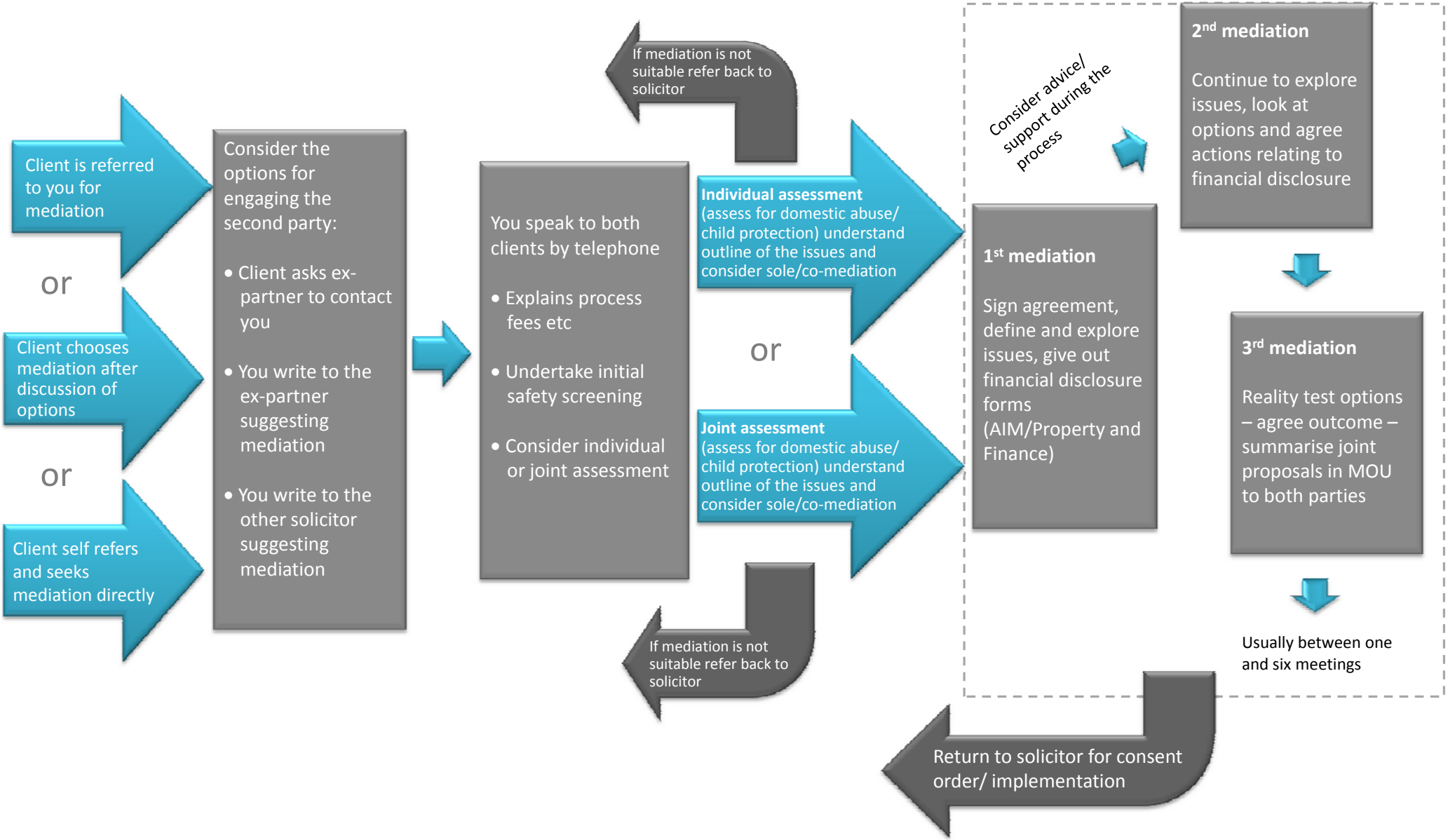Mediation – how the process works