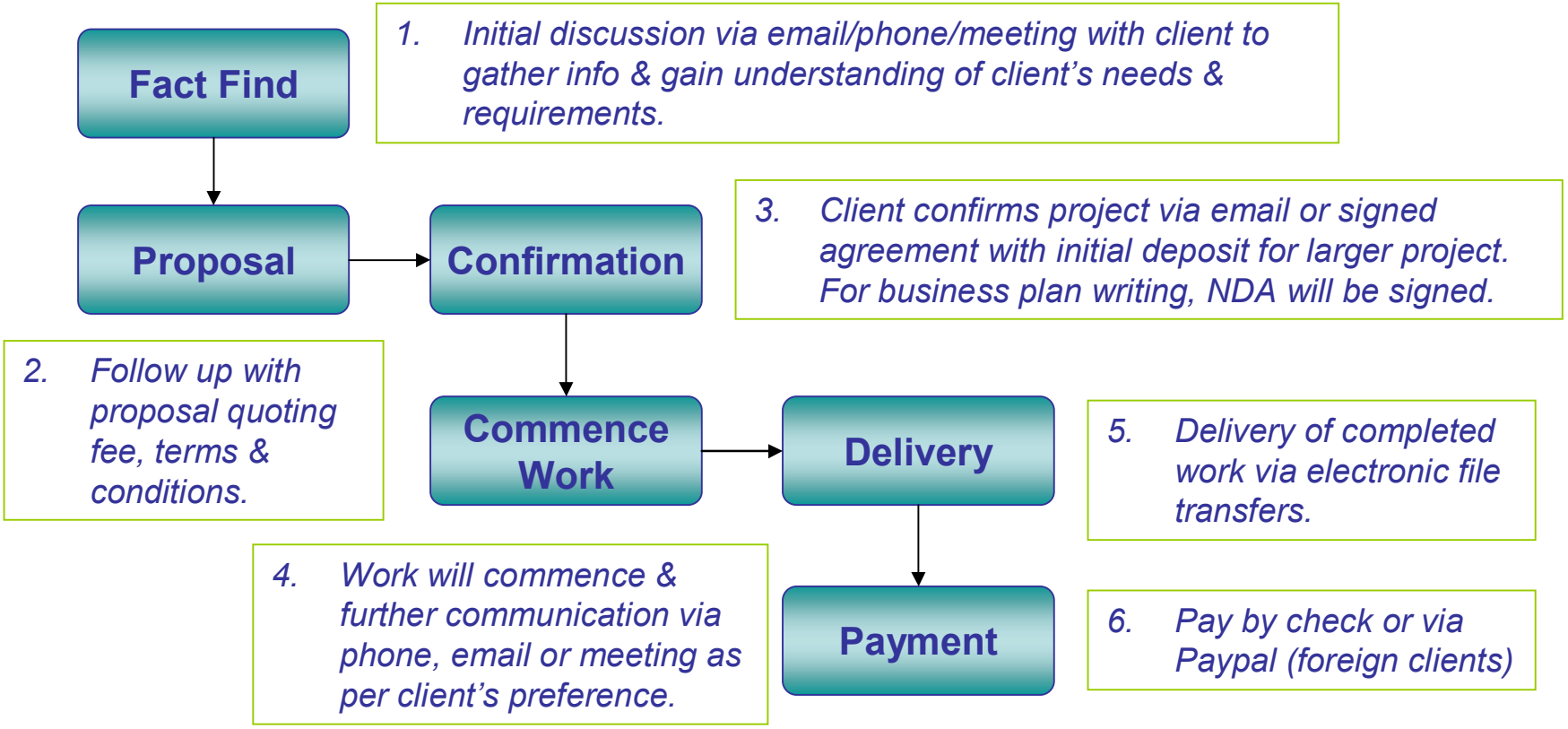Work Process