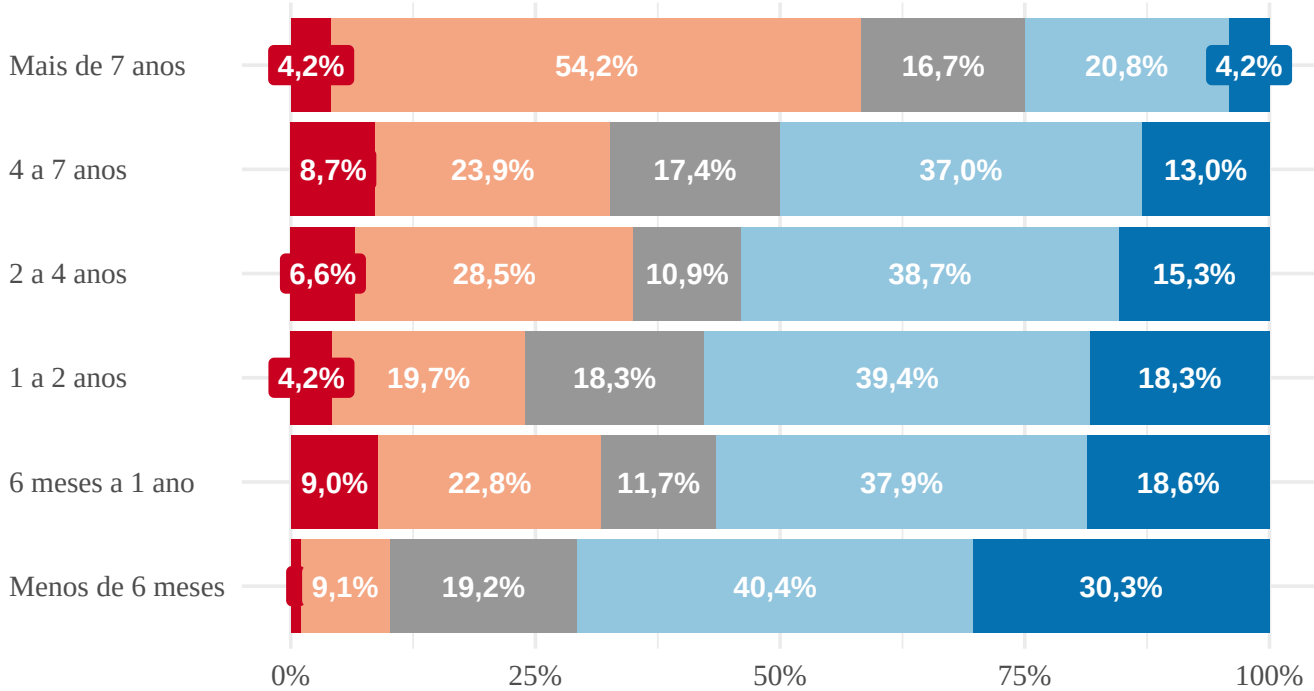10. Ao iniciar o trabalho, os colaboradores: [Entendem o contexto e os objetivos do cliente]