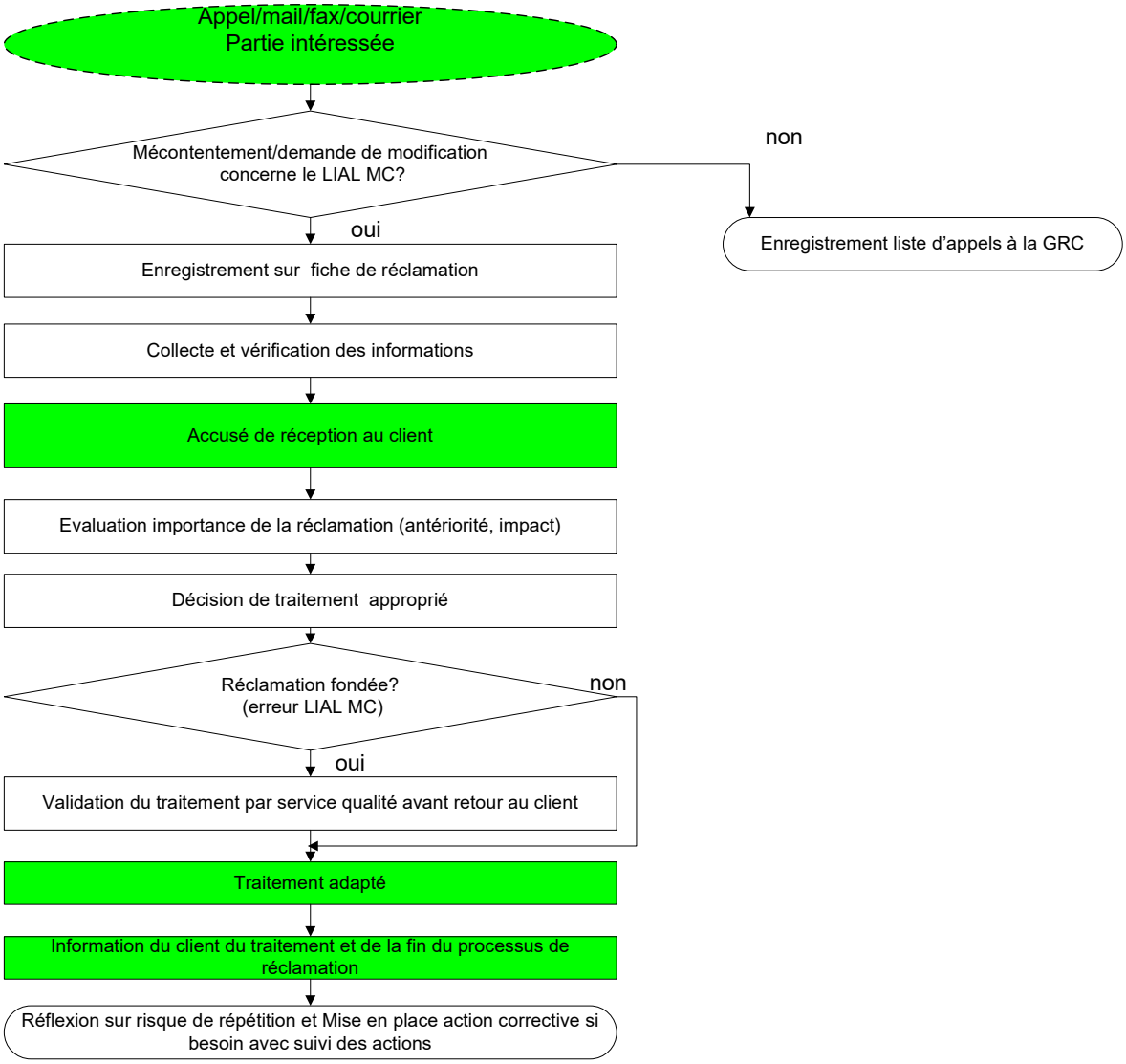PROCESSUS DE TRAITEMENT D'UNE RECLAMATION