



CITATION AND NOTIFICATION OF PENALTY

To:
Accurate Comfort Systems, Inc.
DBA Action Air Conditioning Heating and Solar
and its successors
2750 S. Santa Fe Ave
San Marcos, CA 92069

Inspection #: 1345163
Inspection Date (s): 09/10/2018 - 02/25/2019
Issuance Date: 02/25/2019
CSHO ID: U7044
Optional Report #: 5-19
Reporting ID: 0950632

Inspection Site:
6306 El Apajo
Rancho Santa Fe, CA 92067

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise indicated within the description given below.

This Citation and Notification of Penalty (hereinafter Citation) is being issued in accordance with California Labor Code Sections 6317 and 6320 for violations that were found during the inspection/ investigation. **This Citation or a copy must be prominently posted upon receipt by the employer at or near the location of each violation until the violative condition is corrected or for three working days, whichever is longer.** Violations of Title 8 of the California Code of Regulations or of the California Labor Code may result in some instances in prosecution for a misdemeanor.

YOU HAVE A RIGHT to contest this Citation and Notification of Penalty by filing an appeal with the Occupational Safety and Health Appeals Board. To initiate your appeal, you **must** contact the Appeals Board, in writing or by telephone, within 15 working days from the date of receipt of this Citation. If you miss the 15 working day deadline to appeal, the Citation and Notification of Penalty becomes a final order of the Appeals Board, not subject to review by any court or agency.

Informal Conference - You may request an informal conference with the manager of the district office which issued the Citation within 10 working days after receipt of the Citation. However, if the citation is appealed, you may request an informal conference at any time prior to the day of the hearing. Employers are encouraged to schedule a conference at the earliest possible time to assure an expeditious resolution of any issues. At the informal conference, you may discuss the existence of the alleged violation, classification of the violation, abatement date or proposed penalty.

Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an agreement which resolves this matter without litigation or contest.

APPEAL RIGHTS

The Occupational Safety and Health Appeals Board (Appeals Board) consists of three members appointed by the Governor. The Appeals Board is a separate entity from the Division of Occupational Safety and Health (Division) and employs experienced administrative law judges to hear appeals fairly and impartially. To initiate an appeal from a Citation and Notification of Penalty, you must contact the Appeals Board in writing, or by telephone, or online via the Board's OASIS system, within 15 working days from the date of receipt of a Citation.

After you have initiated your appeal, you must then file a completed appeal form with the Appeals Board, at the address listed below, or online via the Board's OASIS system, for each contested Citation. Failure to file a completed appeal form with the Appeals Board may result in dismissal of the appeal. Appeal forms are available to print online at: <https://www.dir.ca.gov/oshab/appealform.pdf>. You may also file the appeal through the Board's online OASIS system at: <https://www.dir.ca.gov/oshab/>. Hard copies can also be picked up from district offices of the Division, or from the Appeals Board:

Occupational Safety and Health Appeals Board
2520 Venture Oaks Way, Suite 300
Sacramento, CA 95833
Telephone: (916) 274-5751 or (877) 252-1987
Fax: (916) 274-5785

If the Citation you are appealing alleges more than one item, you must specify on the appeal form which items you are appealing. You must also attach to the appeal form a legible copy of the Citation you are appealing. In addition, please send a copy of Page 1 of this Citation and Notification of Penalty, the cover sheet.

Among the specific grounds for an appeal are the following: the safety order was not violated, the classification of the alleged violation (e.g., serious, repeat, willful) is incorrect, the abatement requirements are unreasonable or the proposed penalty is unreasonable.

Important: You must notify the Appeals Board, not the Division, of your intent to appeal within 15 working days from the date of receipt of the Citation. Otherwise, the Citation and Notification of Penalty becomes a final order of the Appeals Board not subject to review by any court or agency. An informal conference with the Division does not constitute an appeal and does not stay the 15 working day appeal period. If you have any questions concerning your appeal rights, call the Appeals Board, at (916) 274-5751 or (877) 252-1987.

PENALTY PAYMENT OPTIONS

For general/regulatory violations, and for serious violations that have been abated, penalties are due within 15 working days of receipt of this Citation and Notification of Penalty unless contested. If you are appealing any item of the citation, remittance is still due on all items described above that are not appealed. Enclosed for your use is a Penalty Remittance Form for payment.

