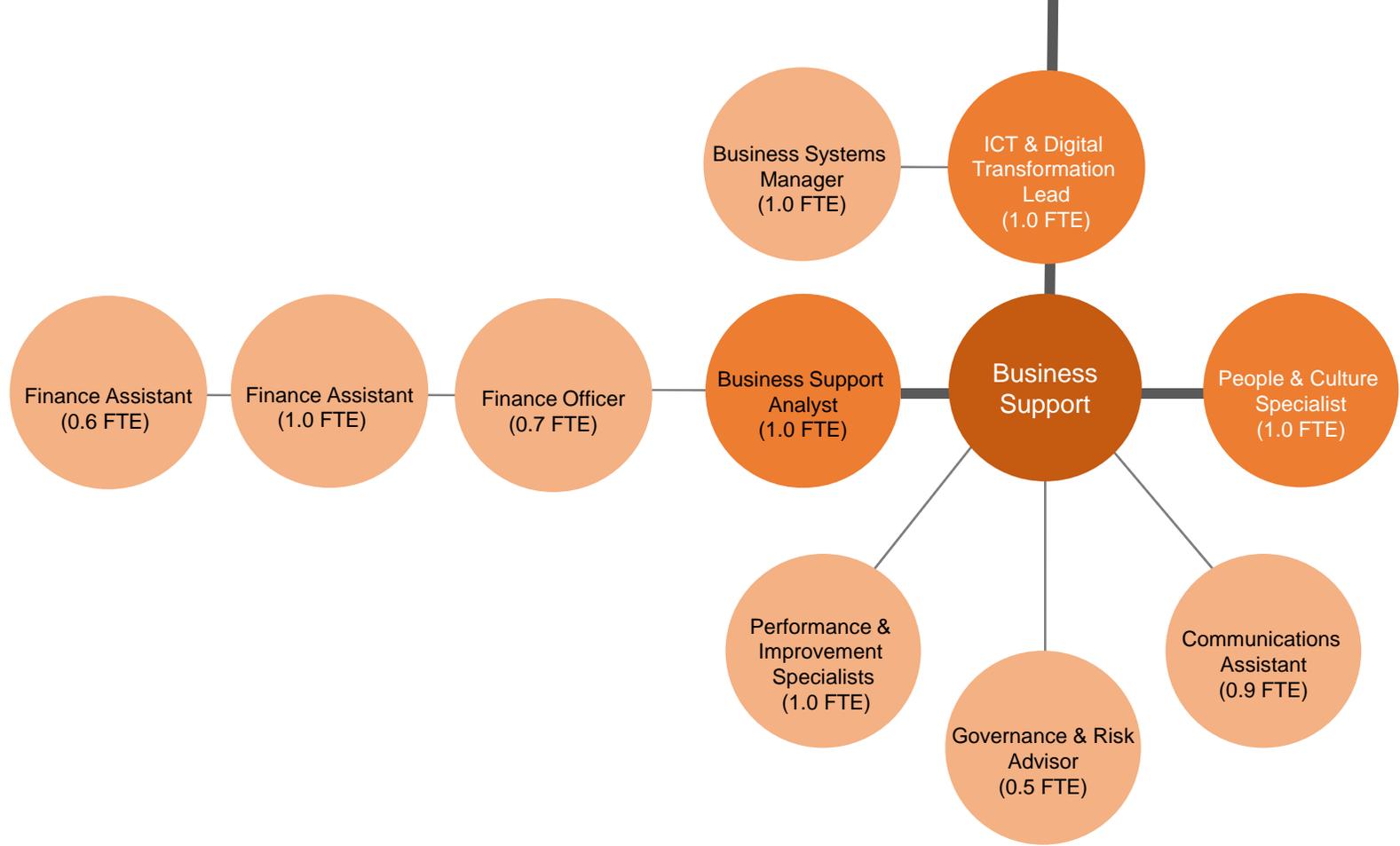


Customer Experience – CX Team



Customer Experience – Assets & Repairs

Richard Hukin – Executive Director Business Support



Business Support