



State of Alaska
Department of Labor and Workforce Development
Division of Labor Standards and Safety

AKOSH Program Directive 05-12

Date: June 24, 2005

To: Distribution List

From: Grey R. Mitchell Director

Subject: **IPC 01-00-005 OSHA E-Correspondence Policies and Procedures**

This Program Directive, PD 05-12, is notice that Alaska Department of Labor & Workforce Development, Division of Labor Standards & Safety will implement procedures similar to the recommendations for states included in IPC 01-00-005, section V.

This instruction implements guidance for federal OSHA and encourages States to adopt similar guidance for processing, routing, tracking and responding to electronic inquiries by the public received from the OSHA public website.

Based on the IPC 01-00-005 recommendations, Alaska's policy for processing e-correspondence will be as follows:

- 1. Designated E-Correspondent;** AKOSH has designated an Internet/E-mail Correspondent who is responsible for receiving the forwarded messages from OSHA and redistributing them to AKOSH staff for response. Currently that person is Lillian Prevette, in the Juneau office.
- 2. Change to Designated E-Correspondent:** AKOSH will notify OSHA Directorate of Cooperative and State Programs if there is a change in the AKOSH E-Correspondent address.
- 3. Maintain records of correspondence received and responses:**
 - A. The E-Correspondent will maintain a hard copy file of the inquiry received, distribution for response and the response.

B. The E-Correspondent will maintain an electronic log of inquiries received, distributed and the responses. This log will be available to AKOSH management for periodic review to ensure timely response.

4. Timely Response and Tracking: AKOSH will respond to inquiries by sending an acknowledgement of the inquiry and referral to appropriate staff within five business days of receipt from OSHA.

A. Acknowledgement: The E-Correspondent will, upon receipt of the inquiry, send an acknowledgement e-mail to the inquirer informing them that the inquiry has been received and will be forwarded to the appropriate section Chief of AKOSH or designee for response. The local and toll free telephone numbers of the section Chief will be provided within the initial e-mail acknowledgement.

B. Notification of Inquiry: The section Chief of AKOSH will be cc'd in the acknowledgement e-mail. This will be the Chief's notification that a response is required.

C. Referral: The section Chief will then either respond to the inquirer or delegate staff to respond.

D. Response: Initial responses to the public will be made via e-mail.

- i. The section Chief will approve the response.
- ii. The E-Correspondent will be cc'd so that the date and time of the response may be logged.
- iii. Subsequent responses should be summarized and forwarded to the E-Correspondent to be logged.

E. Tracking: The AKOSH E-Correspondent will track the responses to ensure that the responses are timely. Delays in delegated responses will be referred to the appropriate section Chief.

5. Correspondence requiring a special response:

A. FOIA-related e-correspondence will be forwarded to the AKOSH FOIA and records clerk for appropriate response and logging. The Chief of Enforcement will be cc'd.

In responding to the FOIA inquiry, the FOIA/Records Clerk will cc' the E-Correspondent so the initial response may be logged.

B. Workplace Complaints: Complaints regarding workplace safety or health issues will be directed to the Chief of Enforcement, with the Director cc'd.

C. Conduct Complaints: Complaints regarding AKOSH employees' conduct will be directed to the Director and appropriate section Chief.

D. Interpretations or Policy: Ordinarily, requests for policy and interpretation require research and a series of communications to provide the best information to the inquirer. Every effort will be made to respond fully and in the most timely manner possible.

i. **Federal:** Requests for guidance on and interpretations of federal regulations will be referred back to OSHA. These requests must be made in writing to the appropriate agency. Contact information will be provided as needed.

ii. **State:** AKOSH will provide guidance on Alaska statutes, regulations and policy. An email response to such inquiries may request additional information for clarification and provide an approximate date when an answer can be expected.

Please ensure that all members of your staff receive a copy of IPC 01-00-005, and this program directive showing the Alaska state procedures, and understand how to implement it.

Attachments: [CPL 01-00-005](#)

Distribution List w/o attachment

Richard S. Terrill, Regional Administrator, USDOL, Region X, OSHA
Dale Cavanaugh, Deputy Regional Administrator, USDOL, Region X OSHA
Randy White, Alaska Area Administrator, USDOL, Region X, OSHA - Anchorage

Distribution List with attachment

John Stallone, Chief, AKOSH Enforcement
Cliff Husted, Chief, AKOSH, Consultation & Training
Jenny George, Administrative Manager III, LS&S
Lillian Prevette, Administrative Assistant, LS&S