For serious violations that are not abated, if a signed statement of abatement (as described under "Notification of Corrective Action", below) is not timely received or if the statement does not demonstrate acceptable abatement, penalties will be due within 15 working days after the date the signed statement was due, unless contested.

For serious violations for which a signed statement of abatement demonstrating acceptable abatement is timely received, the payment due date will be described in a Modified Citation and Notification of Penalty that you will receive reflecting a 50% abatement credit.

If you are paying electronically, please have the Penalty Remittance Form on-hand when you are ready to make your payment. The company name, inspection number, and Citation number(s) will be required in order to ensure that the payment is accurately posted to your account. Please go to: **www.dir.ca.gov/dosh/CalOSHA_PaymentOption.html** to access the secure payment processing site. **Additionally, you must also mail the Penalty Remittance Form to the address below.**

If you are paying by check, return one copy of the Citation, along with the Notice of Proposed Penalties Sheet and the Penalty Remittance Form and mail to:

Department of Industrial Relations
Cal/OSHA Penalties
P. O. Box 516547
Los Angeles, CA 90051-0595

CAL/OSHA does not agree to any restrictions, conditions or endorsements put on any check or money order for less than the full amount due, and will cash the check or money order as if these restrictions, conditions, or endorsements do not exist.

NOTIFICATION OF CORRECTIVE ACTION

For general/regulatory violations which you do not contest, you should notify the Division of Occupational Safety and Health promptly by letter that you have taken appropriate corrective action within the time frame set forth on this Citation and Notification of Penalty. Please inform the district office listed on the Citation by submitting the Cal/OSHA 160 form with the abatement steps you have taken and the date the violation was abated, together with adequate supporting documentation, e.g., drawings or photographs of corrected conditions, purchase/work orders related to abatement actions, air sampling results, etc. The adjusted penalty for general violations has already been reduced by 50% on the presumption that the employer will correct the violations by the abatement date. The adjusted penalty for serious violations that have been abated, if any, has already been reduced by 50% because abatement of those violations has been completed.

The adjusted penalty for serious violations that have not been abated will be reduced by 50% if the Division of Occupational Safety and Health receives from you within 10 working days following the abatement date a signed statement under penalty of perjury (Cal/OSHA form 161) and sufficient supporting evidence, when necessary to prove abatement, demonstrating abatement acceptable to the Division. If the Division does not receive the statement of abatement within 10 working days after the abatement date, the adjusted penalty will not be reduced by 50% - regardless of whether you appeal the serious citations.

Note: Return the Cal/OSHA 160/161 forms to the district office listed on the Citation and as shown below:

Division of Occupational Safety and Health
San Diego District Office
7575 Metropolitan Drive, Suite 207
San Diego, CA 92108
Telephone: (619) 767-2280
Fax: (619) 767-2299

EMPLOYEE RIGHTS

Employer Discrimination Unlawful - The law prohibits discrimination by an employer against an employee for filing a complaint or for exercising any rights under Labor Code Section 6310 or 6311. An employee who believes that he/she has been discriminated against may file a complaint no later than six (6) months after the discrimination occurred with the Division of Labor Standards Enforcement.

Employee Appeals - An employee or authorized employee's representative may, within 15 working days of the issuance of a citation, special order, or order to take special action, appeal to the Occupational Safety and Health Appeals Board the reasonableness of the period of time fixed by the Division of Occupational Safety and Health (Division) for abatement. An employee appeal may be filed with the Appeals Board or with the Division. No particular format is necessary to initiate the appeal, but the notice of appeal must be in writing.

If an Employee Appeal is filed with the Division, the Division shall note on the face of the document the date of receipt, include any envelope or other proof of the date of mailing, and promptly transmit the document to the Appeals Board. The Division shall, no later than 10 working days from receipt of the Employee Appeal, file with the Appeals Board and serve on each party a clear and concise statement of the reasons why the abatement period prescribed by it is reasonable.

Employee Appeal Forms are available from the Appeals Board, or from a district office of the Division.

Employees Participation in Informal Conference - Affected employees or their representatives may notify the District Manager that they wish to attend the informal conference. If the employer objects, a separate informal conference will be held.

DISABILITY ACCOMMODATION

Disability accommodation is available upon request. Any person with a disability requiring an accommodation, auxiliary aid or service, or a modification of policies or procedures to ensure effective communication and access to the programs of the Division of Occupational Safety and Health, should contact the Disability Accommodation Coordinator at the local district office or the Statewide Disability Accommodation Coordinator at 1-866-326-1616 (toll free). The Statewide Coordinator can also be reached through the California Relay Service, by dialing 711 or 1-800-735-2929 (TTY) or 1-800-855-3000 (TTY - Spanish).

