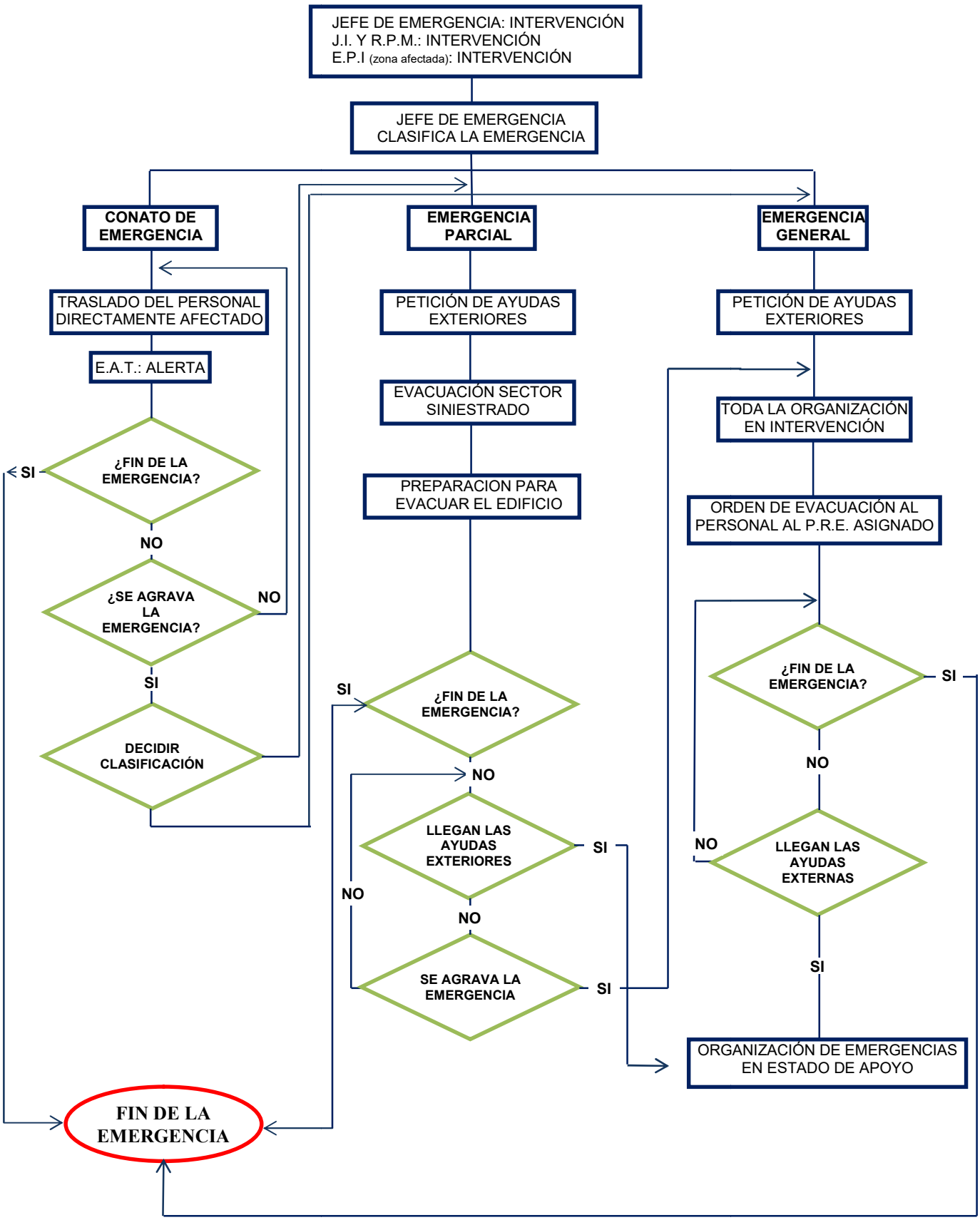ESQUEMA GENERAL DE ACTUACIÓN