	Task	The purpose of this SOP is to detail the managerial duties that an Area Manager shall perform, including:
		▪ Manage Regulatory Inspection
		▪ Supply Management Approval
		▪ Process Expense Reports
		▪ Conducting Accident Investigations
	Equipment and Tools	▪ Investigation Tool
		▪ Concur Solutions
	References and Job Aids	▪ Visitor Log-In Form
		▪ Procurement Request Form
		▪ Approved Suppliers Listing and National Account Directory
		▪ Concur Training
		○ From Flyt, click Tools & Resources > Concur

	Safety and Legal Reminders	**Manage Regulatory Inspection**

Manage Regulatory Inspection

Print and keep a copy of this SOP in a location known by all Depot Leaders that may participate in an inspection.

Prior to allowing any state or federal OSHA Compliance officer to tour your depot, you MUST contact your Safety Manager and / or Corporate Compliance Manager by phone to participate in the opening conference.

▪ For information regarding OSHA 300 logs contact Beth Otto ext. 77560.

The USDA, the FDA, as well as State and Local health/food inspectors, have the authority to inspect company warehouses and/or trucks used to store food products.

▪ Inspectors are required to show identification.

Company facilities are not required to be registered with FSIS (Food Safety Inspection Service) due to the facility being a private warehouse.

▪ All the meat and poultry products handled in this facility are owned by the company and/or one of its affiliate companies.

   ○ Reference SOP 200-13A, Legal Statement.

Company facilities are registered as a Food Facility under the Bio-terrorism act on the FDA website and its documentation may be obtained by contacting:

▪ Taylor Henning – 1-952-841-4689

▪ Peg Anderson - ext. 78453

▪ Jane Arends - ext. 78733

▪ Brian Hainfield – ext 78153

Supply Management

▪ No service contracts may be signed by any Field Leaders

▪ All contracts must be reviewed by the Cygnus legal team before procurement

	Standards and Respon-sibilities	**Manage Regulatory Inspection**
		100% compliance of this standard is required at all times.
		Regulatory inspections are those inspections conducted by agents or inspectors from federal, state or local regulatory agencies. Agencies that may inspect depot facilities include:
		▪ Federal Food and Drug Administration (FDA)
		▪ Occupational Safety & Health Administration (OSHA)
		▪ United States Department of Agriculture (USDA)
		▪ State food and/or agriculture departments
		▪ State or Local Public Health Department agencies inspecting the propane installation, etc.
		Supply Management
		▪ Process to be followed for all procurement of goods and services
		▪ Approved suppliers must be used for all goods and services
	Definitions and Acronyms	None
	Procedure	**Task Steps for:** **Manage Regulatory Inspection**
1.		Before allowing any agency inspector to inspect a company facility you must check their:
		▪ Credentials
		▪ Agency
		▪ District (if applicable)
		▪ Identification or Badge Number
		▪ Immediate Supervisor
		All information should be recorded on the inspection report.
2.		When the inspector arrives at the depot:
		▪ Treat him/her cordially and respectfully as you would any business visitor
		▪ Complete the visitor log-in process
		Remember that the inspector can include in his/her report general impressions of attitude and cooperation received.
		▪ Therefore, it is important to be honest, sincere and cooperative with the inspector.
3.		**At this time, the inspector should be informed that company policy prohibits the use of cameras or tape recorders.**
4.		An authorized company employee (Area Manager / Sr. MH) **must** accompany the inspector at all times.

	Procedure	**Task Steps for:** **Supply Management Approval**
1.		Procurement: Maintenance / Supplies / Logistics Temp Labor / Logistics Overtime / Uniform Ordering

2.		**Facilities Maintenance Goods and Service Procurement:**
		
		 ▪ Area Manager and SRMH e-mail request form for Safety Related/Business Critical needs to ZOM
		
		 ▪ ZOM contact Schwan Primary Supplier for estimate of work and schedule.
		    o Advise supplier – all invoices to be paid via ZOM Credit Card
		    o DOF to Pre-Approve any exception requiring paper check suppliers
		
		 ▪ ZOM Enter request of work to be performed in Purchase Order Tracking file and E-mail estimate to DOF and DOM
		    o Labor Cost, Part Cost (With Part Numbers) and Tax to be broken out on estimate
		
		 ▪ DOF to Authorize all Maintenance goods and services-(allow 24 hours)
		    o DOM may seek feedback from Construction Team
		
		 ▪ ZOM to approve and pay invoices via Credit Card when work is complete
		
		 ▪ For primary suppliers with open account and terms send invoice to APInvoices@schwans.com within 7 calendar days of work being completed
		
		 ▪ Suppliers without terms ZOM to pay on Credit Card. When clearing Monthly expense ensure cost is assigned to correct Cost Center
		
		 GL Codes: 71000000 General Maintenance, 71000005 Pest Control, 71000022 Refrigeration, 71000008 Building Maintenance, 71000047 Grass and Snow, 71310000 Janitorial/Security
		
		 In the event of Emergency ZOM must contact DOF via phone. Post call outcome process to be followed for documentation.

