U.S. Department of Labor

Mine Safety and Health Administration 1100 Wilson Boulevard Arlington, Virginia 22209-3939



FEB 2 0 2009

MEMORANDUM FOR

MICHAEL A. DAVIS

Deputy Assistant Secretary for Operations

Mine Safety and Health

FROM:

CHARLES J. THOMAS

Director of Accountability for

Mine Safety and Health

SUBJECT:

MSHA Office of Accountability Audit, Shamokin, Pennsylvania,

Field Office, and Lehigh Coal and

Introduction

This memorandum summarizes the Office of Accountability audit of the subject mine and field office. Audit subjects included the Uniform Mine File, MSHA field activities, level of enforcement, Field Activity Reviews (FARs), MSHA supervisory and managerial oversight, mine plans, and the conditions, practices, and communication at the mine. The audit was conducted during the week of issues requiring attention are included in this audit report.

Overview

The auditor traveled to the Shamokin, Pennsylvania field office and to the four (4) pits at to observe and evaluate enforcement activities and mine conditions. Special note is that two pits are UMWA represented and two pits are non-union. Accompanying the auditor were declined to travel with the inspection team, but did attend the close out conference. Areas of the mine examined during this audit included main and secondary access roads, the active pits, highwalls, spoil banks, and repair shop areas. Selected pieces of equipment on the property were inspected during this audit.

The acknowledged ground control plan was compared to the conditions and practices at the mine.

The audit revealed positive findings in several categories, including the following:

- 1. Both the demonstrated excellent communication with the miners, mine operator, and union, and exhibited a genuine concern for the miners.
- 2. The Manager have visited numerous mines during the time period covered by this audit.
- 3. The level of enforcement appears commensurate with the conditions and practices observed.
- 4. Inspection documentation indicated thorough and complete inspections.

The audit revealed several issues that require corrective actions or clarification (some of which are not within the control of the district), including the following:

- 1. Ground control plans did not always have clear bench width dimensions and coal seal thickness stated in the plan, this is being corrected by the District.
- 2. Insufficient documentation of Field Activity Reviews and Accompanied Activities.
- 3. Fire protection on mobile equipment needs inspected more closely.

Audit Results

The attached checklist addresses the findings of the audit. Positive issues as well as issues requiring action are covered in detail in the checklist.

Attachments

- A. Office of Accountability Checklist, with comments, recommendations, and references
- B. Citations issued during this audit
 - 1) 77.1110 2) 77.1606(c) 3) 77.1110 4) 77.409(a) 5) 77.1100

cc: K. Stricklin

- T. Bentley
- F. Quintana
- G. Fesak
- W. Wilson
- K. Bullock

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date Date
<u> </u>
1. Evaluate supervisory review of inspection reports and documentation for completeness
Adequate X Inadequate Not Applicable Comments Below
2. Determine if supervisors address report deficiencies immediately
Adequate X Inadequate Not Applicable Comments Below
3. Determine if supervisors are visiting each assigned mine at least annually
Adequate X Inadequate Not Applicable Comments Below
Evaluate the quality of Field Activity Review reports (FARs)
Adequate X Inadequate Not Applicable Comments Below
Interviews with indicated the review of work products was excellent. The supervisor returned reports to the inspectors when deficiencies were found, and discussed methods of improvement with the inspectors. However, the Field Activity Review documentation did not reflect these activities.
Recommendation – Supervisors should always accurately and completely document deficiencies and corrective actions, as well as exemplary achievements, on FAR review forms.

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date Date
Determine if supervisors/managers are identifying and addressing performance or
5. behavior based issues during and after accompanied inspections are conducted
Adequate X Inadequate Not Applicable Comments Below
Interviews with and on-site evaluation of
inspector/supervisor interactions indicated an excellent level of supervisory oversight.
However, the supervisor did not always adequately document observation and correction of deficiencies. No action required, this should be a priority to supervisors.
Recommendation – Supervisors should always accurately document deficiencies, corrective actions, and exemplary achievements, on Accompanied Activity review forms.
7. Determine if supervisors are thoroughly reviewing mine files at least annually
Adequate X Inadequate Not Applicable Comments Below
Determine if Assistant District Manager is holding supervisor accountable for general mine visits, FARs, and accompanied activities
Adequate X Inadequate Not Applicable Comments Below
Evaluate the location, workload, and availability of specialists (roof control, ventilation, electrical, etc.) within the district
Adequate X Inadequate Not Applicable Comments Below
This was addressed in another audit report and recommendations were made concerning electrical specialist.
Determine if supervisors, staff assistants, and other management personnel are reviewing work products for accuracy and completeness
Adequate X Inadequate Not Applicable Comments Below

