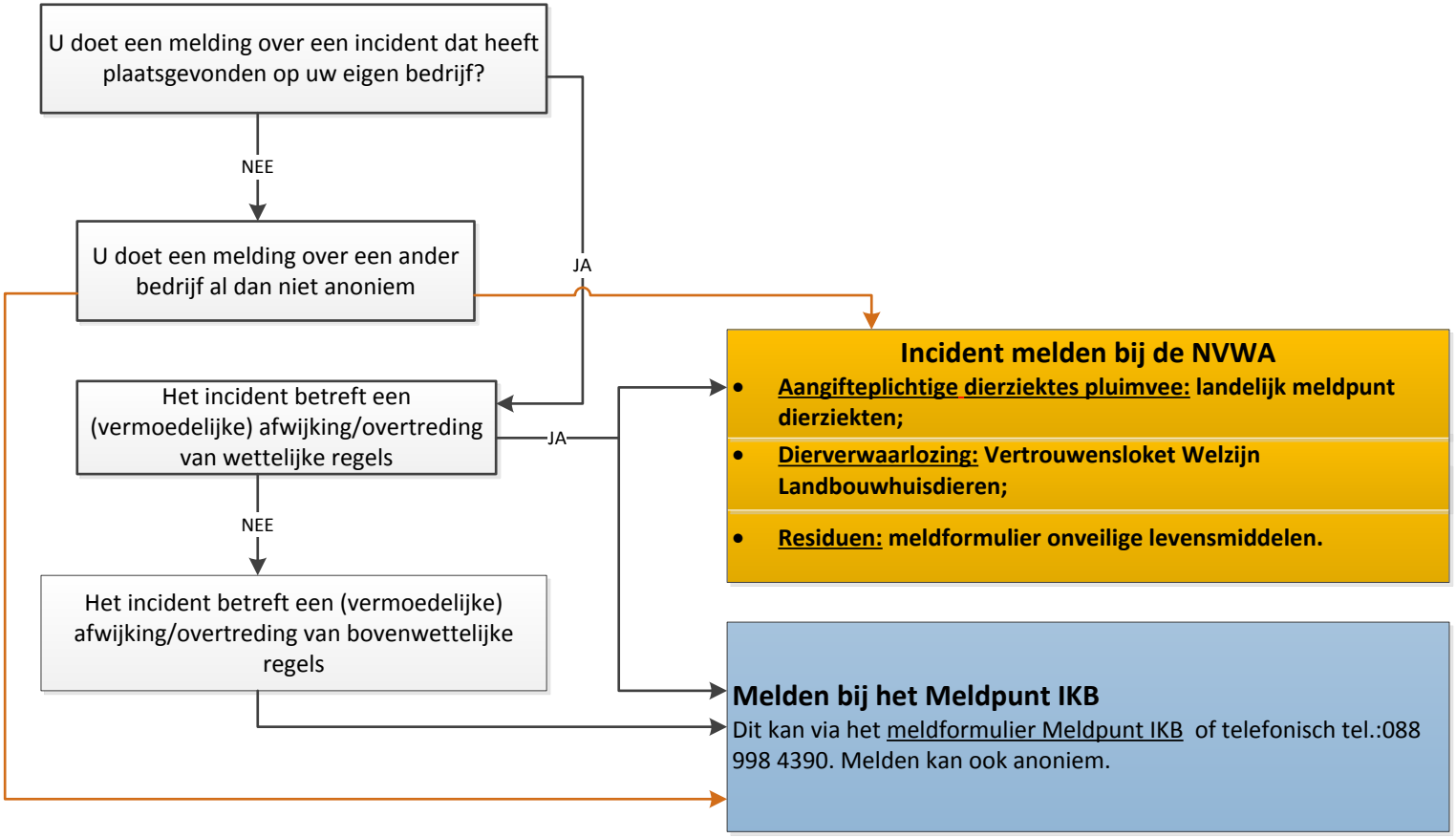Hoe en wanneer meldt u incidenten?