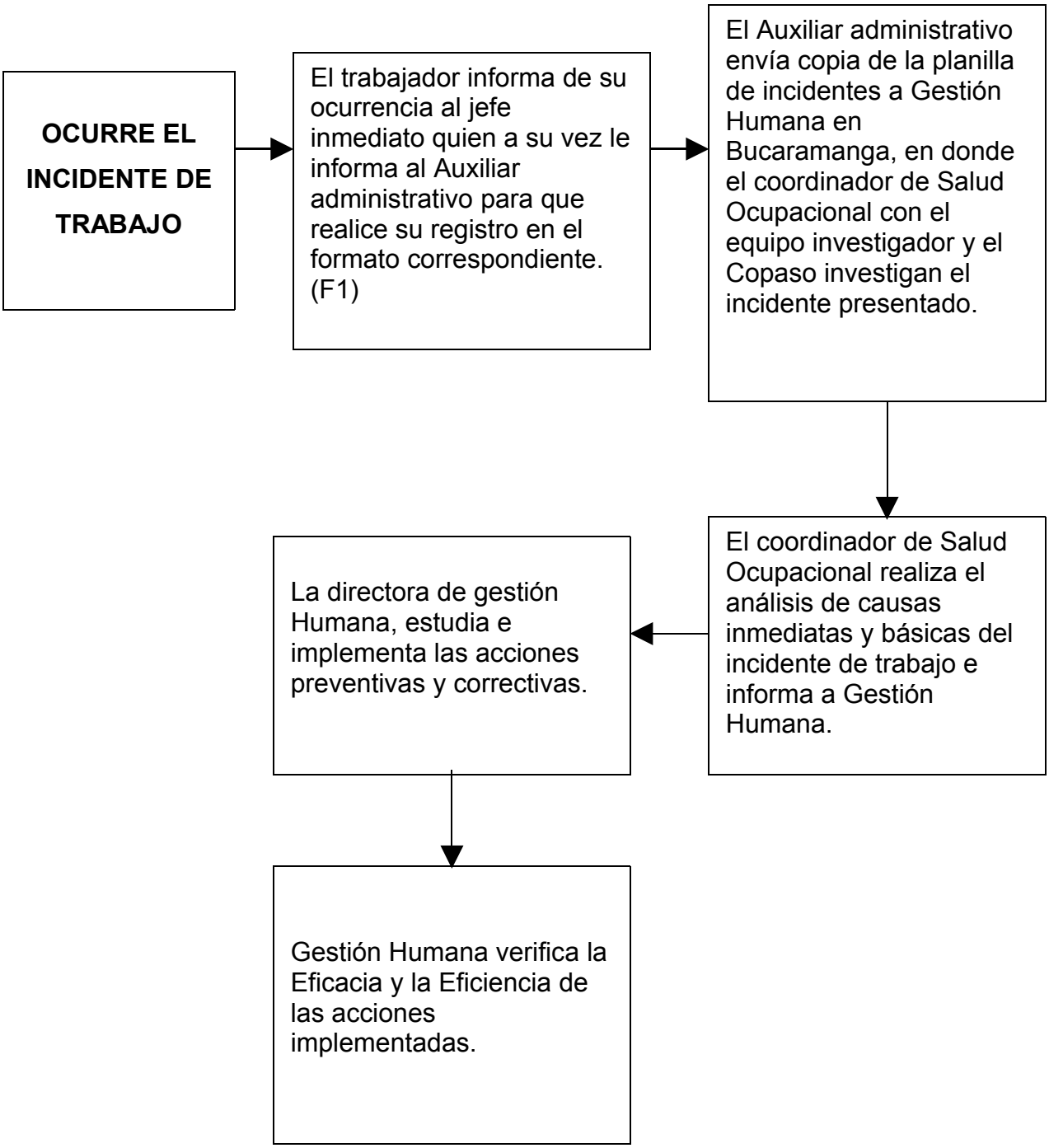**11. GUIA PARA MANEJO DE INCIDENTES** DE TRABAJO