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date Date
Determine if supervisors are monitoring inspector time and activity
Determine if supervisors are monitoring inspector time and activity documentation to ensure proper use of time by inspector
documentation to ensure proper use of time by inspector
Adequate X Inadequate Not Applicable Comments Below
<u>Positive Comment</u> : Inspector time distribution at this field office for the time period audited
was excellent.
Inspector on-site time for the field office exceeded 63% of the total event time, with more than
27% being spent in the active pit. Time spent in the "other" category was less than 16%. For
this particular mine ID the onsite time was even higher at 64.21% and the other time was
lower at <u>10.25%</u> which is commendable.
Determine if supervisors are using the Performance Management System to hold
19. inspectors accountable for properly evaluating gravity and negligence, termination
due dates, and timely termination of citations
Adequate X Inadequate Not Applicable Comments Below
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Determine if supervisors are adequately evaluating the level of enforcement by
20. visiting each producing mine
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Adequate X Inadequate Not Applicable Comments Below
Determine if second level reviews are used to assess supervisory review of
23. enforcement actions
Adequate X Inadequate Not Applicable Comments Below
Evaluate inspector/specialist knowledge of documentation required and process
25. for completing PKW Forms
Adequate X Inadequate Not Applicable Comments Below

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date
Evaluate the district's process for performing Possible Knowing/Willful (PKW) 26. reviews and initiating or denying special investigations
Adequate X Inadequate Not Applicable Comments Below
Determine if managers and supervisors are using required "standardized reports" to review critical data relevant to inspections and investigations
Adequate X Inadequate Not Applicable Comments Below
Determine if complete and thorough inspections are being conducted and adequately documented
Adequate X Inadequate Not Applicable Comments Below
Determine if inspection notes, air samples, rock dust samples, and tracking
map/diagram support the inspector's assertion that the mine was inspected in its entirety
Adequate X Inadequate Not Applicable Comments Below
<u>Positive Comment</u> : Inspection reports and inspector notes reviewed indicate that all surface equipment is being inspected and diligently being tracked on the ITS. Reports and onsite mine observations verify complete inspections.
Two inspection notes did not have arrival time for Event Reference Coal Inspection Procedures handbook. General Coal Mine Inspection Procedures and Inspection Tracking System (PH-09-V-1), Chapter II, General Procedures, Page 9, Paragraph D
This Handbook took effect on January 01, 2008.
Arrival at the Mine. ARs should arrive at the mine in time for pre-inspection contacts, a preliminary review of the record books, and an overview of the mine map to determine which area of the mine to begin the inspection or investigation. The arrival time at the mine shall be entered on the Daily Cover sheet and will be considered the official time of arrival. The arrival time shall be independent from other agency time reporting data (People Time, Weekly Time and Activity, etc.). A departure time is not required.

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date Date
Determine that the inspector spent sufficient time on off-shifts and on weekends
Adequate X Inadequate Not Applicable Comments Below
Determine if all mine record books, postings, and other required materials are examined during the inspection
Adequate X Inadequate Not Applicable Comments Below
Determine if the amount of time expended on each inspection activity and area of the mine is sufficient to accomplish inspection goals
Adequate X Inadequate Not Applicable Comments Below
Evaluate each citation/order/safeguard for inspector's determination of gravity, negligence, number of persons affected, and the level of enforcement
Adequate X Inadequate Not Applicable Comments Below
Accompany and evaluate inspector's imminent danger run
Adequate X Inadequate Not Applicable Comments Below
Check adequacy of preshift/on-shift examinations
Adequate X Inadequate Not Applicable Comments Below

