

Inspections and Regulatory Visit Guidelines Policy

Policy Owner:	Operations Services	Updated On:	12.6.2018
Contact:	Operations Services	Effective Date:	12.6.2018

The purpose of this document is to provide direction on actions to take when a Store is visited or called by an inspector or other representative of a Regulatory Agency. These would include contact by representatives from OSHA, the Fire Marshal, Health Department, and/or any city, state or other federal government organization.

The Store Manager is responsible to communicate, train and verify that all ASMs and Associates understand and comply with all aspects of this policy and related procedures. If the Store Manager is not on Duty, he/she may delegate appropriate tasks to a qualified Assistant Store Manager.

Key Points

The Manager on Duty must:

- Ask for proper identification and be courteous and cooperative when a Regulatory Agency representative visits a Store.
- Immediately notify the District Manager of the visit.
 - The District Manager is responsible to escalate the information to the Regional Director.
- Ask the representative to identify the purpose of their visit and only show the representative the related area.
- Only answer the specific questions asked about the related area or issue and will not volunteer additional information. Never admit guilt.
- Immediately complete the SSC Help Inspections survey on Information Central.
 - SSC Help > Operations > OSHA, Fire, City/State, Hazardous Waste & Other Inspections/Notices



- The Manager on Duty will hold all paperwork left by the representative in the office and provide to the District Manager when they come to the Store.

The Store Manager must:

- Take immediate action to correct any alleged violations or condition(s) that must be addressed, according to the representative.

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- Document all actions taken to correct the alleged violations or conditions they were instructed to address and communicate the actions taken and status to their District Manager.
- Submit an Officetrax ticket for any condition the Store cannot correct.
- Make sure all Associates are aware of the location of the Safety Manual, Safety Calendar and SDS sheets.
- Make sure the current Safety Newsletter is posted on the Associate Communication Board.

The District Manager will:

- Receive an email alert whenever one of their Stores submits an inspection survey.
 - If the representative left paperwork, the District Manager will be instructed in the email alert to travel to the Store, take pictures of all documents and submit them using the DM Inspection survey link they received in their email alert.
- Make sure all Stores have their OSHA 300 Summary Logs on file for the past five (5) years.
- Verify that all Stores have the required state and federal posters or notifications posted correctly.