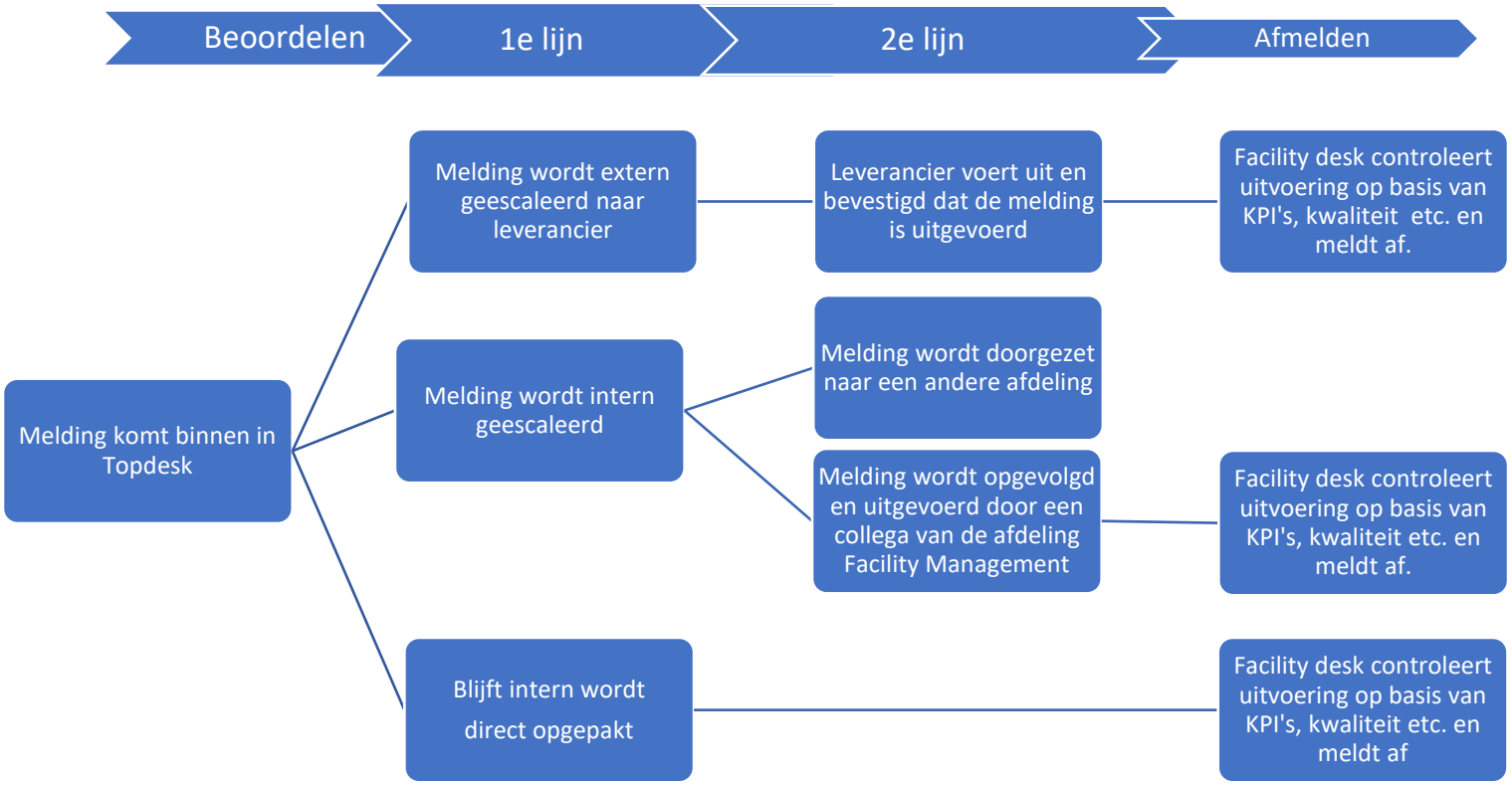Hoofdprocesstappen Facility Desk