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date Date
Evaluate operator's workplace examinations
Adequate Inadequate X Not Applicable Comments Below
Positive Comment concerning MSHA: Fire suppression was not being maintained on two
pieces of equipment and was immediately and properly cited, the operator however is not
conducting adequate fire protection examinations which is the root cause of the violation occurring. MSHA should require the operator to make more diligent work place and
equipment examinations concerning equipment fire protection maintenance.
Evaluate conditions on working section/pit and observe work cycle
Adequate X Inadequate Not Applicable Comments Below
Examine electrical cables on several pieces of equipment
Adequate X Inadequate Not Applicable Comments Below
Determine if all required record books are adequately completed and in compliance with applicable standards
Adequate X Inadequate Not Applicable Comments Below
Examine mine bulletin board and evaluate adequacy of all required postings
Adequate X Inadequate Not Applicable Comments Below

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date
Determine if approved plans address and are compatible with mining conditions
64. and equipment
Adequate X Inadequate Not Applicable Comments Below
Issue requiring attention: Ground control plan for the bench width in three drawings in agreement with paragraph in the plan. One bench width stated 10-30' width on page 6, and pages 10-12 drawings depicted 15-30' bench width. The acknowledged ground control plan should agree with one standard bench width. <i>Reference:</i> 30CFR 77.1100
Determine if MSHA headquarters is conducting sufficient, in-depth Peer Reviews
Adequate Not Applicable X Comments Below
There were no headquarters-level accountability reviews conducted in District 1 during CY 2008. Four other Districts were audited in 2008 as required in the Accountability handbook.
Determine if Peer Reviews identify root causes of deficiencies, corrective actions, set time lines for corrections, and identify a method for accurately measuring the success or failure of corrective actions.
Adequate Inadequate X Not Applicable Comments Below
A district-level accountability review was conducted from May 20 to June 04, 2008. Although the review appears to have been thorough, the report does not contain a means for conducting effective follow-up activities.
Action Required – District and headquarters level accountability reviews must contain a means for follow-up and evaluation of the corrective actions.
Reference – Accountability Program Handbook AH08-III-4, page 8, Follow-Up and Evaluation.
Determine if Peer Reviews include a visit to the mine, and include observation of the producing section, conveyor belt entries, escapeways and the ERP provisions

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date
Evaluate the two most current completed E01 (regular) inspection reports (two quarters)
Adequate X Inadequate Not Applicable Comments Below
<u>Positive Comment</u> : During one event the inspector observed the annual refresher training and evaluated and documented that the content and training was sufficient.
79. Citations, orders, and safeguards issued during previous two quarters
Adequate X Inadequate Not Applicable Comments Below
Determine if 104(d) tracking system is in place at the office being audited, and is being kept up to date
Adequate X Inadequate Not Applicable Comments Below
Determine if all plans and documents in the Uniform Mine File are legible, and up to date
Adequate X Inadequate Not Applicable Comments Below
Determine if a copy of the most recent plan is provided for inclusion in the Uniform Mine File
Adequate X Inadequate Not Applicable Comments Below
Determine if the uniform mine file is reviewed for information related to plan adequacy
Adequate X Inadequate Not Applicable Comments Below

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date
Determine if projected mining relative to overlying, underlying, and adjacent workings was checked
Adequate X Inadequate Not Applicable Comments Below
Mine map with underground workings was on site in the Engineering trailer near the mine office.
Determine if spreadsheets and/or databases provided for tracking of mine visits by supervisors and managers is kept up to date
Adequate X Inadequate Not Applicable Comments Below
Positive Comment: The field office supervisor and the ADM have routine meetings with operators that need improvement in compliance with the regulations. Key indicator reports are being utilized and second level reviews indicate MSHA management's oversight, involvement, and support to the field office.
Evaluate the effectiveness of management's support of, and communication with, inspectors and specialists
Adequate X Inadequate Not Applicable Comments Below
The communication between the district and field offices is highly effective and occurs on a daily basis.
Review documentation of staff meetings/safety meetings to determine their effectiveness and relevance to the Agency's mission and current issues
Adequate X Inadequate Not Applicable Comments Below
Staff meetings contain relevant information to keep the inspectorate up to date on recent HQ memorandums and changes.
Are MSHA Forms 7000-1 accurately reviewed for proper information and potential violations, unsafe practices, or conditions?
Adequate X Inadequate Not Applicable Comments Below

