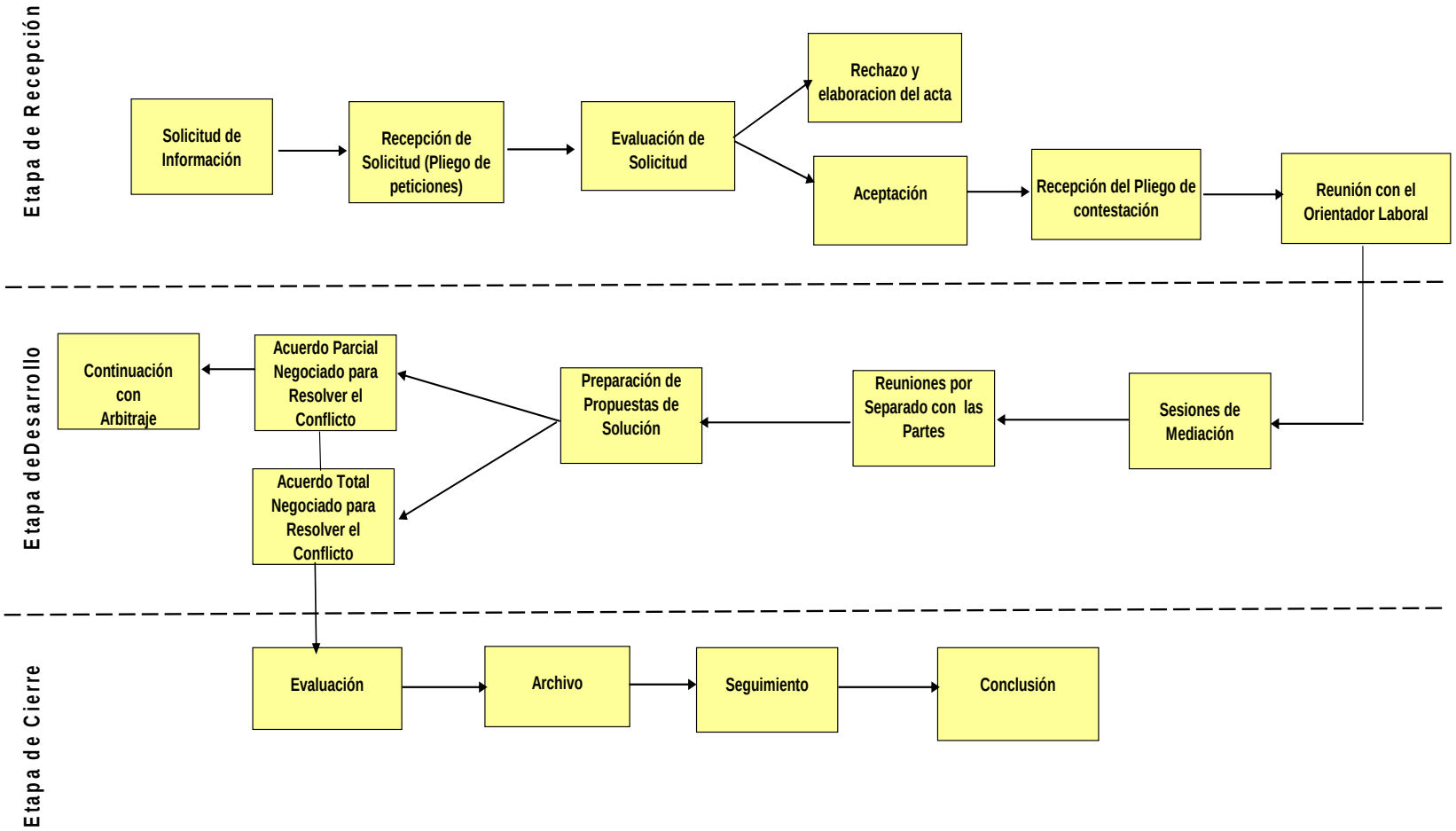PROCEDIMIENTO PARA LA MEDIACION DE CONFLICTOS COLECTIVOS