Accommodations can include modifications of policies or procedures or provision of auxiliary aids or services. Accommodations include, but are not limited to, an Assistive Listening System (ALS), a Computer-Aided Transcription System or Communication Access Realtime Translation (CART), a sign-language interpreter, documents in Braille, large print or on computer disk, and audio cassette recording. Accommodation requests should be made as soon as possible. Requests for an ALS or CART should be made no later than five (5) days before the hearing or conference.

State of California

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Division of Occupational Safety and Health
San Diego District Office
7575 Metropolitan Drive, Suite 207
San Diego, CA 92108
Phone: (619) 767-2280 Fax: (619) 767-2299

Inspection #: 1345163
Inspection Dates: 09/10/2018 - 02/25/2019
Issuance Date: 02/25/2019
CSHO ID: U7044
Optional Report #: 5-19

**Citation and Notification of Penalty**

Company Name: Accurate Comfort Systems, Inc.
Establishment DBA: Action Air Conditioning Heating and Solar
and its successors
Inspection Site: 6306 El Apajo
Rancho Santa Fe, CA 92067

Citation 1 Item 1 Type of Violation: **General**

8 CCR 3203(a): Injury and Illness Prevention Program. Every employer shall establish, implement, and maintain an effective Injury and Illness Prevention Program (IIPP). The Program shall be in writing and, shall, at a minimum:

- (1) Identify the person or persons with authority and responsibility for implementing the Program.
- (2) Include a system for ensuring that employees comply with safe and healthy work practices. Substantial compliance with this provision includes recognition of employees who follow safe and healthful work practices, training and retraining programs, disciplinary actions, or any other such means that ensures employee compliance with safe and healthful work practices.
- (3) Include a system for communicating with employees in a form readily understandable by all affected employees on matters relating to occupational safety and health, including provisions designed to encourage employees to inform the employer of hazards at the worksite without fear of reprisal. Substantial compliance with this provision includes meetings, training programs, posting, written communications, a system of anonymous notification by employees about hazards, labor/management safety and health committees, or any other means that ensures communication with employees.
- (4) Include procedures for identifying and evaluating work place hazards including scheduled periodic inspections to identify unsafe conditions and work practices. Inspections shall be made to identify and evaluate hazards.
 - (A) When the Program is first established;
 - (B) Whenever new substances, processes, procedures, or equipment are introduced to the workplace that represent a new occupational safety and health hazard; and
 - (C) Whenever the employer is made aware of a new or previously unrecognized hazard.
- (5) Include a procedure to investigate occupational injury or occupational illness.
- (6) Include methods and/or procedures for correcting unsafe or unhealthy conditions, work practices and work procedures in a timely manner based on the severity of the hazard:
 - (A) When observed or discovered; and,
 - (B) When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, remove all exposed personnel from the area except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition shall be provided the necessary safeguards.

(7) Provide training and instruction:

(A) When the program is first established;

(B) To all new employees;

(C) To all employees given new job assignments for which training has not previously been received;

(D) Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;

(E) Whenever the employer is made aware of a new or previously unrecognized hazard; and,

(F) For supervisors to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed.

Alleged Violation Description (AVD): Prior to and during the course of the inspection, the employer had not established and implemented a written Injury and Illness Prevention Program (IIPP) which included all of the elements required by 3203(a), such as but not limited to:

Instance 1: The Employer did not implement their IIPP by conducting inspections per (a)(4) to identify and evaluate the unsafe conditions of the HVAC service and repair. The employer was not doing worksite evaluations. The employer was made aware of new or previously unrecognized hazards about ladder use and accessing areas with ladders and the employer didn't evaluate the unsafe conditions and work practices of employee's using client's ladders, having ladders that reach 36 inches above the landing and using 10 foot ladders to enter a 12 foot attic.

Instance 2: The employer did not perform employee training per (a)(7) on the employers IIPP and job specific training.

