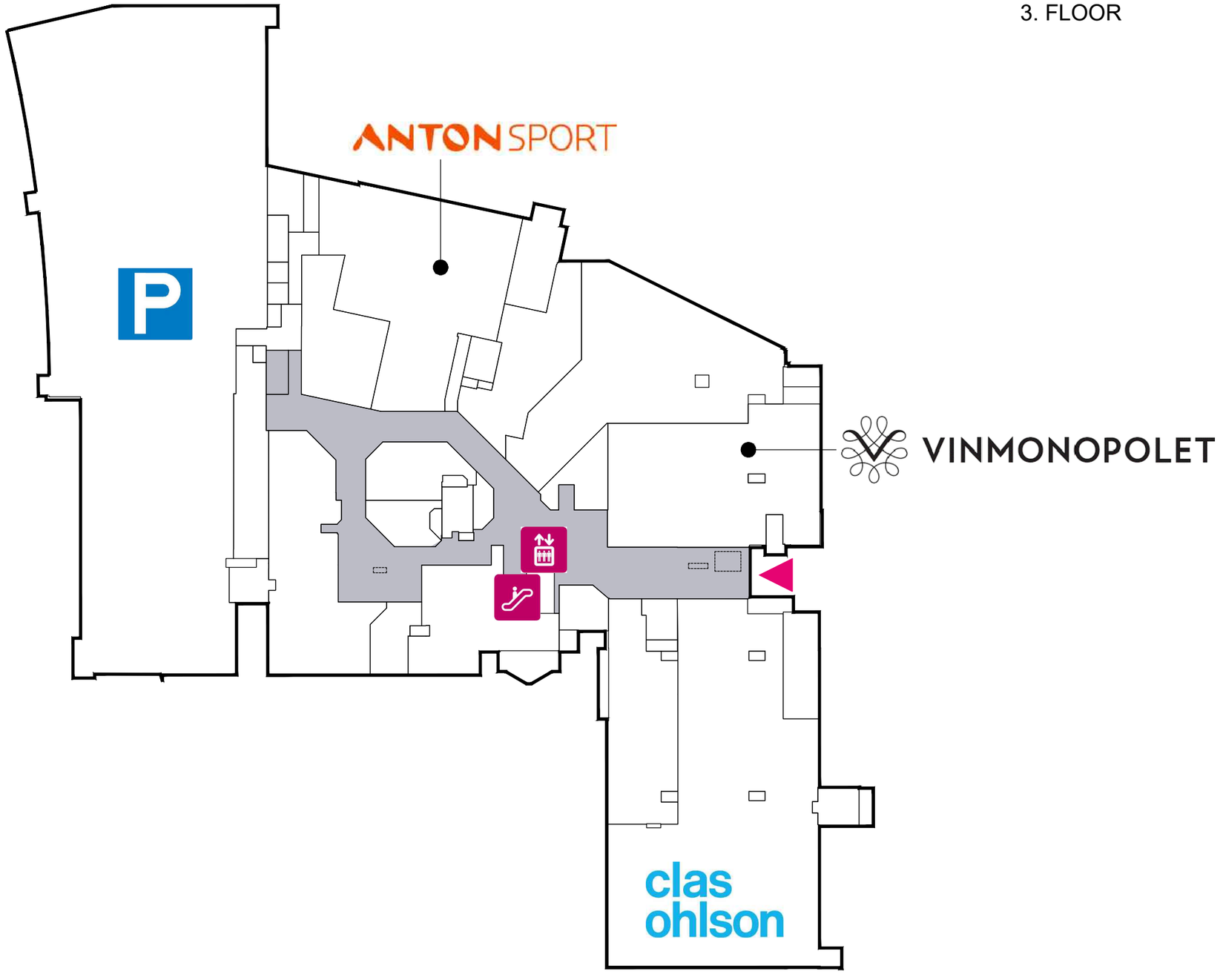3. FLOOR