District Coal Dist 1 Field Office Shamokin, PA Mine ID Date
Determine if inspectors have sufficient equipment and supplies to conduct thorough inspections
Adequate X Inadequate Not Applicable Comments Below
Recommendation not a requirement: The surface inspectors conducting off shift examinations do not always wear reflective coveralls. OA recommends that reflective vest be worn when on foot around large mobile surface equipment during both daylight and night time inspections to better protect the inspectors and make them more visible to equipment operators. This is a recommendation only and Metal and Non/Metal inspectors have ordered reflective vest for their surface inspectors. The vests also fit over their overcoats during the winter season when reflective coverall tops are covered with the coat or jacket. Also citizen band radios would be useful to communicate with equipment operators, the inspector I traveled with did not have a citizen band radio.
Determine if adequate close-out conferences are being conducted at the end of each inspection
Adequate X Inadequate Not Applicable Comments Below
Determine if manpower at the field office is sufficient to ensure adequate, complete inspections, investigations, and other activities
Adequate X Inadequate Not Applicable Comments Below

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Type of Action [04(a) Initial Action A. Citation B. Order C Area or Equipment Termination Due A. Date Action ill—Termination Action Action to Terminate	Mo Da Yr Da Yr B. Time	D. Written Notice	E. Citation/ Order Number	21	23. AR Numb		Mo Da Yr

ine Citation/Order ontinuation		U.S. De r Mine Sa	partment of Labor fety and Health Administration	
clion I-Subsequent Action/Continuation Dal Subsequent Action 1a. Continuation	ta 2. Dated Mo (Original Issue)	Da Yr	3. Citation/ Order Number	
Served To		5. Operato	(0)	
Mine	<u> رواند المحمد المحم</u>	7. Mine ID	}	(Contractor)
ction ItJustification for Action				
ne mine operator ha rticulating truck, ruck driver, the hi	Model 350D S/N D	W350DT60	assembly on the Jo 4468. When demonstr as required.	hn Deere ated by the
	F - 1			
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and the second s	and the second s		ىدى كى ئارى <u>نىڭى ئارىكى سۆسەسلىس</u>	e jednik je kolonije je de
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	is the property of the second			See Continuation Form
Iton IIISubsequent Action Taken Ixtended To A. Date Mo Da	Yr B. Time (24 Hr. Clock)	,	C. Vacated D. Terminated	d E. Modified
	D. TIMO (Z4 FIT. CIUCK)		La o vacated (V) p. (emiliated	o (") E Modilleo
lion IV-Inspection Data	manufacture of the second seco			

District Coal Dist 1 Field Office Sh	amokin, PA Mine	ID [Date
ja Bakan mananan samuni			
Mine Citation/Order	U.S. Departme Mine Safety an	ent of Labor of Health Administration	
Section i-Violation Data 1. Date Mo Da Yr 2. Time (24 Hr. Clock)			and a grammation of the contract of the contra
1. Date Mo Da Yr 2. Time (24 Hr. Clock)		3. Citation/ Order Number	
4. Served Ti	5 Onecator		
8 Mine	7. Mine ID	MP (Manual Control of	
8. Condition or Practice		<u> </u>	(Contractor) 8a, Written Notice (103g)
When inspected,, the fire-exting	uisher located i	nside the Lima	2400 "A" Model
Dragline, Co. No. 34, has not be Extinguishers are required to be			
date of the examination recorded			
extinguisher.			W
			No.
	•	See Confinuetto	n Form (MSHA Form 7000-3a)
9. Violation A. Health B. Section	C. Part/Section of		
Safety ☑ of Act Other ☐	Title 30 CFR	77,1110	
	ly 📝 Reasonably Likely	[] Highly Likely []	Occurred
B. Injury or illness could reasonably be expected to be: No Lost Workdays	Lost Workdays Or Restricted D	uty 🔽 Permanently Dis	abling Fatal
C. Significant and Substantial: Yes [] No 📝	Company of the specific and the second of th	D. Number of Pers	ons Affected: 001
11. Negligence (check one) A. None [] B. Low [C. Moderate 🔽	D. High 🗌 E. Reck	less Disregard []
12. Type of Action 1.04(a) 13. Typ	of Issuance (check one) Cit	ation 🗹 Order 🗌 Safe	guard Written Notice
14. Initial Action A. Citation B. Order C. Safeguard D. Written N	E. Citation/ otice Order Number		F. Dated Mo Da Yr
15. Area or Equipment			
	**	o.	
16. Termination Due A. Date Mo Da Yr B. Time (24	Hr. Clock)		
Section III-Termination Action 17. Action to Terminate The mine safety dir	ata ba a andis	ad flag flag out	I se accide allowers and
recorded the date of the examina			
fire-extinguisher.	•		The state of the s
18. Terminated A. Date Mo Da Yr B. Time (24 Hr. Clo	ik .		<i>p</i>
Section IV-Automated System Data			
19. Type of Inspection (activity code) E01	21, Primary	or Mill	
22. Signature		23. AR Nümb	er en
MSHA Form 7004 the provisions	of the Small Business Regulatory Enf	forcement Fairness Act of 1996, th	e Small Business Administration has
established a National Small Business and Agriculture Regulatory Ombuds enforcement actions. The Ombudsmart annually evaluates enforcement ac- enforcement actions of MSHA, you may call 1-888-REG-FAIR (1-88-734-3 Street, SW MC 2/120, Weshington, DC 20418. Please note, however, that the right to contest citations and proposed penalties and obtain a hearing br	nan and 10 Regional Fairness Boards willes and rates each agency's respon 247), or write the Ombudsman at Sma your right to file a comment with the O	to receive comments from small business to small business. If you ill Business Administration, Office of the business and the same of the comments of the same of	usinesses about federal agency wish to comment on the of the National Ombudsman, 409 3rd