3.		**Items From MDC:** Orders to be processed 7 days prior to next semi. The Best Practice is to place the order the day as soon as possible after you receive the semi ▪ AM and SRMH fill out request form and attached MDC ordering form for Business-Critical Items to ZOM ▪ AM E-Mail Requisition Form and MDC order to ZOM for Review and Approval ▪ ZOM E-mails approved order to MDC o **Orders that are received by MDC that do not come from ZOM will not be processed**

4.	**Innovative Office Solutions:**
	Orders with IOS to be processed once a month – 1st Week of Period
	▪ AM and SRMH enter order in ISO system for Business-Critical Items
	▪ ZOM reviews Pending Approval Orders in ISO system to audit and Approve orders for Shipment
	○ The new process allows the AM to order approved items without ZOM approval
	▪ AM reconciles received invoice by third week of each period
5.	**Grainger:**
	Orders with Grainger to be processed once a month – 1st Week of Period
	▪ AM and SRMH process order in the Grainger system using the DSCHWANS@Schwans.com account on **Grainger.com** for Safety or Business Critical Items
	▪ ZOM Authorize (Allow 24 Hours) purchase on the Grainger.Com site.
	▪ AM clear the invoice on his/her Credit Card on or before the 20th of each period
	○ If order is for maintenance work, ZOM must follow maintenance process before authorizing purchase
	▪ AM reconciles received invoice by third week of each period
6.	**Uniform Procurement and Recycle:**
	▪ AM send order form to ZOM
	○ Indicate if order is for New RSR or Replacement for Tenured RSR
	○ Enter Employee Name, Position and Employee # in comment section of MDC order form
	▪ ZOM send approved order to MDC002-Material Distribution
	▪ MDC will confirm back to AM what will be shipped and if Aramark order will have to be generated
	▪ AM forward MDC reply to ZOM for Aramark order authorization.
	▪ ZOM reply with approval to process Aramark order.
	Uniform Recycle Program:
	▪ AM Process return of all uniforms / 72 hours of last day worked
	○ Process order for Return Label
	○ Box uniforms to be returned
	▪ All uniforms must be returned ongoing

7.	**Logistical Temporary Labor Use:**
	▪ AM advise ZOM of any perceived need for Temp Labor
	▪ ZOM construct coverage plan
	○ There will be no overtime use for Temp Labor Authorized at anytime
	▪ ZOM Responsible for all communication with Temp Labor Suppliers
	○ Advise Supplier- Remit to address for all invoices ZOM Office
	▪ ZOM/DOM align on coverage plan
	▪ ZOM execute the plan by installing Start and End dates with the Supplier
	▪ AM Sign work hour report for Temp Employee and Fax copy to ZOM
	▪ ZOM Approves invoices within 7 calendar days of invoice date
	○ For primary suppliers with open account and terms send invoice to APInvoices@schwans.com
	○ Suppliers without terms ZOM to pay on Credit Card. When clearing Monthly expense ensure cost is assigned to correct Cost Center
8.	**Logistical Overtime Labor Use:**
	▪ SRMH/MH advises the AM of any perceived need for Overtime / SRMH/MH call ZOM for approval conversation
	▪ ZOM documents approved hours, E-mail back approved time to AM and SRMH/MH
	▪ ZOM/DOM align on total approved OT for week
	▪ Review Depots with unapproved OT ZOM/ZM Review and Report out to DOM

▲	**Procedure**	**Task Steps for:** **Process Expense Reports**

1.	Completing and processing expense reports, with all the required information, ensures that expenses are accounted for and accurate
	▪ Expense Reports should be submitted and processed in a timely fashion to keep costs in line
	▪ The company uses Concur Solutions to create, submit, and process expense reports
2.	Expenses are tracked in Concur through the use of company credit cards
	▪ Credit card holders and approvers must review the Business Travel Policy
	○ (Flyt > Tools and Resources > Concur > Travel Policy)
	▪ **Note:** Expenses submitted through the HHC do not need to be handled through Concur
3.	If an SOS reports to you, you will need to approve their expense reports

▲	**Procedure**	**Task Steps for:** **Conducting Accident Investigations**

1.	In the event of an accident or injury all employees must notify their manager immediately.

2.	For serious accidents or injuries, and third-party injuries, the manager notifies ZM, SM, HR and DVP as soon as possible. ▪ The accident or injury is reported to 844-614-8396. ▪ Third-party injuries are not investigated.
3.	The AM or ZM conducts the investigation using the Investigation Tool.
4.	The ZM schedules an Investigation Call: ▪ Discussion includes contributing factors and root causes. ▪ The call shall result in a determination of Corrective Actions.
5.	The ZM enters the Corrective Actions into Safe@Schwans as an AM action.
6.	The AM completes Lessons Learned. ▪ This is emailed to the ZM and Safety Manager.
7.	The AM closes out the actions in Safe@Schwans.