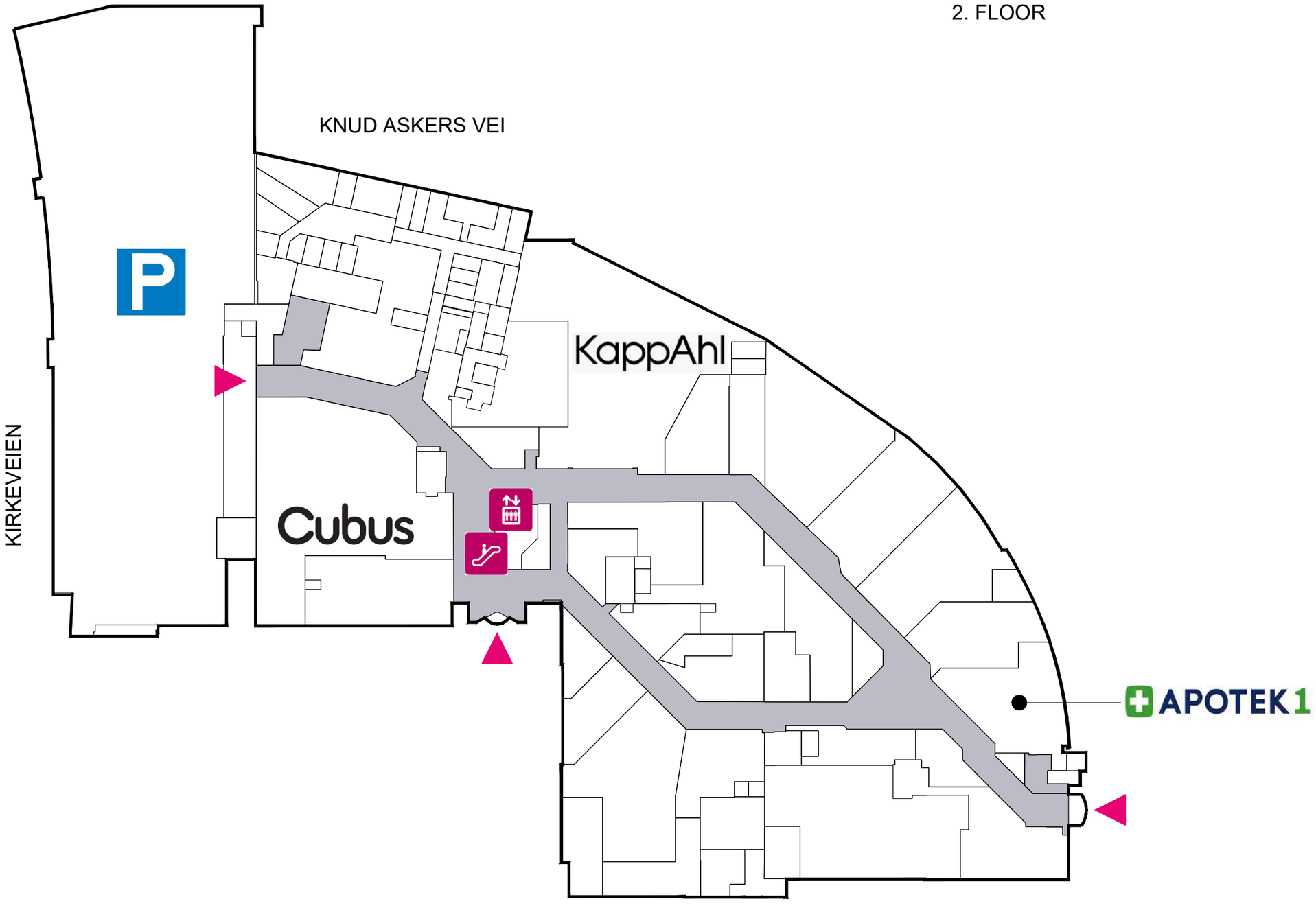2. FLOOR