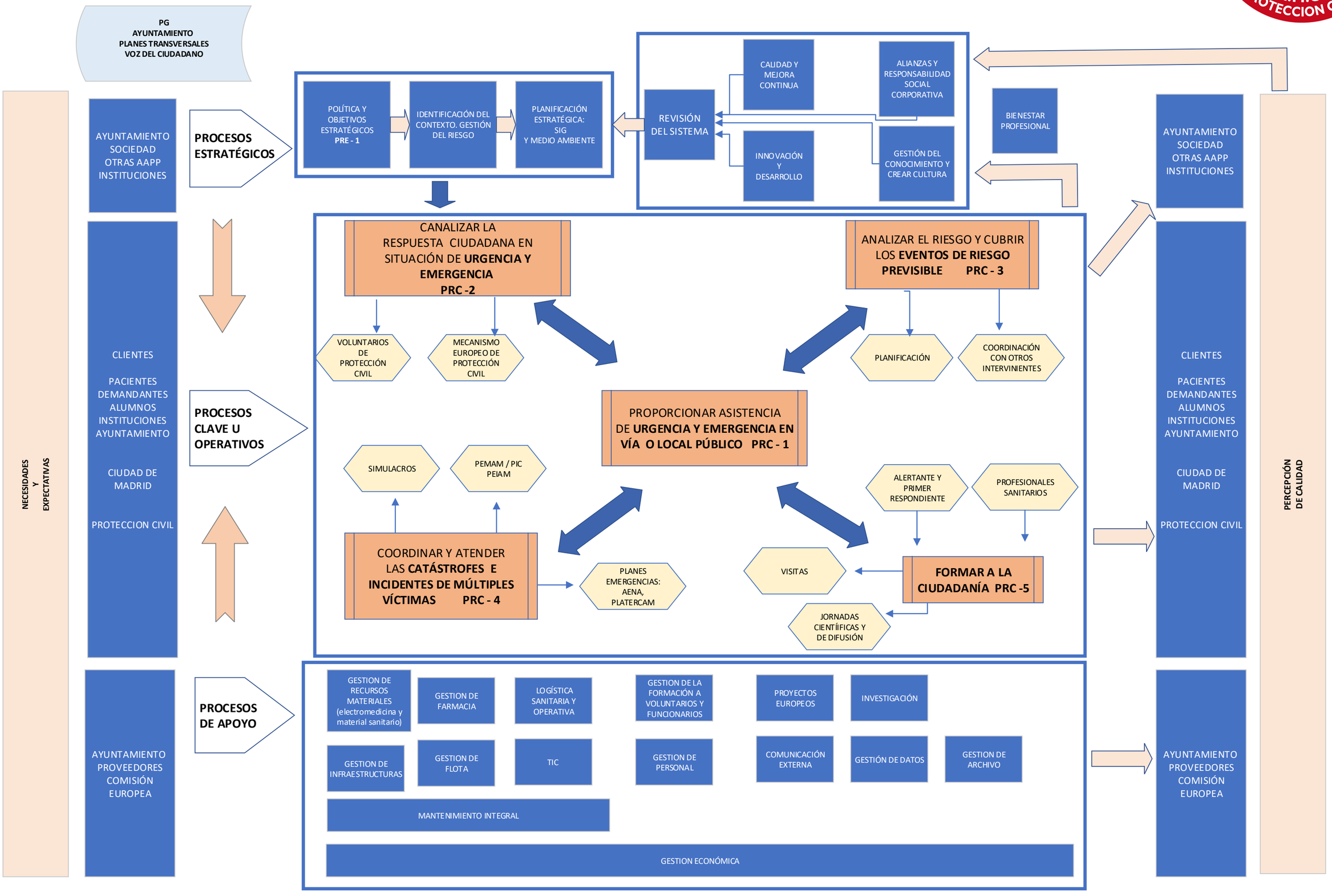MAPA DE PROCESOS DE SAMUR-PROTECCIÓN CIVIL