

AIR POLLUTION CONTROL DISTRICT
REGULATORY COMPLIANCE DIVISION

POLICIES AND PROCEDURES

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Topic: Conduct in the Field

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This section of the policy and procedures manual will provide general guidance to inspectors on expected conduct in the field. This guidance covers safety awareness, public relations, ethical behavior and respect for private property. A APCD inspector will perform his/her duties in a professional manner which reflects a serious and business-like attitude, appropriate dress and knowledge of rules, permit conditions, legal access procedures and safety awareness.

The inspector must remain objective, business-like and unemotional in all contacts with industry representatives and the public. An attitude of basic friendliness, as shown by shaking hands and exchanging short personal pleasantries, is encouraged. However, long friendly conversations about matters unrelated to the investigation or inspection distract attention from the compliance determination and wastes time. Such conversations should be avoided.

The job of the inspector is to make objective observations and consistent interpretations of rules and permit conditions. The inspector will arrive at all investigations and inspections prepared to proceed in a manner consistent with the policies and procedures outlined in this manual. If unsure how to proceed at any point during an inspection or investigation the inspector will contact his/her supervisor for further direction.

The primary purpose of an inspection is to collect data and evidence which will indicate the compliance status of a source of air pollution emissions. Consequently, the inspector should avoid offering opinions and should direct the investigation by asking questions which will reveal the compliance status of the source.

The inspector should handle expressions of anger or resentment by industry personnel or members of the public in an objective, non-confrontational manner. An inspector should never react with any demeanor other than calm professionalism. It is neither proper to agree with the contact for the sake of reducing potential conflict, nor is it proper for the inspector enter into arguments concerning interpretations of rules or regulatory philosophies. If the inspector is unable to direct the comments of the industry or public contact to matters related to the physical determination of compliance, then the contact should be ended and the inspector should withdraw and contact a APCD supervisor

for direction. If at any time, the inspector feels that the actions of an industry or public contact are threatening, the contact should be ended and the inspector should withdraw.

An inspector's appearance should reflect professionalism and awareness of safety. Clothing should be discrete, modest and functional. If short sleeves are worn, the inspector should carry a jacket in case long sleeves are needed to comply with source specific safety requirements. Pants should cover the legs completely. Clothing should be loose enough to allow unrestricted movement but close fitting enough to prevent it from being caught in moving equipment.

Clothing should be chosen in accordance with the level and type of inspection. The environment in some industrial settings will require sturdy work clothes, while in certain high technology facilities business clothing may be appropriate.