Date By Which Violation Must be Abated:

March 28, 2019

Proposed Penalty:

\$750.00

State of California

Department of Industrial Relations
Division of Occupational Safety and Health
San Diego District Office
7575 Metropolitan Drive, Suite 207
San Diego, CA 92108
Phone: (619) 767-2280 Fax: (619) 767-2299

Inspection #: 1345163
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Citation and Notification of Penalty

Company Name: Accurate Comfort Systems, Inc.
Establishment DBA: Action Air Conditioning Heating and Solar
and its successors
Inspection Site: 6306 El Apajo
Rancho Santa Fe, CA 92067

Citation 2 Item 1 Type of Violation: **Repeat General**

8 CCR 3276(d)(1)(B): Selection. Ladders shall be selected and their use restricted to the purpose for which the ladder is designed. Single-rail ladders shall not be used. Portable ladders are generally designed for one-person use to meet the requirements of the person, the task, and the environment. When selecting a ladder for use, consideration shall be given to the ladder length or height required, the working load, the duty rating, worker position to the task to be performed, and the frequency of use to which the ladder will be subjected.

AVD: Prior to and during the course of the investigation, employees working at a custom home didnt give consideration to ladder length and height of the structure when using a 10 foot step ladder to access a 12 foot attic entrance.

The Accurate Comfort Systems, Inc. dba Action Air Conditioning Heating and Solar was previously cited for a violation of this occupational safety and health standard or its equivalent standard 3276(d)(1)(B), which was contained in OSHA inspection number 1075701, citation number 1, item number 5 and was affirmed as a final order on 4/20/17, with respect to a workplace located in San Diego, CA.

Date By Which Violation Must be Abated: **March 08, 2019**
Proposed Penalty: **\$3000.00**

State of California

Department of Industrial Relations
 Division of Occupational Safety and Health
 San Diego District Office
 7575 Metropolitan Drive, Suite 207
 San Diego, CA 92108
 Phone: (619) 767-2280 Fax: (619) 767-2299

Inspection #: 1345163
Inspection Dates: 09/10/2018 - 02/25/2019
Issuance Date: 02/25/2019
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Citation and Notification of Penalty

Company Name: Accurate Comfort Systems, Inc.
Establishment DBA: Action Air Conditioning Heating and Solar
 and its successors
Inspection Site: 6306 El Apajo
 Rancho Santa Fe, CA 92067

Citation 3 Item 1 Type of Violation: **Repeat-Serious**

8 CCR 3276(e)(11): Care, Use, Inspection and Maintenance of Ladders. Climbing and Working on Ladders.

Access to Landings. When portable ladders are used for access to an upper landing surface, the side rails shall extend not less than 36 inches above the upper landing surface to which the ladder is used to gain access; or when such an extension is not possible, then the ladder shall be secured at its top to a rigid support that will not deflect, and a grasping device, such as a grab-rail, shall be provided to assist employees in mounting and dismounting the ladder. In no case shall the extension be such that ladder deflection under a load would, by itself, cause the ladder to slip off its support.

AVD: Prior to and during the course of the investigation, employees use a 10 foot A-frame ladder to access a 12 foot attic entrance and the ladder didnt extend 36 inches above the attic landing. The 10 foot A-frame ladder was not secured at its top to a rigid support. As a result, on or about Aug 30, 2018, the employee suffered seriously injury after falling from the attic access.

The Accurate Comfort Systems, Inc. dba Action Air Conditioning Heating and Solar was previously cited for a violation of this occupational safety and health standard or its equivalent standard 3276(e)(11), which was contained in OSHA inspection number 1075701, citation number 1, item number 6 and was affirmed as a final order on 4/20/17, with respect to a workplace located in San Diego, CA.

Date By Which Violation Must be Abated:
Proposed Penalty:

March 08, 2019
\$36000.00

State of California

Department of Industrial Relations
Division of Occupational Safety and Health
San Diego District Office
7575 Metropolitan Drive, Suite 207
San Diego, CA 92108
Phone: (619) 767-2280 Fax: (619) 767-2299

Inspection #: 1345163
Inspection Dates: 09/10/2018 - 02/25/2019
Issuance Date: 02/25/2019
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Citation and Notification of Penalty

Company Name: Accurate Comfort Systems, Inc.
Establishment DBA: Action Air Conditioning Heating and Solar
and its successors
Inspection Site: 6306 El Apajo
Rancho Santa Fe, CA 92067

Citation 4 Item 1 Type of Violation: **Repeat-Serious**

8 CCR 3276(e)(15)(E): Care, Use, Inspection and Maintenance of Ladders. Climbing and Working on Ladders. Employees shall not sit, kneel, step or stand on the pail shelf, topcap or the step below the topcap of a step ladder.

