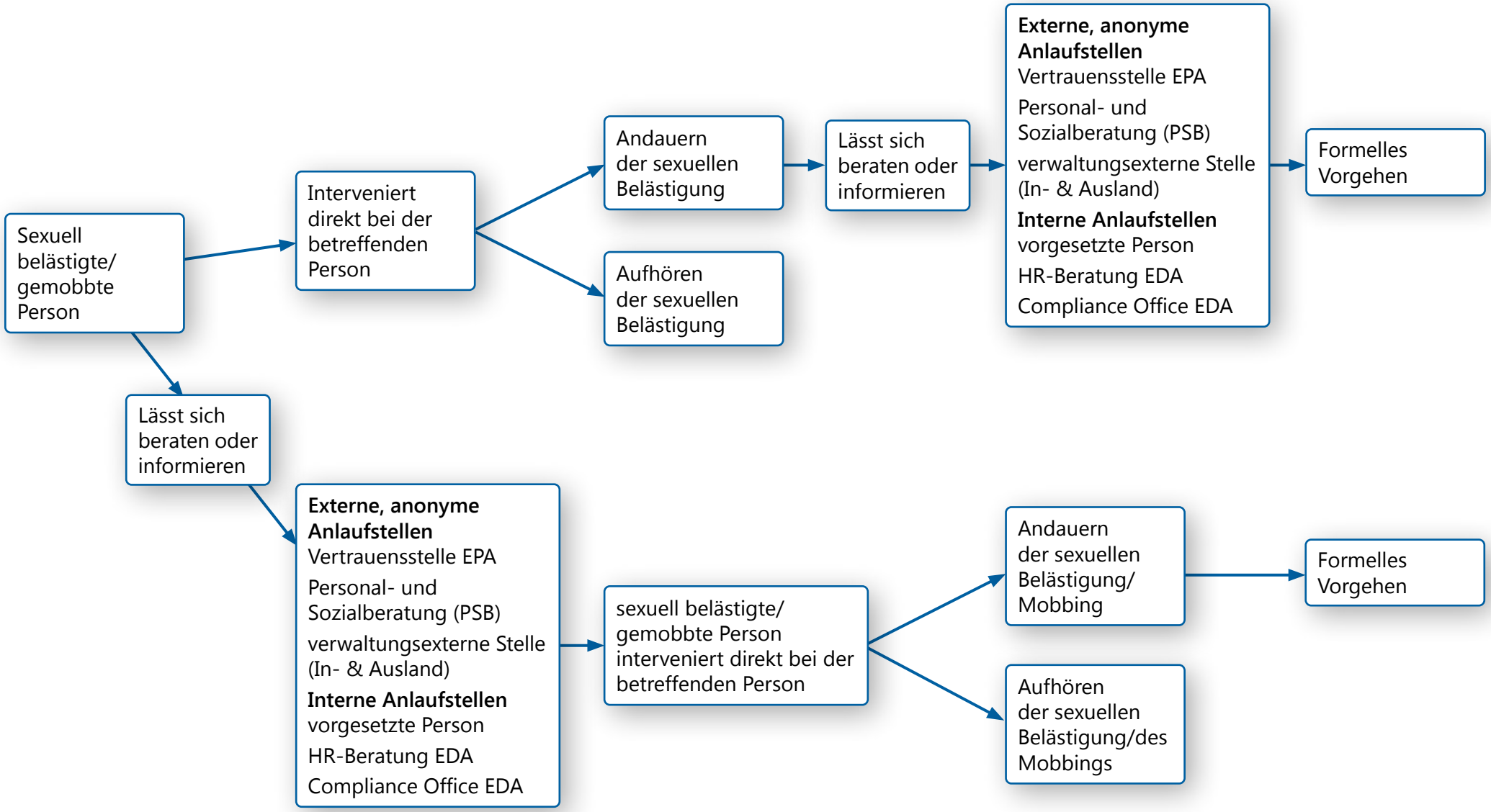Informelles Vorgehen