



# GOVERNMENT AGENCY VISITS | FIELD

## COVERED ASSOCIATES

U.S. Field Associates

## OVERVIEW

Various state and federal government agencies may visit stores to conduct inspections, request information, or engage in other activities. When someone from a government agency arrives at your store, immediately call the appropriate TJX team at the phone number listed based on the agency below:

Contact EHS at 508-390-3015	Contact Legal at 508-390-5419
<ul style="list-style-type: none"><li>/ Occupational Health and Safety (OSHA)</li><li>/ Fire Marshall</li><li>/ Department of Health (DOH)</li><li>/ Environmental Protection Agency (EPA)</li><li>/ Food and Drug Administration (FDA)</li><li>/ Consumer Product Safety Commission (CPSC)</li></ul>	<ul style="list-style-type: none"><li>/ Department of Labor (DOL)</li><li>/ Department of Homeland Security (DHS)</li><li>/ Federal Bureau of Investigation (FBI)</li><li>/ U.S. Immigration and Customs Enforcement (ICE)</li><li>/ State Attorney General Offices</li><li>/ Any other agency not listed</li></ul>

## DETAILS

When someone from a government agency arrives at your store, ensure the following detailed procedures are followed:

Inspection Procedures:

- / Greet agent
- / Ask the purpose of the visit
- / Request and examine their credentials to ensure they are valid
- / Write down the agent's name, government affiliation, title, and contact information.
  - o Retain a business card if possible
- / Ask if they have any documentation related to the visit and ask if you may make a copy (if able)
- / Ask them to wait while you take additional partnership to assist them properly
- / **Contact the appropriate department as listed above for further assistance**
  - o If unable to reach the appropriate department listed above, contact a member of Regional or Zone Human Resources
- / Contact your District Manager once the Inspector has left the location

**Do not prevent the Agent from entering or conducting their inspection or activity, if you are not able to get in touch with the above resources**

## DO NOT:

- / Do not leave the inspector alone in a non-public area of the store
- / Do not answer substantive questions. Instead, let the agent know you will ensure an appropriate resource will contact them as soon as possible
- / Do not sign any statement prepared by the Agent. Instead, forward copies of all documents left by the Agent to the appropriate TJX team listed above
- / Do not pay or promise to pay money to anyone
- / Do not promise or agree to make any changes to TJX practices or procedures. Instead, tell the Agent that you will report the recommended changes to the appropriate team



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- / Do not attend any meeting the Agent proposes without approval
- / Do not file any reports with a government agent or agency without authorization
- / Do not admit to violations or fault

## **ADDITIONAL INFORMATION**

**OSHA / FIRE MARSHALL VISITS:** For additional requirements, please refer to **ERG-OSHA Visit** in Knowledge Base/Summit

**MEDIA RELATIONS:** For information on how to handle inquiries from a member of the press, please refer to the TJX Emergency Response Guide

**ASSOCIATE QUESTIONS/CONCERNS:** Should you or Associates have questions that are not readily answered by this Policy, please contact your Regional HRBP. Associates who have questions about government agencies that are of a personal/individual nature may also be referred to the TJX Associate Assistance Program (TAAP)

## **ENFORCING THE POLICY**

Failure to follow this Policy may lead to corrective action up to and including termination.