District	Coal Dist 1	Field Offi	ce Shamokin,	PA N	line ID		Date	
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Mar All	allandondan				التلاحية المستنبق	1		
	ation/Order		, <u>, , , , , , , , , , , , , , , , , , </u>		rtment of Lai y and Health	oor Administration		
Section IVi	olation Data Mo_DaYr	2. Time (24 Hr. 0	(lock)			3. Citation/		. and defered the same
4 Served				6 Operator		Order Number		
4. Serveo	0							,
				7. Mine ID				Confractor)
	n or Practice						8a. Written Notice	
			00 "A" Model th a warning					
			operation.				•	
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+								
			*	* * *				
						•		
		. •				See Continuation	Form (MSHA Form 7	000-3a)
9. Violation	A. Health Safety	B. Section of Act		art/Section of itle 30 CFR		77,409(a)		
Section II-line	Other Spector's Evaluation					777 TOS (a)		
10. Gravity:								
111	or Illness (has) (is): or illness could rea-	No Likelihood	Unlikely 📝	Reasonably L		lighly Likely	Occurred [. ~
and the State of Land State of Land	oly be expected to be: ficant and Substantial	ela a de maria e a maria de la composición del composición de la composición de la composición de la composición del composición de la com	<u> </u>	ays Or Restrict		Permanently Disal Number of Person	an Merchanian	al []
British or i	nce (check one)	169	No 😢	ing die				71
12. Type of		A. None	B. Low C. Mo	(sheek one)	D. High		ess Disregard Duard Written	n Notice [*]
14. Initial A		androjó,,	13. Type of resonance	E. Citation/	Citation (V)			Da Yr
A. Citatio	n B. Order	C. Safeguard [_]	D. Written Notice	Order Numb	ner nec		, Dailed Mio	
15. Area or	Equipment		* .	•				
						4.		
16. Termina	ation Due A. Date	Mo Do Yr	B. Time (24 Hr. Clock)					مريخ بالمرافق م
Section IIITe	ermination Action					······································		<u> </u>
17. Action t	o Terminate		4.4		•			
	e transfer of		* .					
18. Termina	A. Date Mol	Dà Yr B. Time	(24 Hr. Clock			<u> </u>		· ·
Section IVA	utomated System Data							
19. Type of (activity		20. Event Numbe		21, Prin	nary or Mill			
22. Signatur				فتند خصيط حساسا		23, AR Numbe		
MSHA Form		and William Carlo W. S.				ness Act of 1998, the		
enforcement a	actions. The Ombudsma	in annually evaluates e	atory Ombudsman and 10 Reg inforcement activities and rates (1-888-734-3247), or write th	each agency's re	esponsiveness to s	mall business. If you v	vish to comment on th	le .
Street, SW M	MC 2120, Washington, D	C 20416. Please note	however, that your right to file	a comment with	the Ombudeman is	in addition to any other	ir rights you may have	e, including

