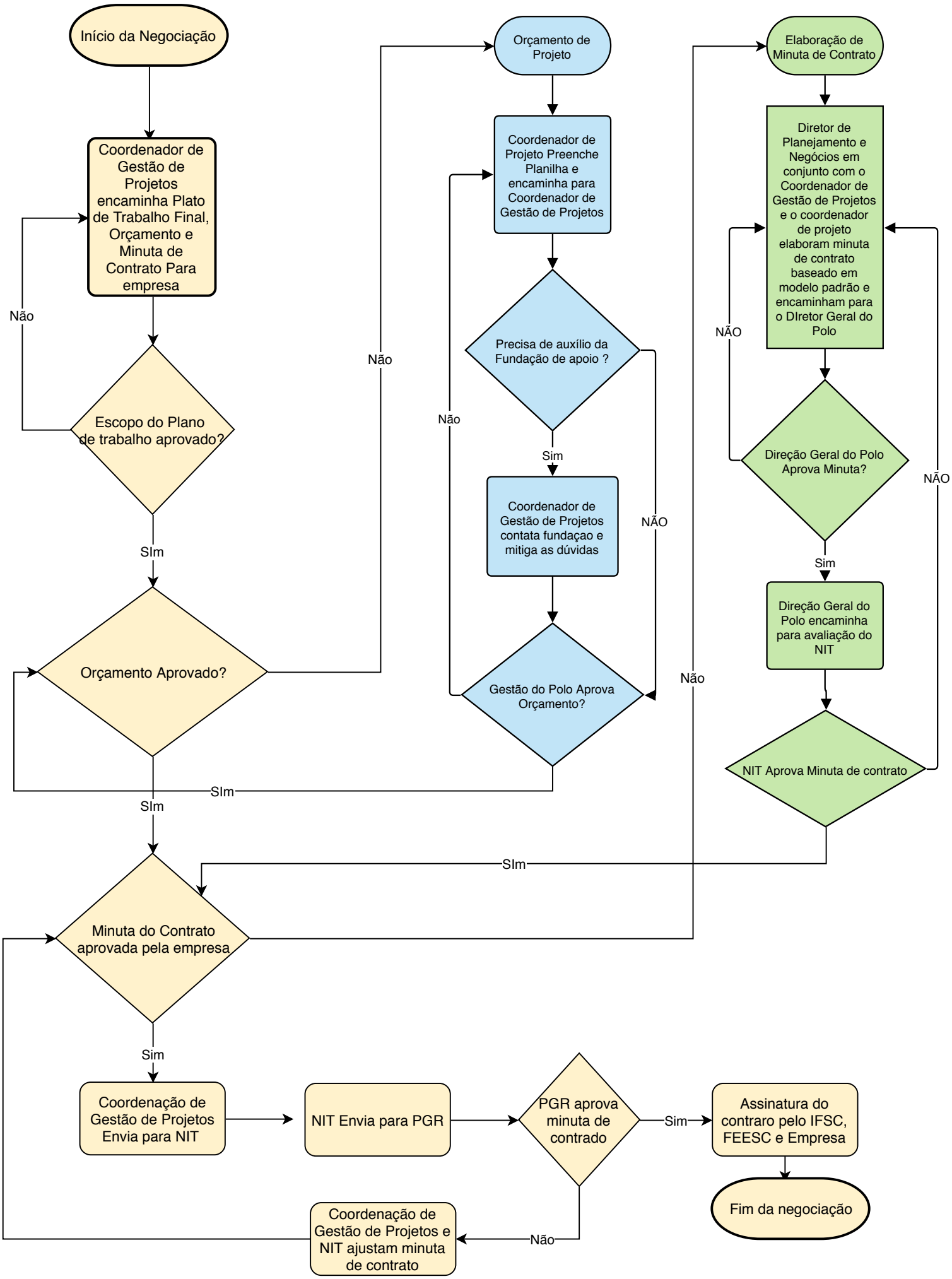PROTOCOLOS DE TRABALHO DE NEGOCIAÇÂO