

## EH&S Tips - REGULATORY INSPECTIONS: What to Do if an Inspector Arrives



Inspectors from either Federal or State agencies can inspect your facility either announced or unannounced. They may also call to ask questions or send a letter rather than physically visit the store or send a request for information.

Any time you receive a request for information from an outside regulatory agency, be sure to follow the instructions provided in the Environmental, Health and Safety Manual. Luxottica EHS will help will the follow up and will respond for you.

### **Key points to remember:**

- Ask to see credentials and write the contact information down or ask for their business card.
- The most senior manager currently on site should walk with the inspector.
- Ask what the purpose of the visit is and keep the focus of the inspection on that specific issue. Don't offer any other information or let them wander around the store or back areas.
- Be honest and courteous, answering to the best of your knowledge and without guessing. If possible, answer with "yes" or "no" responses and don't offer extra information.
  - It's okay to say you don't know something but will ask and provide the answer shortly.
- They may request reviewing information or documentation. This request is okay if it is not HIPAA protected information.
  - If they ask for employee records, explain that information must come from Corporate and ask that they put the request in writing so you may follow up.
  - If they request to take pictures, make copies, or take documentation with them, explain you must get approval from Corporate and ask them to send an email outlining a list of documents or pictures they would like to have.
- At the conclusion of the inspection, make sure you know what the next steps are.
  - Complete the "**Store Inspection Report**" survey in CAMS.
  - Report on the inspection by your operations Manager.

### **Key points to remember if you are in Canada:**

- Ensure the proper Canada postings are posted and visible in your store.
- Ensure you have a Health & Safety Committee or Representative in place, and they understand their duties.
- Ensure at least 1 person from each store has been identified to take First Aid Trainings (excluding BC and MB).
  - **Note:** Direction for Canada postings and First Aid training can be found on HR Solutions [here](#).
- First Aid Kits are available to order on Central Purchasing: CP# 3000464.
- The AP tile in the Ciao Toolkit has training documents posted if you are asked for them.

### **Tips to determine if the person has legitimate business in your location:**

An inspector or government official will have credentials readily available for review by store personnel.

They may ask for:

- Your name and title
- Information on store policies and programs, such as who the Health & Safety Representative is
- Training records on specific topics

## EH&S Tips - REGULATORY INSPECTIONS: What to Do if an Inspector Arrives



### **They will not:**

- Ask for anything related to money transactions, such as bank deposits or gift cards.
- Ask for log-in information for store systems.
- Ask for personal information of employees, such as bank accounts or home address/phone numbers.
- Ask for access to the store router or IT equipment.
- Use trickery or deception to acquire what they need.

Understanding the above can help stores avoid being victimized by individuals attempting to commit a fraud or scam. In case Report to your ROM and Ops.