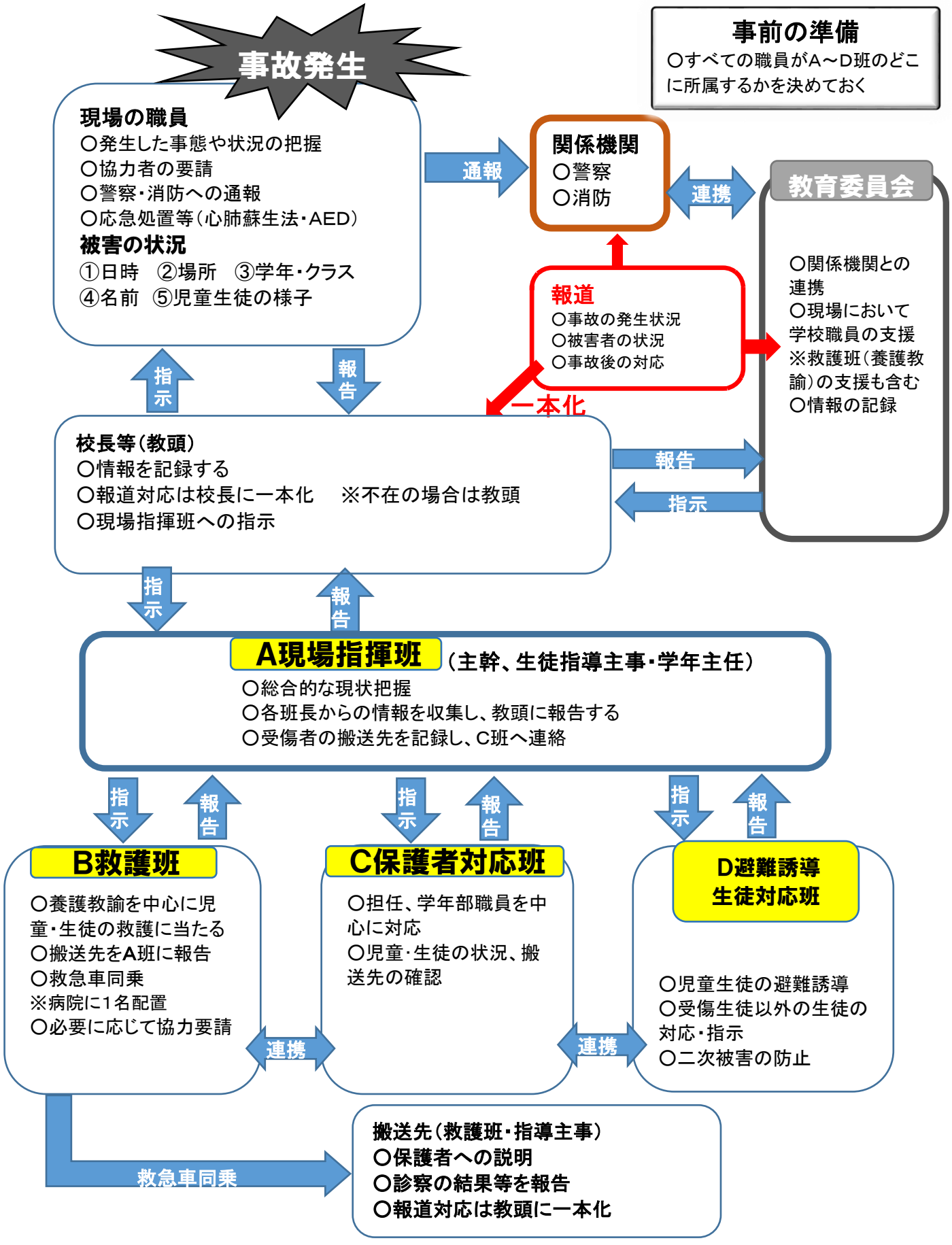集団事故・事件発生時の対応