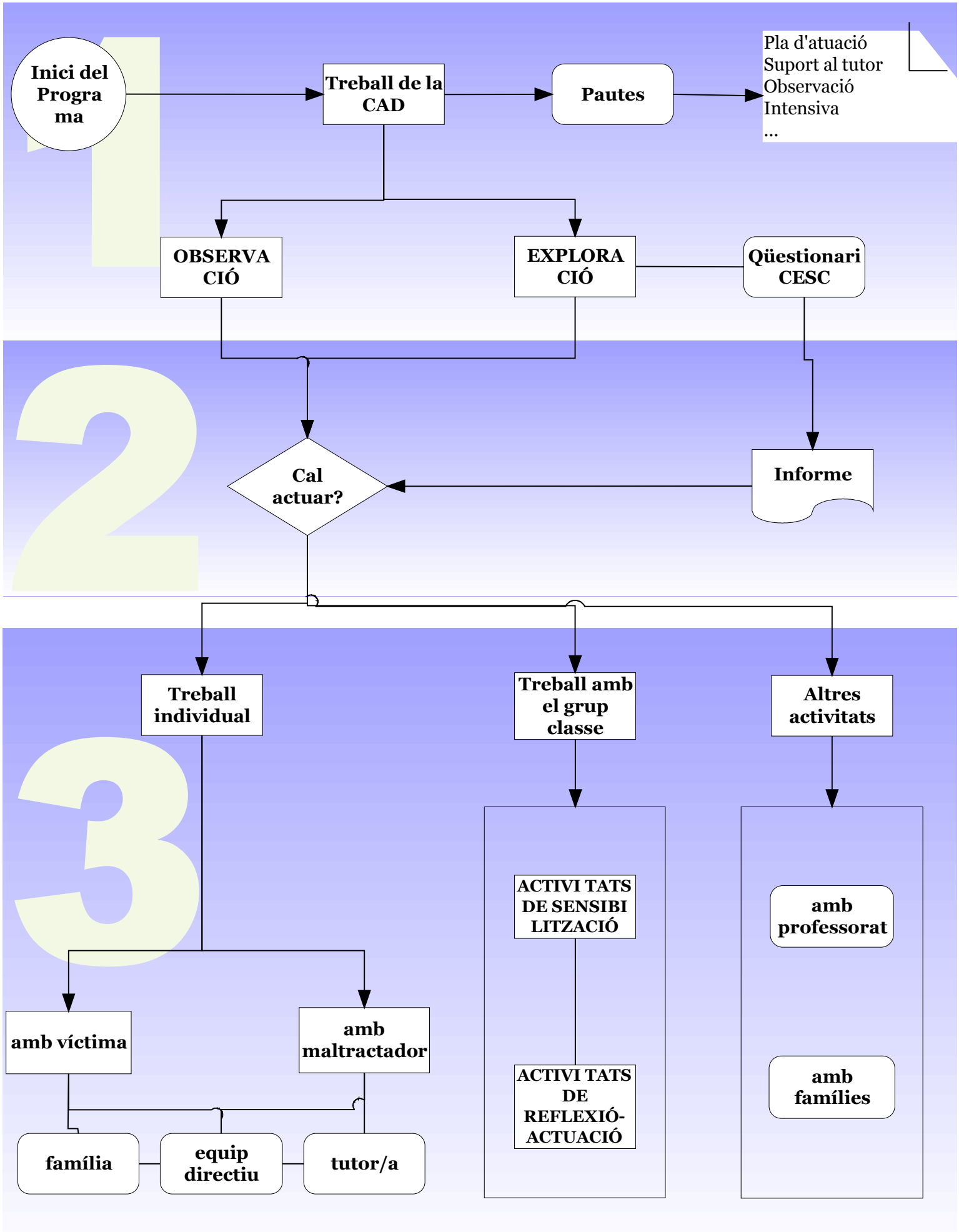PROTOCOL D'INTERVENCIÓ