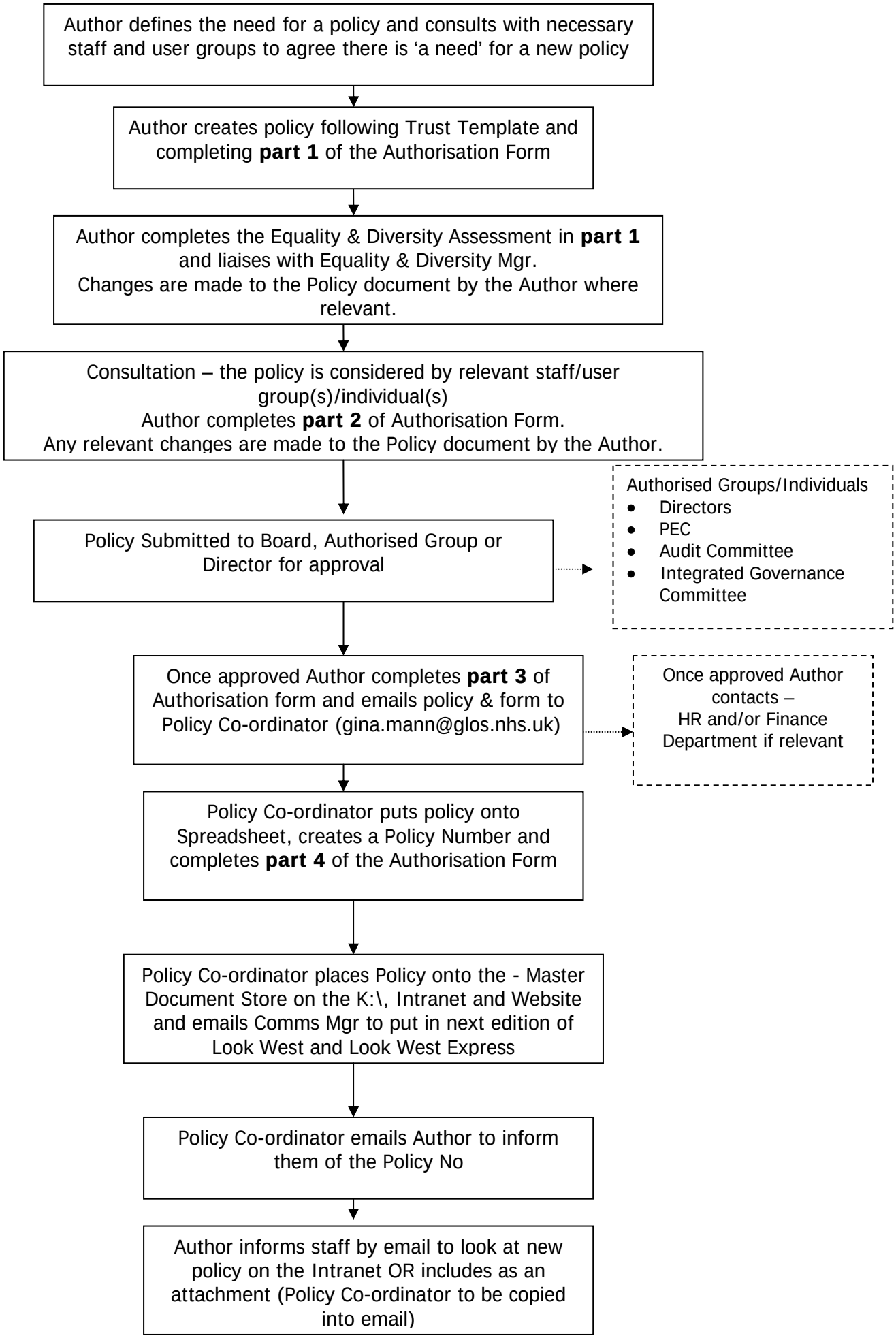POLICY PROCESS