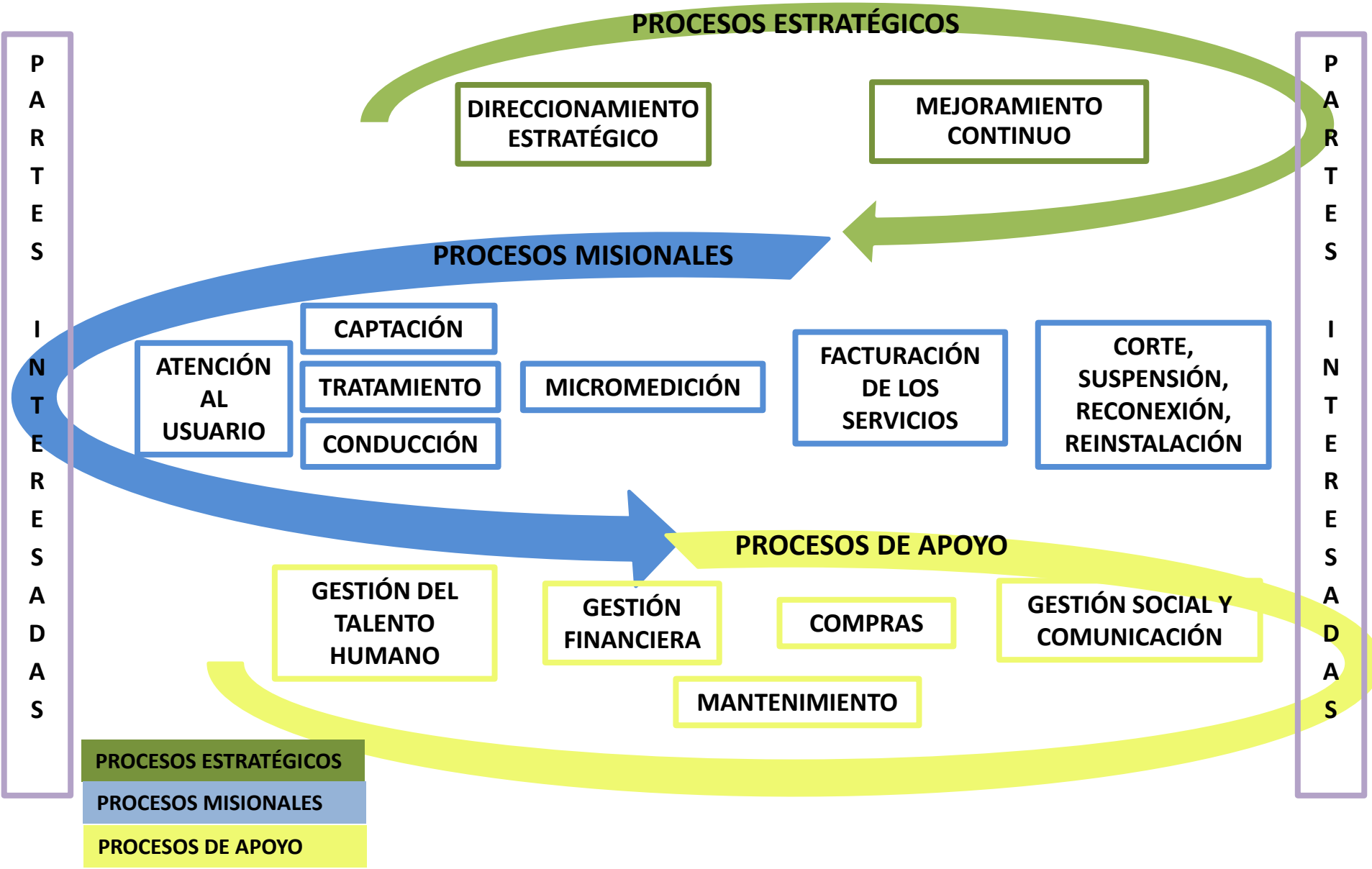MAPA DE PROCESOS EMPRESAS PÚBLICAS DE CARAMANTA S.A.S E.S.P.