

# VISIT BY GOVERNMENT OFFICIAL OR AGENT

The guidelines below must be followed when a government official or agent visits any RPM business location:

- 1** Be very polite and courteous.
- 2** Request to see identification from the purported government official(s) or agent(s).
- 3** Immediately contact the legal department (call, text, email, etc. until contact is successfully made):  
Tracy Crandall (330-273-8806 (w); 330-241-3430 (m); tcrandall@rpminc.com);  
Matt Kucharson (330-273-8838 (w); 216-469-1803 (m); mkucharson@rpminc.com);  
Jessica Medvec (330-273-8894 (w); 330-241-9116 (m); jmedvec@rpminc.com); or  
Jessica Bieszczak (330-273-8834 (w); 330-241-7136 (m); jbieszczak@rpminc.com).
- 4** Advise that “per company policy” no questioning, inquiries, or searches are permitted until a company attorney is present.
- 5** Do not volunteer any information (only respectfully respond to specific questions).

These guidelines shall not apply to: (a) pre-approved, scheduled visits with a specific company employee(s); or (b) routine visits by state, city, or other local inspectors, fire marshals, etc.



# VISIT BY MEMBER OF MEDIA

The guidelines below must be followed when a member of the media visits any RPM business location:

- 1** Be very polite and courteous.
- 2** Request to see identification from the purported media member(s).
- 3** Immediately contact the legal department (call, text, email, etc. until contact is successfully made):  
Tracy Crandall (330-273-8806 (w); 330-241-3430 (m); tcrandall@rpminc.com);  
Matt Kucharson (330-273-8838 (w); 216-469-1803 (m); mkucharson@rpminc.com);  
Jessica Medvec (330-273-8894 (w); 330-241-9116 (m); jmedvec@rpminc.com); or  
Jessica Bieszczak (330-273-8834 (w); 330-241-7136 (m); jbieszczak@rpminc.com).
- 4** Advise that “per company policy” statements can only be made by authorized company representatives.
- 5** Do not volunteer any information or answer any questions.

These guidelines shall not apply to pre-approved, scheduled visits with a specific company employee(s).