WHITEWATER EXPRESS CAR WASH

OSHA INITIAL CONTACT PROTOCOL

Emergency Site Manager Response Guide — Follow Immediately Upon Inspector Arrival

IMMEDIATE ACTION CALL BOX

AREA DIRECTOR
Name: _____
Phone: _____

SAFETY DEPARTMENT
Phone: (346)-367-2500 x19002

1 VERIFY CREDENTIALS

Credentials Check: Ask to view official credentials showing they are a Compliance Officer with the U.S. Department of Labor or OSHA.

Entry Protocol: Confirm credentials before granting access beyond public areas.

2 DELAY & WAITING AREA

Request Brief Delay: Politely ask the inspector to wait 30-40 minutes for management to arrive before beginning.

Customer Lobby: Escort them to the customer lobby to wait comfortably and offer them water.

3 NOTIFY AREA DIRECTOR & SAFETY

Immediate Escalation: Call your Area Director and the Safety Department immediately.

On-Site Arrival: If an Area Director or leadership can arrive within 30-40 minutes, ask the inspector to wait for their arrival so they can conduct the walkthrough.

Remote Support: If no leadership can arrive on-site within 30-40 minutes, the Safety Department will be available to participate and walk with you via phone or video call.

4 SHADOW, MIRROR & FIX ON-THE-SPOT

100% Escort Requirement: A manager must remain with the inspector throughout the entire site walk.

Mirror Photos & Notes: Take matching side-by-side photos/videos from the exact same angle and keep detailed notes on everything discussed.

Fix On-the-Spot: Instantly resolve quick-fix safety items (e.g., unlabeled chemical bottle, electrical box clearance) and document that it was corrected immediately on-site.

5 REMAIN PROFESSIONAL

Professional Demeanor: Be courteous, calm, honest, and cooperative at all times.

Keep Mission in Mind: Remember the compliance officer is on-site to ensure site and employee safety.