AVD: Prior to and during the course of the investigation, including, but not limited to, on Aug 30, 2018, employees used a 10 foot A-frame ladder to access a 12 foot attic entrance by stepping on the ladders top cap or the step below the top cap of the step ladder.

The Accurate Comfort Systems, Inc. dba Action Air Conditioning Heating and Solar was previously cited for a violation of this occupational safety and health standard or its equivalent standard 3276(e)(15)(E), which was contained in OSHA inspection number 1075701, citation number 2, item number 1 and was affirmed as a final order on 4/20/17, with respect to a workplace located in San Diego, CA.

Date By Which Violation Must be Abated: March 08, 2019
Proposed Penalty: \$36000.00

Kathy Derham
Compliance Officer / District Manager



NOTICE OF PROPOSED PENALTIES

Company Name: Accurate Comfort Systems, Inc.
Establishment DBA: Action Air Conditioning Heating and Solar
and its successors
Inspection Site: 6306 El Apajo, Rancho Santa Fe, CA 92067
Mailing Address: 2750 S. Santa Fe Ave , San Marcos, CA 92069
Issuance Date: 02/25/2019
Reporting ID: 0950632
CSHO ID: U7044

Summary of Penalties for Inspection Number 1345163

Citation 1 Item 1, General	\$750.00
Citation 2 Item 1, Repeat General	\$3000.00
Citation 3 Item 1, Repeat-Serious	\$36000.00
Citation 4 Item 1, Repeat-Serious	\$36000.00
TOTAL PROPOSED PENALTIES:	\$75750.00

Penalties are due within 15 working days of receipt of this notification unless contested. If you are appealing any item of this citation, remittance is still due on all items that are not appealed. Enclosed for your use is a Penalty Remittance Form.

If you are paying electronically: Please have this form on-hand when you are ready to make your payment. The company name, reporting ID and Citation number(s) will be required to ensure that the payment is accurately posted to your account. Please go to: www.dir.ca.gov/dosh/CalOSHA_PaymentOption.html to access the secure payment processing site. **Additionally, you must also mail the Penalty Remittance Form to the address below.**

If you are paying by check: Mail this Notice of Proposed Penalties, the Penalty Remittance Form, along with a copy of the Citation and Notification of Penalty to:

**DEPARTMENT OF INDUSTRIAL RELATIONS
CAL/OSHA PENALTIES
P. O. BOX 516547
LOS ANGELES, CA 90051-0595**

Cal/OSHA does not agree to any restrictions, conditions or endorsements put on any check or money order for less than the full amount due, and will cash the check or money order as if these restrictions, conditions or endorsements do not exist.

**DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF OCCUPATIONAL SAFETY AND HEALTH – CAL/OSHA
Accounting Office - Cashiering Unit
Phone (415) 703-4310 or (415) 703-4308**

PENALTY REMITTANCE FORM

CIVIL PENALTY INFO	INSPECTION NO.: 1345163	REPORTING ID: 0950632
COMPANY NAME:	Accurate Comfort Systems, Inc.	FEIN/SEIN: UNKNOWN
ESTABLISHMENT DBA:	Action Air Conditioning Heating and Solar	
CONTACT PERSON:	UNKNOWN UNKNOWN	
PHONE NO.:	UNKNOWN	FAX NO.: UNKNOWN
SITE ADDRESS:	6306 El Apajo, Rancho Santa Fe, CA 92067	
MAILING ADDRESS:	2750 S. Santa Fe Ave , San Marcos, CA 92069	

CITATION INFORMATION:

Penalties are due within 15 working days of receipt of this notification unless contested. If you are appealing any item of this Citation, remittance is still due on all items that are not appealed.

PAYMENT INSTRUCTIONS:

For check or money order: please make check or money order payable to Department of Industrial Relations. Write the inspection number and total amount enclosed on the payment coupon below and on the check or money order.
For credit card or EFT payment, go to: www.dir.ca.gov/dosh/CalOSHA_PaymentOption.html

----- Detach here and return bottom portion with check or money order payment -----

PAYMENT COUPON



Inspection No.: 1345163

Amount Enclosed: \$ _____

Mail payment to:

DEPARTMENT OF INDUSTRIAL RELATIONS
CAL/OSHA PENALTIES
P.O. BOX 516547
LOS ANGELES, CA 90051-0595

For credit card or EFT payment, go to:
www.dir.ca.gov/dosh/CalOSHA_PaymentOption.html