Mine Citation/Order Continuation	U.S. Department of Labor Mine Safety and Health Administration
Served To Mine	5. Operator
	7. Mine ID (Contractor)
rection II-Justification for Action The mine operator has replaced varning horn on the Lima 2400 "	the horn assembly and the tubing for the "A" model dragline, Co. No. 34.
en e	
Maring a gagles of terrendigates and a gaster of the control of th	en grande kom en
eçtion III-Subsequent Action Taken	See Continuation Form
Extended To A. Date Mo Da Yr B. Time (24 Hr, C	Clock) C. Vacated D. Terminated E. Modified

strict _	Coal Dist 1	Field Offic	e Shamokir	ı, PA	Mine ID			Date [
ine Citati	on/Order				partment of L fety and Heal		tion	(3)
ction I≕Viofa Date	Mo Da Yr	2 Time (24 Hr. Clu		7		la Oustani		
er egen		LV. Time 124 Fit. GR	JCR)			3. Citation/ Order Nu	mber	
Served To				5. Operato	or			
Mine				7. Mine II.				
Condition o	or Practice						8a. Writte	(Contractor) n Notice (103g)
ire su onths, o the	oppression and the fire supp	systems and date of the ression sys	nmber 652, he required examination tem. The trum #99 pit dum	to be n reco uck wa	examined rded on a s observe	at leas permaned in ope	t once en ent tag a eration o	very 6 attached on the
		•				•		
			1.					
		-						
Violation	A. Health	B. Section	16.	Part/Section	of	See Conti	nuation Form (MSF	IA Form 7000-3ε)
	Safety ✔ Other	of Act		Fitte 30 CFR	·	77.1	110	-
Gravity;	ctor's Evaluation	ago i profile de la casa de la colo nia.		·		'		
نستن المستحد	filmess (has) (is): filmess could rea-	No Likelihood [_]	Unlikely 💟	Reasonabl	y Likely	Highly Likely	Occu	med []
sonably	be expected to be	Contract to the Contract of the Contract of	ys 🗌 Lost Workd	lays Or Rest	ricted Duty 🔽	T	/ Disabling 🗍	Fatal []
C. Significa	ant and Substantia	Yes [No 📝		وساؤه والمساورة والمساورة	D. Number of	Persons Affected	^{l:} 001
Negligeno	e (check one)	A. None	B. Low 🔲 C. M	oderate 🐼	D. High	[] E.	Reckless Disreg	ard []
Type of A	tion 104(a)		13. Type of Issuance	(check one	Citation 🗹	Order []	Safeguard [_]	Written Notice
Initial Action		C. Safeguard []	. Written Notice	E. Cltation/ Order No		· · · · · · · · · · · · · · · · · · ·	F. Dated	Mo Da Yr
Area or Ed	juipment							
Terminatio	n Due A. Date	Mo Da Yr	3. Time (24 Hr. Clock)	1409 <u>- Lander B</u>		· · · · · · · · · · · · · · · · · · ·	With the second	
	ination Action					· · · · · · · · · · · · · · · · · · ·	 	
Action to T	erminate	4°						
Terminate	A Date Mo	Da Yr B. Time (24 Hr. Clock					na politika njenje sje na ode : :
	mated System Data	100		Test is	N. C.		· · · · · · · · · · · · · · · · · · ·	,
Type of ins (activity co		20. Event Number		21, 1	rimary or Mill		and the second second	and the second
Signature						23. AR N	lumber	
eblished a Na orcement acti orcement acti	ons. The Ombudsma	and Agriculture Regulate in annually evaluates enfo ty call 1-888-REG-FAIR (ne provisions of the Small B say Ombudsman and 10 Re procement activities and rate 1-888-734-3247), or write the owever, that your right to fill	glonal Fairnes s each agency ne Ombudsma	s Boards to receive 's responsiveness to at Small Business	comments from a o small business. Administration, O	mall businesses about If you wish to comm frice of the National	out federal agency nent on the Ombudsman, 409 3rd