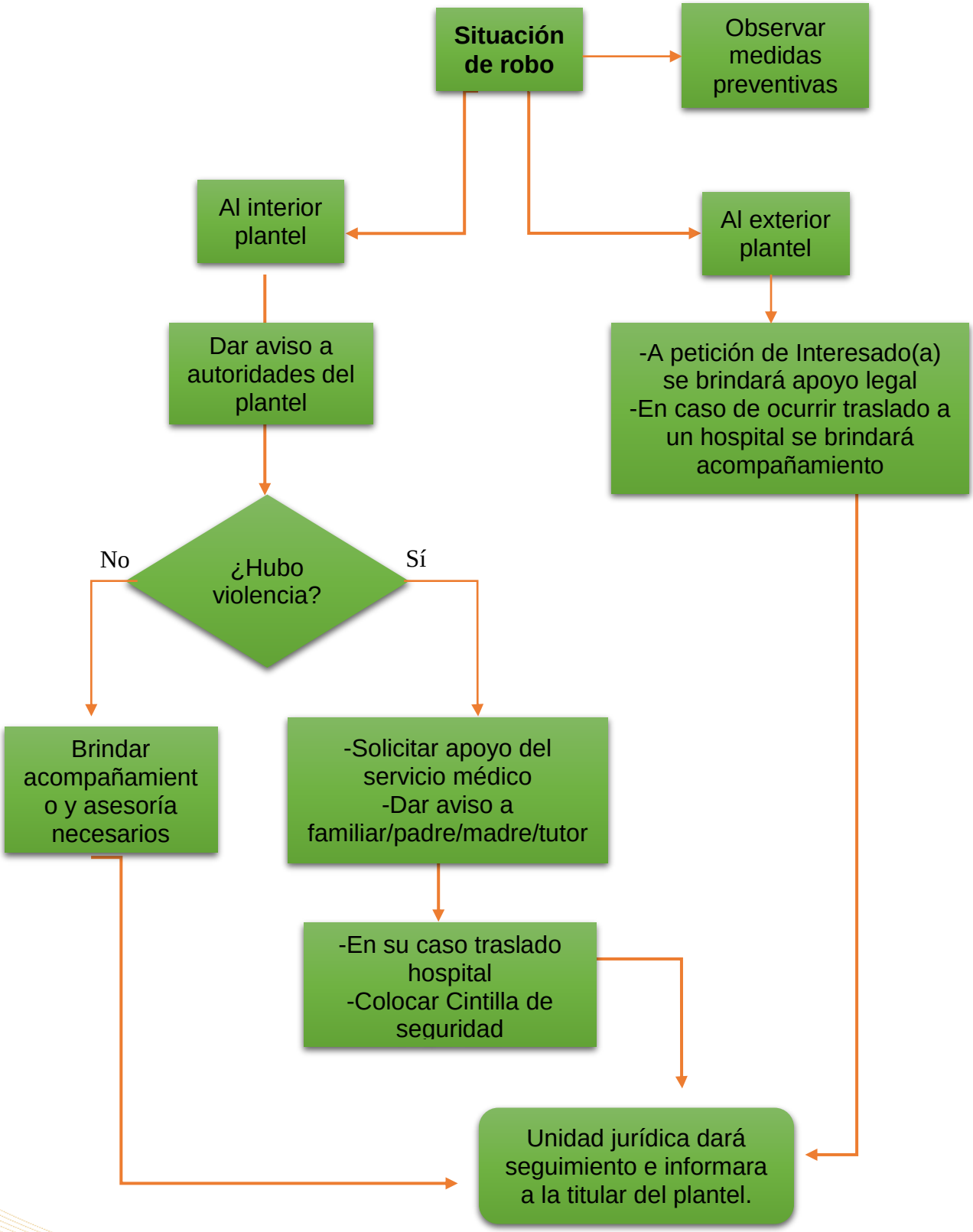"PROTOCOLO DE ACTUACIÓN ANTE SITUACIÓN DE ROBO"