






SOP Reference #: QS018

Operation/Task:	Requirements for Outside Inspections			Equipment:	NA
Owner:	Director of Operations	Date Created:	8/17/2022	Department:	Management, Maintenance, Human Resources
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

**Purpose:** This SOP/work instruction describes the process reacting to surprise inspection from OSHA, the County or Fire Department

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		<p>Inspectors can arrive onsite without notice and request an inspection of the facility</p> <p>For OSHA inspections</p> <p>For County inspections</p> <p>For Fire inspections</p>	<p>The front desk attendant will notify the appropriate personnel that an inspector is onsite and requires an escort:</p> <p>The Director of Operations is the first contact for OSHA inspection, the Facilities Manager is the first back-up and the Maintenance Supervisor is the second backup.</p> <p>The Facilities Manager is the first contact for county inspections, the Maintenance Supervisor is the first back-up and the Director of Operations is the second backup.</p> <p>The Facilities Manager is the first contact for county inspections, the Maintenance Supervisor is the first back-up and the Director of Operations is the second backup.</p>	<p>To quickly accommodate the needs of the inspector. Surprise inspections do occur and we must have someone available to handle the event.</p>

2		Additional notification requirements	<p>The front desk attendant will notify the human resources manager that an inspector is onsite.</p> <p>Director of operations or other assigned escort will notify appropriate line managers to quickly conduct an inspection of the facility to ensure compliance with regulations:</p> <ol style="list-style-type: none"> <li>1. Chemical labeling readable</li> <li>2. Waste barrel labels affixed</li> <li>3. Product storage is correct</li> <li>4. Grounding clips attached</li> <li>5. Extension cord compliance</li> <li>6. SDS sheet availability</li> <li>7. Clearance around electrical panels</li> <li>8. Satellite containers closed/locked</li> <li>9. Spill containment supplies available</li> <li>10. Guards and safety controls in place</li> </ol>	The inspector may require records that are kept in the HR office
3		Immediately after the ENPOINTE escort is notified, the escort will call the consultant from PIM and inform them that an inspector has arrived	<p>The assigned escort or backup escort will place a call to the safety consultant at Printing Industries Midwest and alert them that an inspector is on site.</p> <p>The consultant will assess the situation and will take one of these actions:</p> <ol style="list-style-type: none"> <li>1. Come to the affected site immediately and escort the inspector.</li> <li>2. Speak with the inspector on the phone and then give instructions to the VP of Operations or other agent on how to proceed.</li> <li>3. Speak only to the VP of Operations or other agent with instructions on how to proceed.</li> </ol>	The PIM consultant can offer advice that will protect us from undue penalties and mitigation actions.
4		An escort will accompany the inspector through the facility.	The escort will offer assistance in gathering information and answering the inspectors' questions.	

5		Escort instructions for dealing with inspectors	<ol style="list-style-type: none"> <li>1. For OSHA inspectors, request that the inspector shows a badge (not a business card) prior to accessing the facility.</li> <li>2. Ask the inspector why they are here and what they will be inspecting.</li> <li>3. Do not offer information. Answer questions directly and without embellishment.</li> <li>4. Do not allow the inspector to take photos of anything that is customer-related or could be considered a trade secret.</li> <li>5. Do not challenge or antagonize the inspector.</li> <li>6. If anything that is pointed out by the inspector can be fixed right then, attempt to get the repair or fix made while still onsite.</li> <li>7. If the inspector requires training records, escort them to the HR department</li> <li>8. If the inspector wants to ask employees questions, direct them to appropriate personnel but do not interfere with their answers or answer for them.</li> </ol>	<p>Cases of fraudulent entry by competitors have been discovered. Attempt to narrow the focus of the inspection.</p> <p>We don't want to give them an opening into possible issues.</p> <p>Customer information is protected under our security policy.</p> <p>This may keep simple issues off the report and save effort required to prove the correction.</p> <p>The HR office has been alerted to the inspectors presence and will be prepared for their questions.</p>
6		End of Inspection requirements	<p>At the end of the inspection, ask for the results of the inspection and the expected actions.</p> <p>Request a schedule for required actions.</p> <p>If the inspector chooses, assemble requested personnel for a closing meeting.</p> <p>The escort is required to stay with the inspector until they leave the premises.</p>	<p>This may help limit the findings and give us a head start on corrective actions.</p> <p>To ensure we comply in a timely manner.</p>

Notes: The contacts at PIM are Paul Gutkowski as primary – 612.400.6205 and Cathy Malinowski as secondary – 612.868.6771

Definitions: PIM is the acronym for Printing Industries Midwest, a print industry consulting organization.

Revision History	Description of Changes	Requested by	Date
Rev 0	First posting to intranet	Dean Milinkovich	10/22
Rev. 1	Update owner and activity responsibilities to Director of Operations and remove St. Paul references.	Dean Milinkovich	9/23