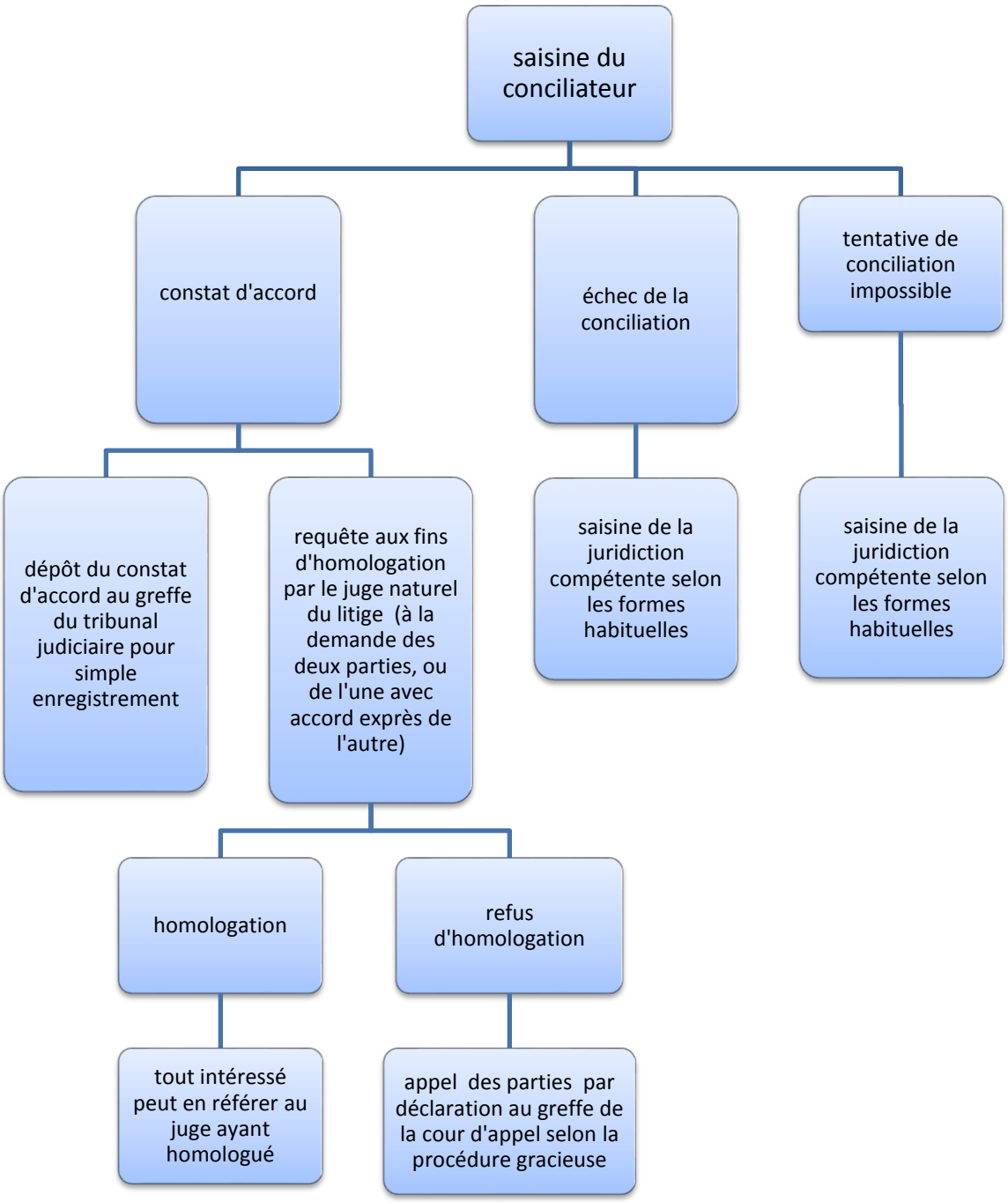Le processus de conciliation extrajudiciaire