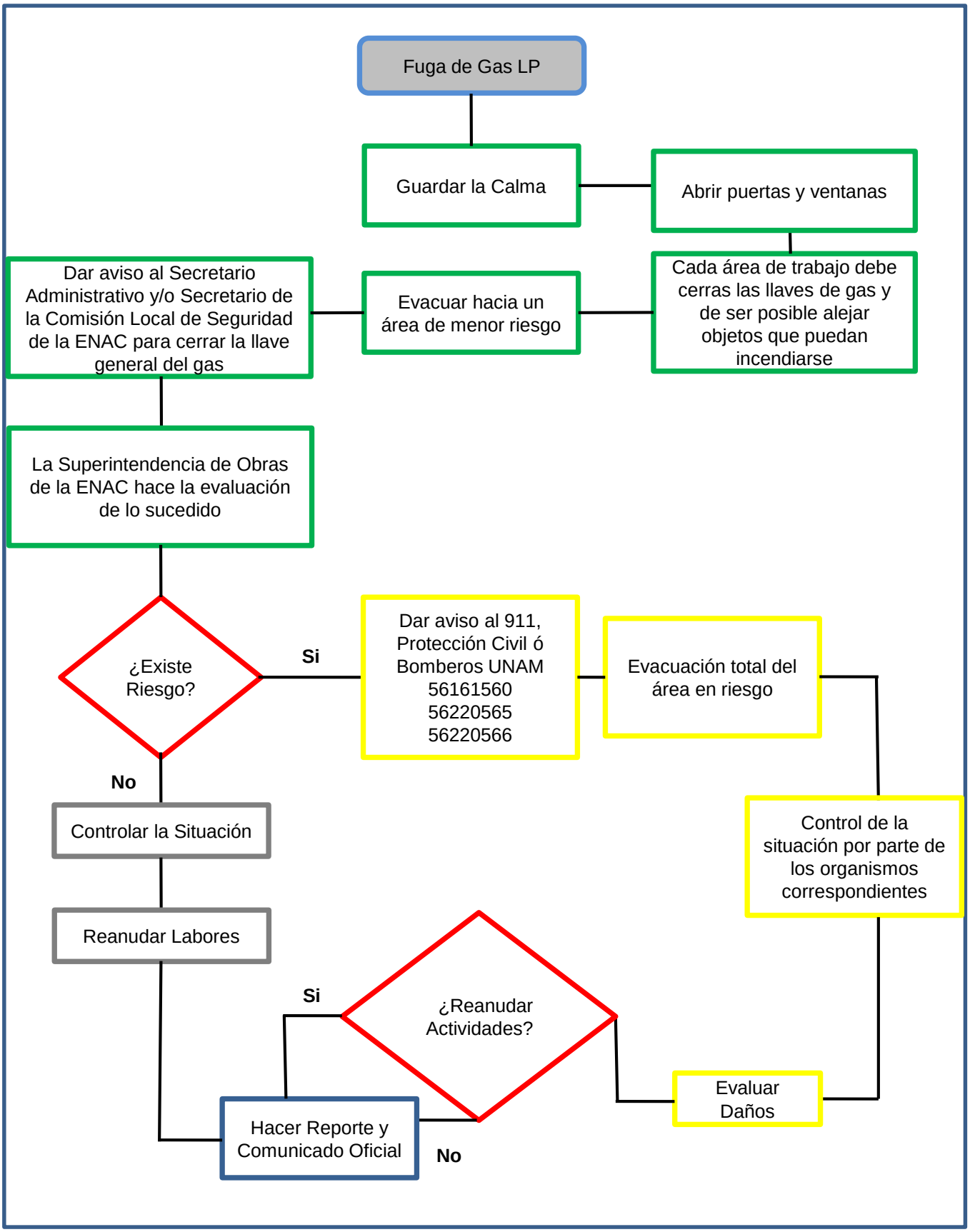# PROTOCOLO DE ACTUACIÓN