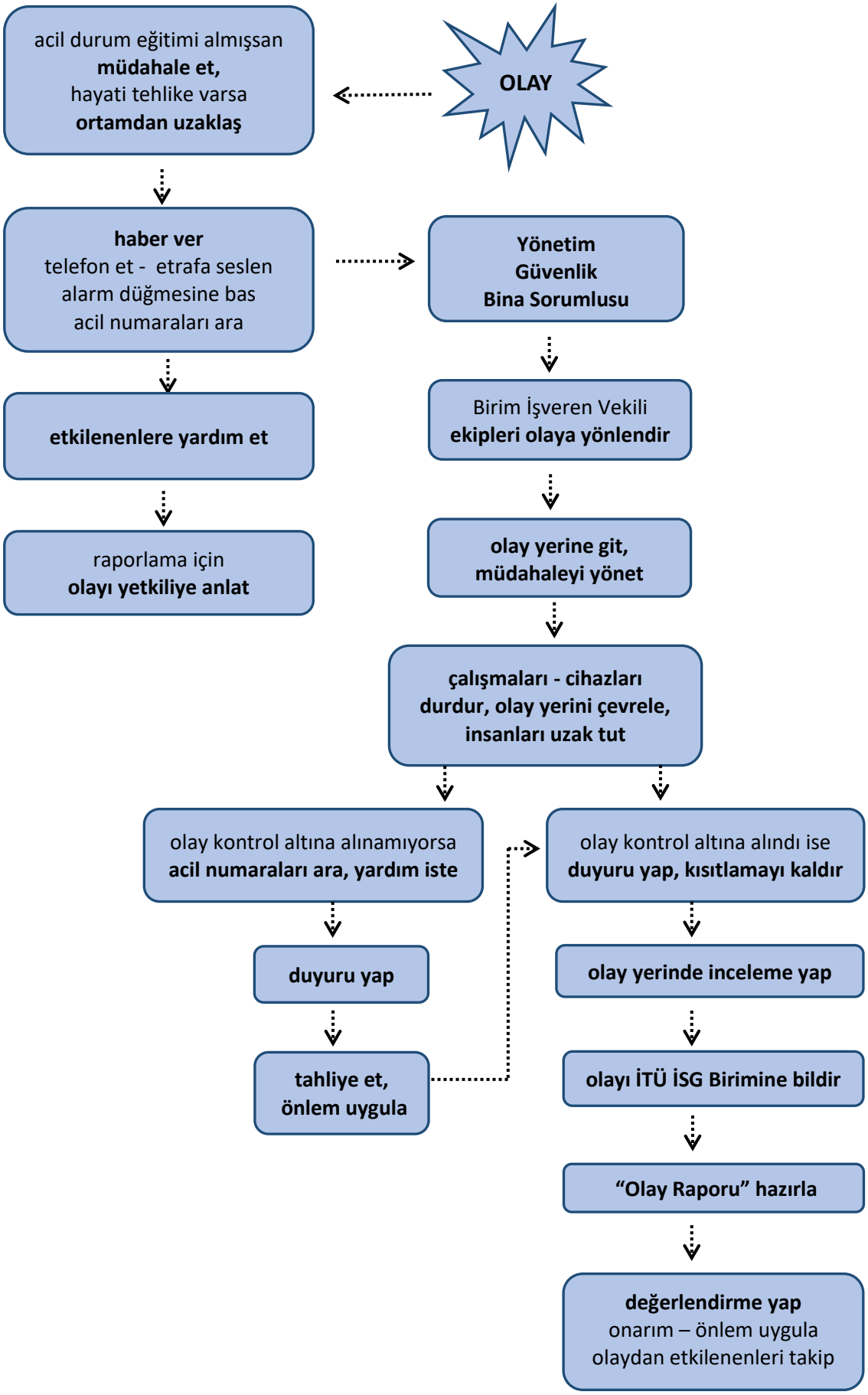ACİL DURUM GENEL PROSEDÜRÜ