

Regulatory Agency, Sampling, and Official Visits Procedure

This document outlines the procedures and policies to be followed by all GWSI personnel during a Regulatory Agency or Official Visit, including, but not limited to, Customs and Border Protection inspections, sampling agency visits, and current or potential client visits.

Visitor Check-In Procedure

1. All visitors must present photo identification and sign in at the main office to obtain a visitor's badge. All visitors must sign in on the GWSI Official Visits Log with the following information:
 - a. Name
 - b. Date
 - c. Arrival time
 - d. Company or Regulatory Agency
 - e. Reason for visit
2. Office staff members validate that all the information is complete and valid and issue visitor badges to all parties.
3. Office staff or management will assign an escort for the visitors.

Escort Protocol

GWSI strictly prohibits visitors from accessing any areas of the offices, warehouse, or company grounds without being escorted at all times.

Escorts do not answer questions or provide information on procedures or policies under any circumstances unless they are a qualified member of management or have been directed to do so by it.

GWSI does not permit photography or video recording of any kind unless it is explicitly required by the visiting agency to complete sampling or inspection. All photography and video recording of freight in the warehouse must be limited to only the goods being inspected/sampled or be owned by the visiting client who is capturing the images. **Unless previously approved, photography inside GWSI offices, exterior of facilities, or company grounds by visitors on GWSI property is strictly prohibited.**

Sampling Procedure

1. GWSI shall be notified before the cargo owner or the approved regulatory agency requires sampling. GWSI shall be informed of the SKU, lot, quantity, and other applicable information to prepare the freight for sampling.
2. The GWSI escort will note the moveable unit ID that is sampled and in what quantity (approximate is ok if exact is not available). If the moveable unit is comprised of sub-units (cartons, bags, et cetera), the escort will relocate the sub-unit to a new pallet, recording the quantity, location, and all traceable data points of the now quarantined freight.
3. The sampling agency or the operator will ensure that any moveable unit or sub-unit opened for sampling is properly sealed and marked “HAS BEEN SAMPLED.”
4. Once the sampling is completed for all SKU/lot combinations, the escort will lead the sampler back to the office for checkout and turn in the records of the goods sampled.
5. The office staff member will take the sampling information, verify it for completion and accuracy, and then update the system with any adjustments that need to be made. If new MU labels need to be created, they will be given to the operator that escorted the sampler for application.

Visitor Check-Out Procedure

1. Once the official visit ends, the GWSI escort will lead the visitors back to the primary office.
2. Visitors must all write their checkout time on the GWSI Official Visits Log.
3. Visitors will return their visitor badges to the office staff member who issued them.