

Regulatory Inspections (2024)



***You received a letter from the Fire Marshal asking for test results...
An OSHA inspector shows up at the store ...
A notice regarding compliance shows up in the mail ...
Do you know what to do?***

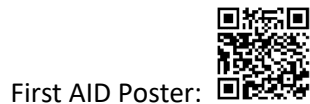
First, don't panic! But don't ignore it. Inspectors from various regulatory agencies can inspect your facility either announced or unannounced. They may also call to ask a question or send a letter requesting information.

The EssilorLuxottica EHS is here to help and will follow up with guidance for you if needed. If you receive a letter, email, call or on-site inspection from a regulatory agency, remember to ...

- 1) Complete the “**Store Inspection Reporting**” survey in CAMS or ThinkLP when will be launched.
- 2) Submit any paperwork (or invoices) received to RetailSafety@luxotticaretail.com or via fax to (513) 492-3435.
- 3) Notify your operations Manager.

Additional Tips mainly for Canadian locations inspections readiness, be sure to:

1. Have at least one First AID active Certification available where required (excluded BC and MB)
 2. Have available the First AID Kit and First AID Poster exposed.
 3. Have a designated H&S Committee or representative, and that meeting minutes have been taken monthly:
- Print your Poster with more information here if needed:



Correcting Issues:

If a regulator provides instructions that something needs to be fixed, or you fail a question on your monthly EHS audit, you want to get these addressed quickly. To help with this, the request is available in the Store Maintenance Portal work order system.

Tip: Be sure to include a copy of your report or citation showing the required fix in your request.
You should also call the Store Maintenance Emergency Hotline if urgent!

Key points to remember if an inspector is onsite:

- Make sure you know who they are and what agency they represent. Ask for their Government ID!
- Answer to the best of your knowledge and without guessing.

Tip: It's okay to say, “I don't know, but I will find out and get back to you”!

- Don't offer any additional information other than what is being asked.

Tip: Keep to yes or no responses if possible.

- They may request to review or make copies of documents or take pictures. Take note of what documents they reviewed on site and take duplicate pictures. Never let them take originals or copies of documents with them.
- Tip: It's okay to say you need approval and will send it to them later.

For more information, review your Environmental, **Health and Safety Manual**. The section on Regulatory Inspections provides detailed instruction on what to do in the event you have an inspection.

Reminder: Complete your “EHS Health & Safety Monthly Checklist” in CAMS/ThinkLP the first week of each month.
Consistently completing this will help you stay in compliance and make regulatory inspections easy and fast!

Don't forget to share your feedback and suggestions on how we can improve our health and safety programming!
Contact RetailSafety@luxotticaretail.com with any questions.

