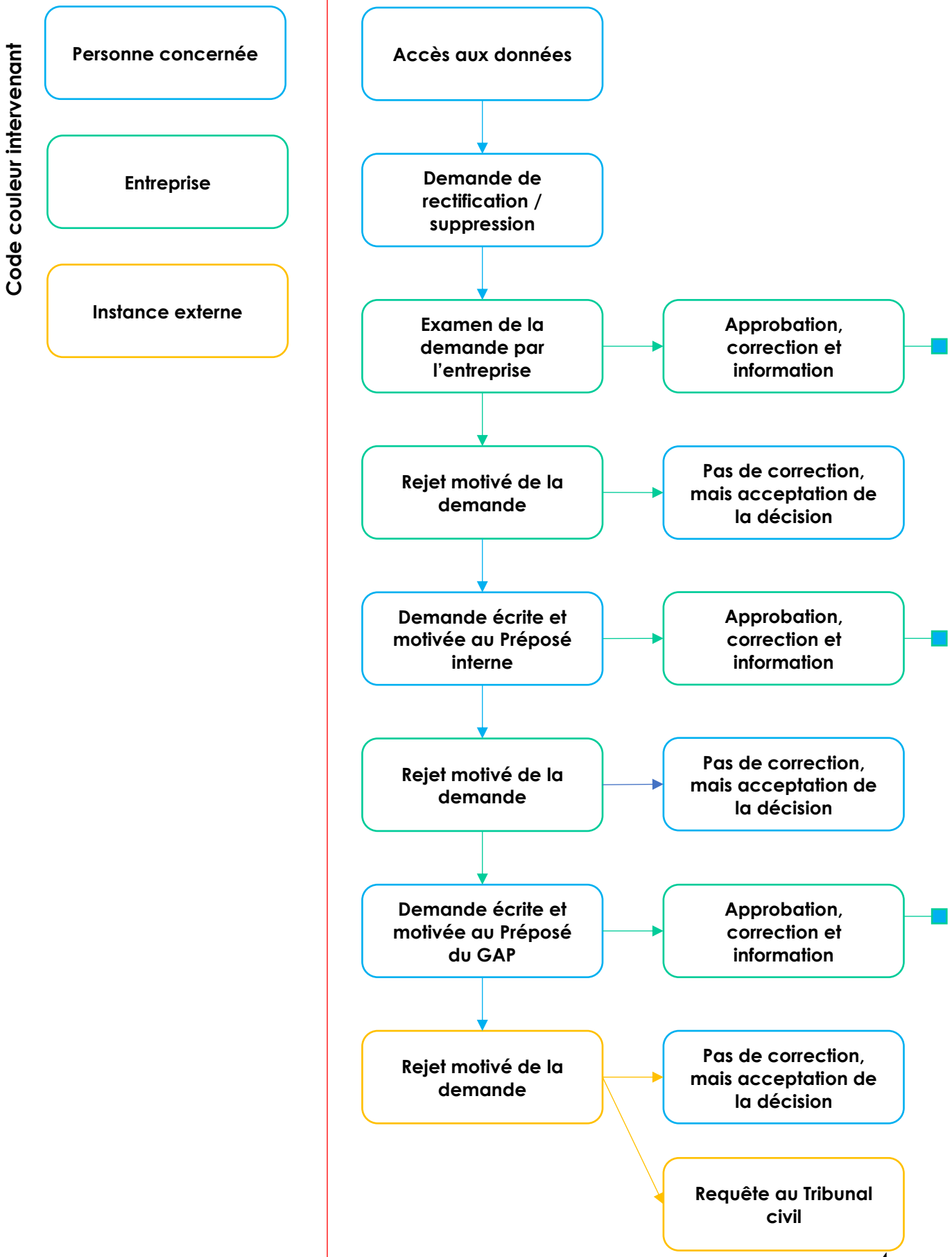FICHE 4 : PROCEDURE – SCHEMA (POINT 8 DE LA CHARTE)