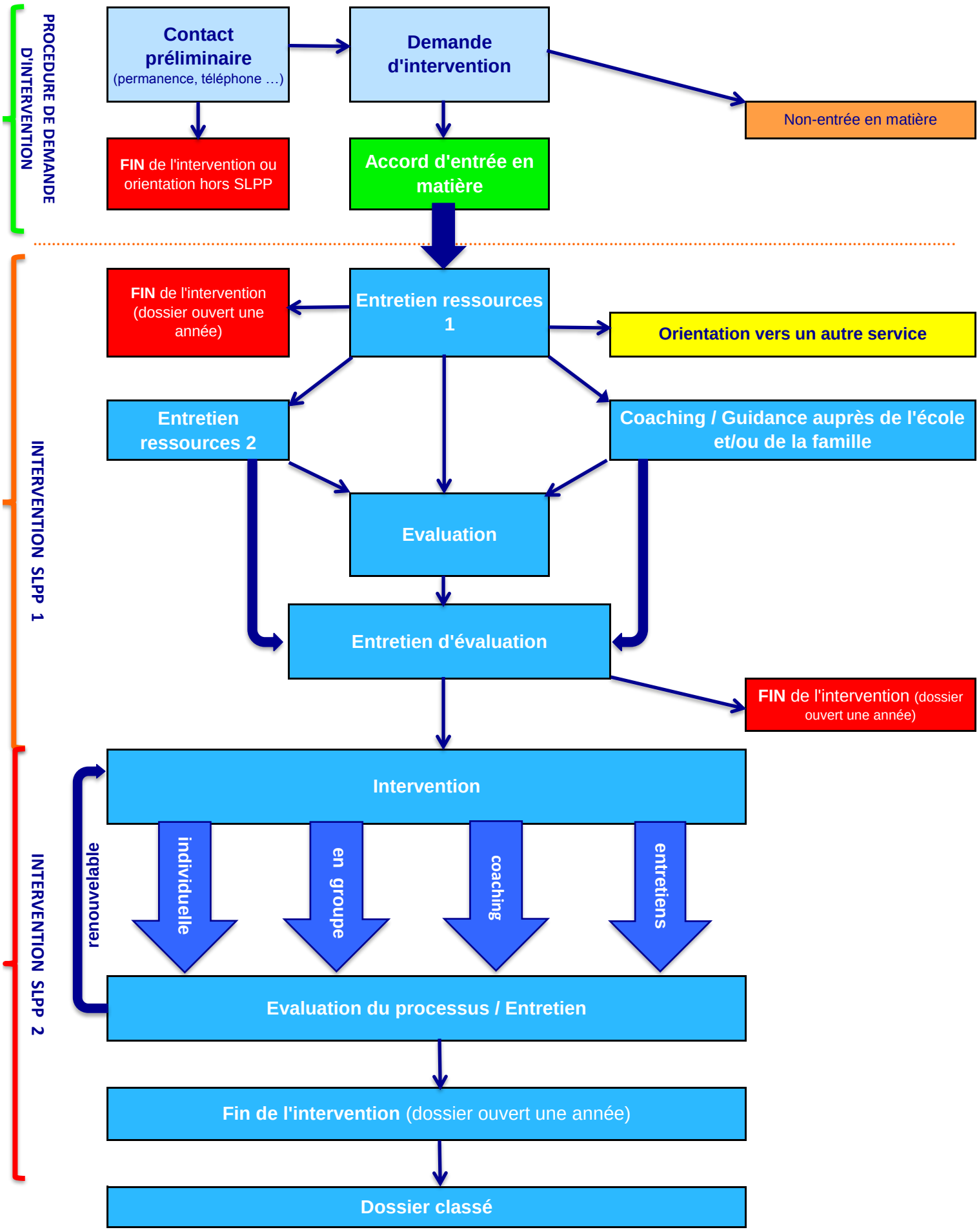Processus d'intervention