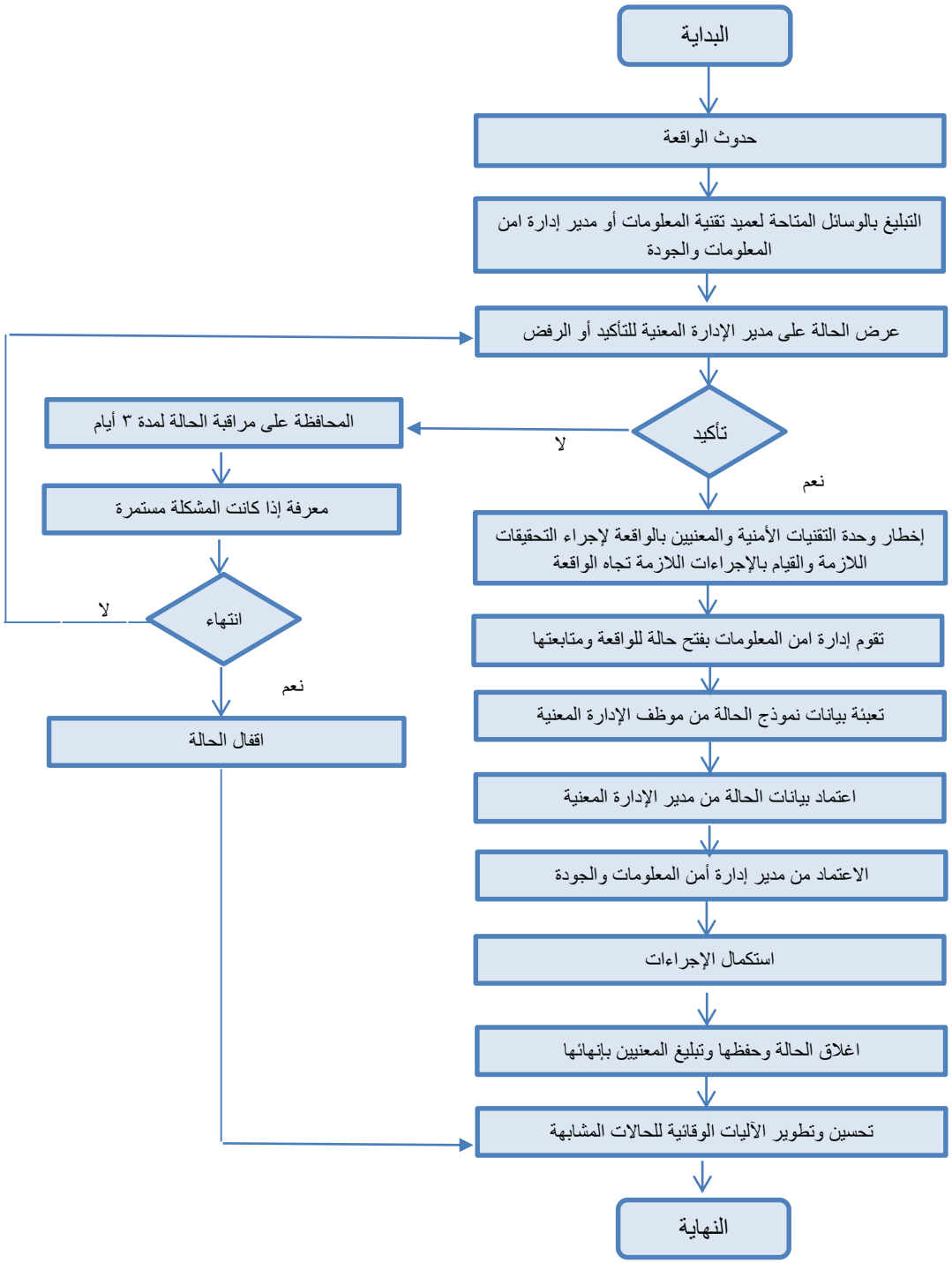إجراء اثبات واقعة
Incident Reporting & Handling Procedure