

Mitigation Management Plan

3702 S. Bascom Avenue, San Jose, CA 95124

Crime Deterrence Program

As part of our commitment to our employees and to the community we serve, we will put in place comprehensive robbery deterrence programs consistent with the best industry practices.

The program will be research based, and will be regularly updated as ongoing research provides additional methods of combating crime in the convenience store environment. Our crime deterrence program will center around three components: store-personnel training, visibility into and out of the store, and effective cash control. Additionally, we will install sophisticated digital video surveillance systems in our store.

Training

Our employees will participate in a multi-media training program and will be supplied with comprehensive resource materials on crime deterrence and violence avoidance.

The program will include information on security procedures, proper store maintenance, violence avoidance and recommended behaviors for managing a robbery or other potentially violent encounter.

The training will emphasize the high value we place on the safety of store personnel and customers and our no-resistance policy toward robbery. We believe the safety of store personnel and customers is more important than protecting property during a robbery. Store personnel will also be instructed in techniques for responding to negative situations in a way that helps de-escalate the situation and reduce the likelihood of additional violence.

Lighting

Research indicates that criminals don't like stores that are brightly lit, with store sales associates and cash registers clearly visible from the street. Our cash register will be placed in the front of the store. Windows in front of the sales area will provide police and others a direct view of the inside. It is referred to as the fishbowl effect, where employees are on display for any passersby to see. Our location will offer bright interior and exterior (under canopy) lighting. The store will be brightly lit at night and store employees will have a clear view of the store front.

Timed-Access Cash Safe

Research also shows that keeping less than \$50 in the cash register deters 80 percent of potential robberies. Most criminals believe the "risk" is greater than the "take" of a small amount of money.

Our employees will be instructed to keep no more than \$50 (\$30 at night) in the cash register. Signs will notify would-be robbers that less than \$30 is kept in the cash register after dark and that the store employees cannot open the safe. The store is equipped with a 500-pound Timed-Access Cash Controller in order to maintain a minimal amount of money in the cash register while still serving the customer.

One section of the timed-access safe contains a locked drop-safe where large bills and checks are deposited by store personnel. Another section dispenses change (coins or bills) at predetermined time intervals.

Video Surveillance System

The store will be equipped with state-of-the-art video camera systems and alarms. This system include, closed-circuit video camera with audio capabilities, a high-resolution color monitor mounted in clear view of the customer and another monitor in the back room. The alarm system includes fixed and remote activator devices.

Facts:

- ▶ When this proposed mitigation plan was implemented by a leading grocery store chain, robbery rate decreased by 78 percent.
- ▶ The average loss-per-robbery incident was also reduced to \$37.

Tobacco Training Program

Our employees will be required to complete Tobacco awareness training prior at the beginning of their employment. Training will instruct store personnel in the appropriate techniques for selling age-restricted products, such as tobacco products, lottery tickets etc. The training emphasizes the sale prevention of age-restricted products (especially tobacco) to minors and prepare store personnel to deal with the increased risk of confrontation when refusing to make a sale.

The program informs customers that store personnel will request valid identification of anyone who appears to be under 27 years of age. The training program instructs store personnel how to safely and legally sell age-restricted products, and when to refuse a sale.

The training emphasizes three aspects of the sale:

- ▶ **The Law:** Training addresses the laws governing the sale of tobacco products, and lottery tickets.
- ▶ **Recognizing Behaviors:** Training teaches store personnel to observe customer behavior to determine whether they can be sold restricted products because of age and how to recognize many forms of age identification.
- ▶ **Refusing a Sale:** Training covers techniques for refusing an illegal sale, while reducing the potential for conflict with the customer.

The training instructs employees in the power of observation to help detect potential problem sales. Actors in the training video demonstrate the clues that may point to an illegal attempt to purchase, such as nervousness, or clumsiness due to nervousness.

Employees are instructed to greet each customer by the time the customer has taken two steps inside the door. Employees are instructed to:

1. Use a firm, formal, polite language.
2. Refrain from picking or placing the restricted product on the counter and step back from the counter while maintaining eye contact.
3. State the law and/or store policy.
4. Turn slightly away, without turning back.

The training uses Video and/or computer based training exercises to illustrate techniques used by underage customers to appear older in order to make illegal purchases.

Store Signage:

The store will post signs to alert customers that attendant will ask for identification when a customer looks under the age of 27. In-store signage reminds employees to check for valid age identification.

Litter Control Program

Our proposal is for a new pleasing exterior appearance that's litter free. We will implement a litter control plan that will include the following.

1. Two trash receptacles for customer use located on either side of the front doors as well as numerous other receptacles inside for customer use.
2. Garbage pickup will occur at least 1 time per week.
3. Litter pick up will occur at least once daily in all areas surrounding the store including sidewalks, landscaped areas, etc.

Loitering Control Program

Our training program will focus on loitering control. While in attendance, We will discourage loitering in or around our facility and will take the following steps to discourage and prevent loitering at this location:

1. Parking lot will be well lit, on all sides of the building.
2. We will cooperate with local law enforcement in the pursuing of formal trespassing warrants when necessary.

Landscape Maintenance

The store operator will be responsible for the maintenance of the landscaped areas on this site. It is our intent to have a landscape plan in place that will keep the site looking aesthetically pleasing so as to contribute to the continued enhancement of the area.

Conclusion

We are an existing retailer at this proposed location, and we are committed to continuing to be a good neighbor to the residents and business owners in the community we serve. We feel that we have adequately addressed the requirements put forward by the city. We are looking forward to remaining a part of the community we serve for many years to come.