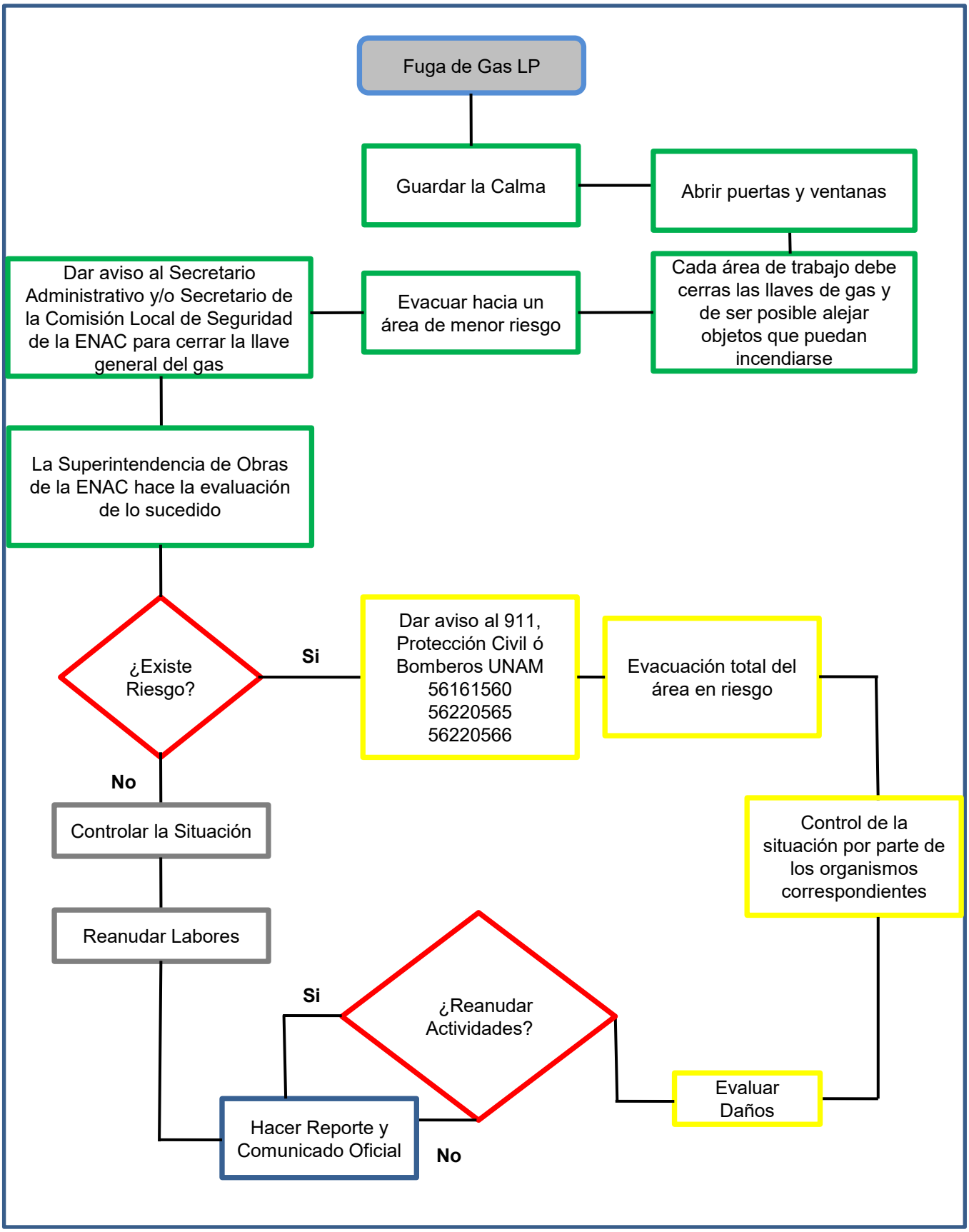PROTOCOLO DE ACTUACIÓN