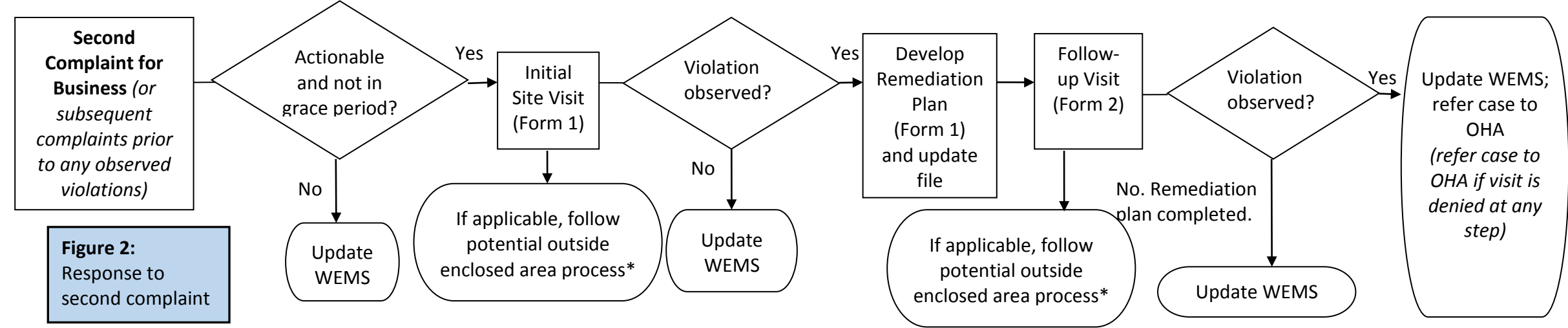


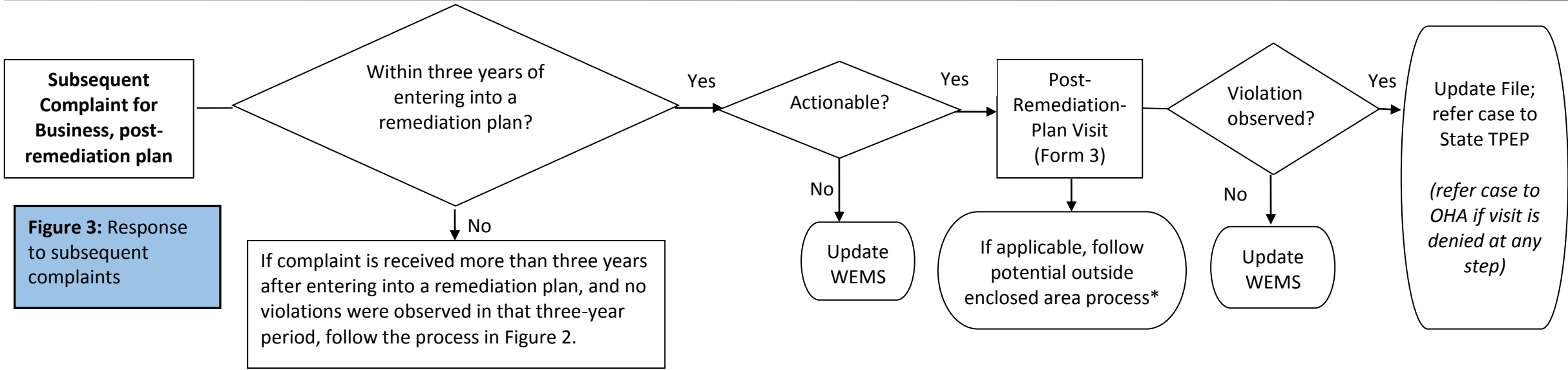
**ICAA IMPLEMENTATION FLOW CHART (UPDATED JANUARY 2018)**  
**STANDARD PROCEDURE**  
**REFERENCE OAR 333-015-0025 THROUGH 333-015-0085**

\*Note: if potential outside enclosed area documentation is forwarded to OHA, enter the site visit date in WEMS only after OHA makes an enforcement determination.

**Figure 1:** Response to initial complaint



**Figure 2:** Response to second complaint



**Figure 3:** Response to subsequent complaints