

CMS

RETAIL • ARCHITECTURAL PRODUCTS

EGLE, AQD, Grand Rapids District
350 Ottawa Avenue NW, Unit 10,
Grand Rapids, Michigan 49503

September 29, 2021

Re: Violation Notice response

Dear Sir,

In response to the violation notice dated September 9, 2021, Creative Merchandising Systems acknowledges the record keeping violation and has taken steps (detailed below) to correct the situation. We regret the failure on our part and assure you that it was unintended. There was a misunderstanding on my part regarding the output required of us. You may note that Ms. Lazzaro mentioned we had instituted record keeping that was lacking before, inadequate though it be. My understanding of our responsibility is now corrected.

Enclosed you will find a report of the Rolling 12-month total Tonnage of VOC for permitted booths and individual monthly usage with VOCs for all booths, both for the calendar year of 2020 and for 2021 through the end of August.

Corrective action:

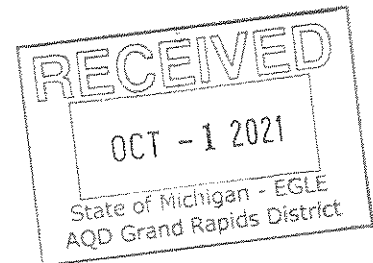
- We have updated our internal policy regarding record keeping and reporting responsibilities with emphasis on proper reporting.
- We are now enrolled in programs with our suppliers for monthly reports from them regarding usage and emissions.
- We have implemented a checklist for all new materials purchased to ensure we have data sheets for all materials and are recording the VOC content of each for our own record keeping independent of usage reports provided by the suppliers.

I sincerely believe these actions will prevent any further non-compliance of our record keeping. I invite you to return at your leisure to review the steps and forms we now have in place.

Sincerely,



Mark Stancliff
Plant Manager



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Cc:

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