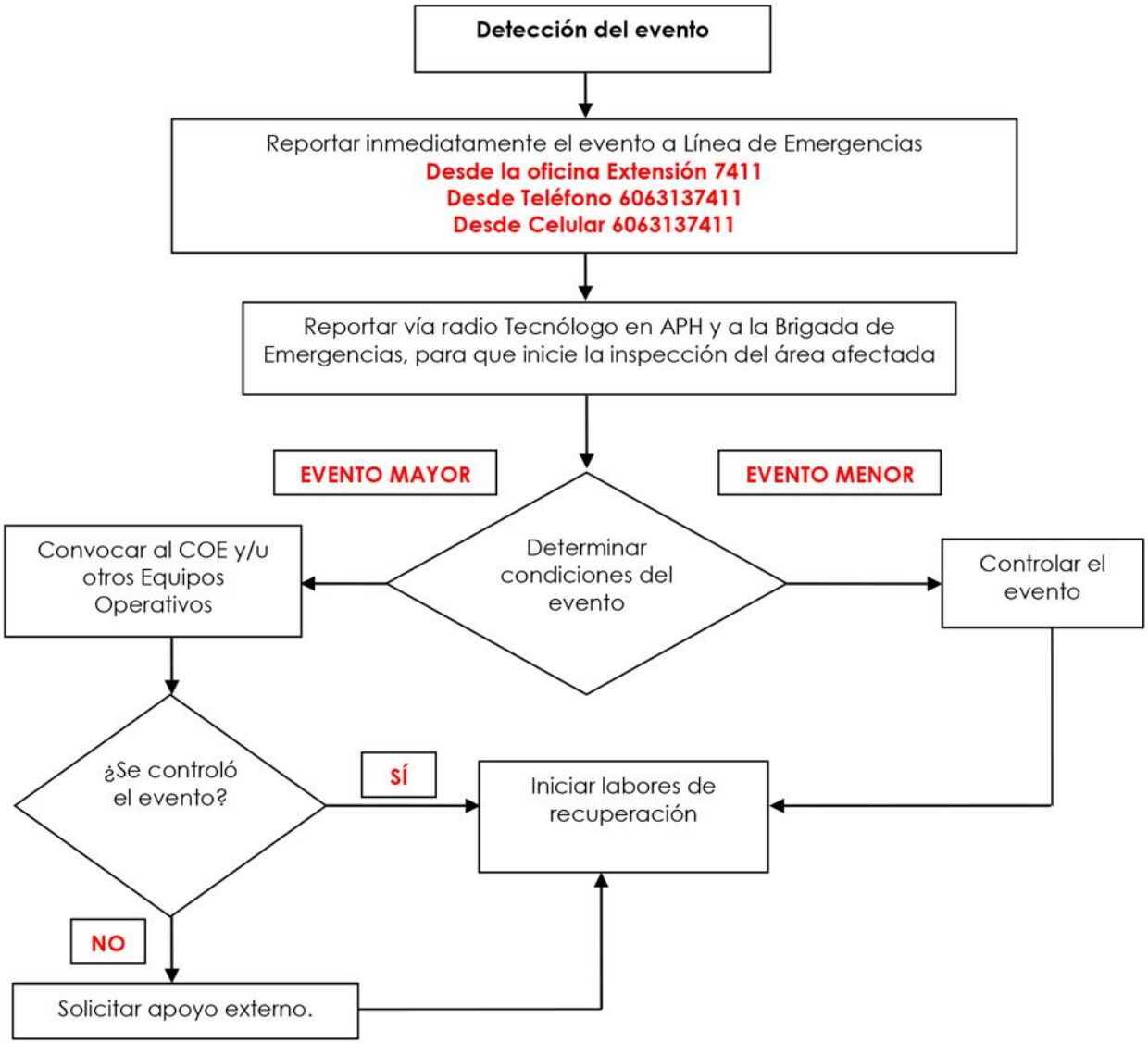PROTOCOLO GENERAL DE RESPUESTA ANTE EMERGENCIAS