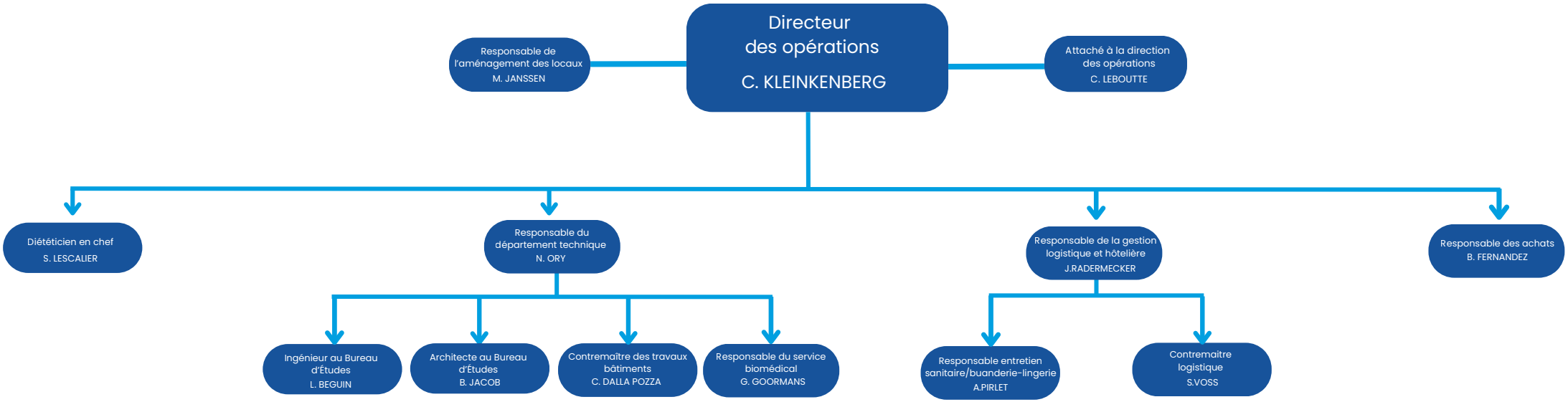DÉPARTEMENT DES OPÉRATIONS