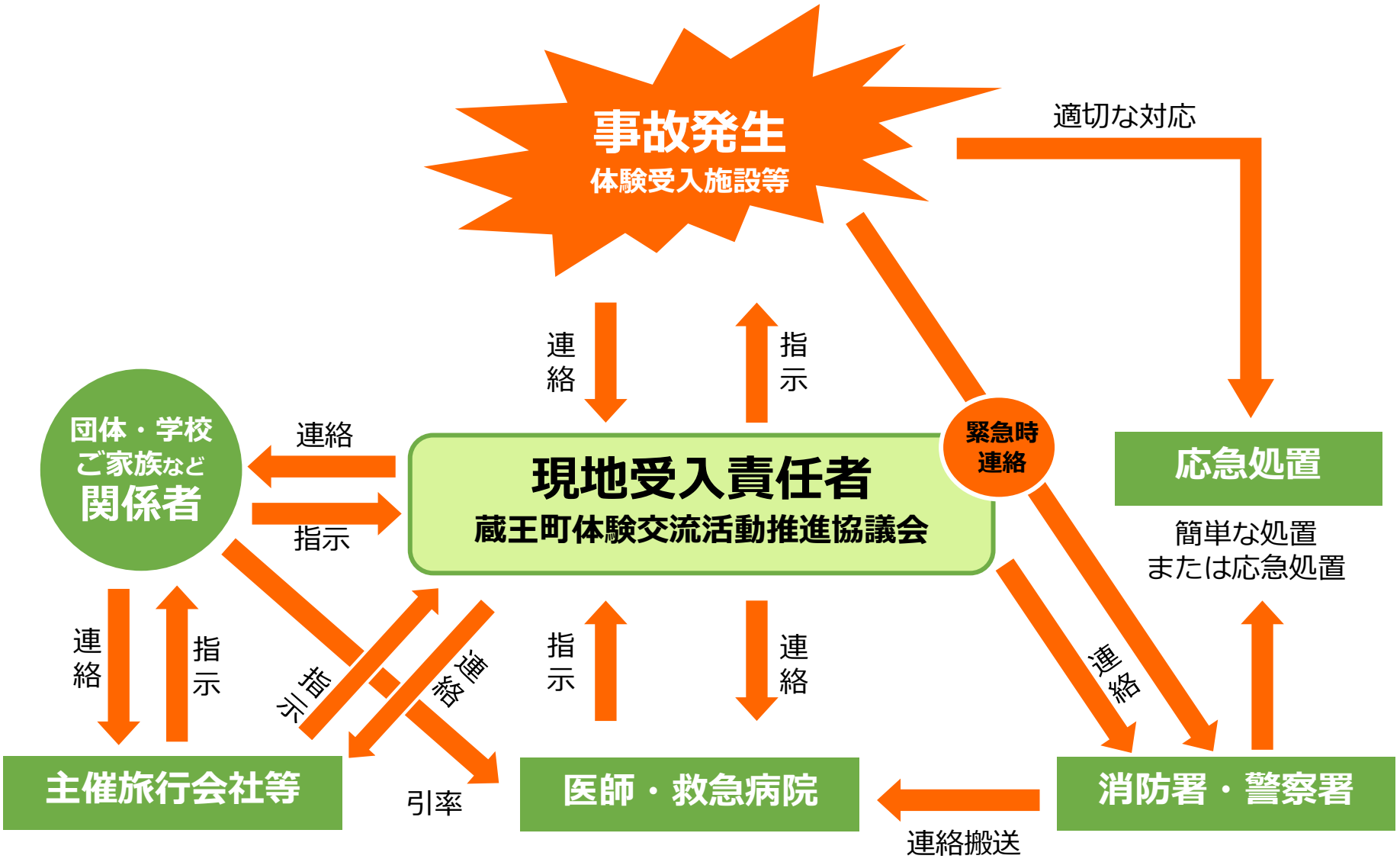事故発生時における対処法