



FAMILY DOLLAR STORE	
MADISON, WI	
FULL SURVEY	
STORE #	7003
DATE	06/15/19
DRAWN BY	WIS
1/1" = 1'-0"	

EXTERIOR ICE: NO  
 CHECKOUT TYPE: STEEL  
 FIRE SPRINKLERS: NO  
 CEILING HEIGHT @ 9' 3"  
 STOCKROOM 2,153 SQ. FT.  
 SALES FLOOR 7,201 SQ. FT.  
 TOTAL FOOTPRINT 10,267 SQ. FT.

RICE WALL @ 25' 0" A.F.T.  
 GLASS TO 61" ABOVE RICE WALL  
 CEILING

SMALL SECTION  
 OF FLOOR PLAN  
 NOT TO SCALE

Family Dollar takes the responsibility to sell Alcohol seriously. Our company has the programs, technology, training, analytics, and appropriate oversight to sell alcoholic beverages in a responsible manner that benefits the communities we serve. The information below serves as an appendix to the Alcohol Management Plan to provide specific information for Family Dollar Store #27003 in Madison, WI.

### Hours of Operation

Family Dollar Store #27003, located at 2849 N. Sherman Avenue in Madison, WI is open daily: Monday – Sunday 9 AM – 9 PM.

### Crowd Management

While Family Dollar does not anticipate large crowds, in the event that we need to limit the number of people in building, our Store Teams are instructed to assign a staff member to work the front door and limit the number of guests in the building. In the unlikely event that there is a crowd that becomes unmanageable, the store teams are instructed to contact Field Leadership to determine if contracted third party security Officer is needed. In the event that a crowd becomes unruly, the store teams are instructed to secure the store and call local law enforcement.

Store #27003 is also equipped with cameras which cover the selling floor, manager's office, stockroom, and various interior aisle. These cameras have 30 days of recordings and are periodically monitored live during operational hours by Management and Field Asset Protection.

### Parking Areas

At this location, the landlord is responsible for the upkeep and any repairs for the parking lot. For security purposes, there are cameras that record the exterior of the store and store teams can view the front entrance area via a monitor located at the front checkout.

#### Controlling Access to the Premises and Parking Areas:

- Interior: The store's doors are locked when the store is not open, is equipped with an alarm system and monitored.
- Parking Areas: Family Dollar does not control access to the parking areas.

### Security Staffing

Family Dollar Store #27003 does not have live security personnel on the premises.

### Combatting Under-Age Sales

Family Dollar takes extensive measures to empower Associates to combat underage sales through training, signage and ID scanning technologies.

### Training

Family Dollar has a learning and development program to empower all Associates with training in the areas of safety, responsible selling and more. Upon hire, All Associates are required to take an internal Alcohol and Tobacco Compliance Course to train them in responsible selling which includes how to prevent underage sales of alcohol, tobacco and other age restricted products.

Family Dollar's Alcohol and Tobacco Compliance Course includes the following learning objectives:

- Minimum age requirements
- Restricting underage sales for Alcoholic Beverages and Tobacco Products
- Recognizing the acceptable primary legal proof of age identifications
- Being able to verify the customer to the ID and validate authenticity
- Knowing Associate's rights to refuse a sale and communicate respectfully
- Understanding the Associate's role and liability in the identification process
- Zero Tolerance Policy for Underage Sells
- Law Enforcement and Sting Operations
- Understanding the Tobacco Control Act

In addition to Associates taking the Alcohol and Tobacco Compliance Course upon hire, the company requires all Associates to retrain annually.

### **TIPS Certifications**

In compliance with the State of Wisconsin's responsible beverage training requirement, Family Dollar requires all Associates in the State of Wisconsin to take TIPS (Training for Intervention Procedures) which is provided by 360 Training (formerly Health Communications, Inc.). Once certified, they will be required to renew their TIPS Certification every two years.

### **OPERATORS' LICENSE**

In addition to requiring all Associates to take both the TIPS Training and Family Dollar's internal Alcohol and Tobacco Compliance Course, all Associates are also required to apply for and successfully obtain an Operator's License with the City of Madison.

The trainings above empower Associates with the knowledge needed to responsibly sell Alcohol in critical areas such as minimum age to sell, recognizing proof of age and identifying visibility intoxicated patrons.

### **Handheld ID Scanning Technology**

Family Dollar Stores are equipped with handheld scanners that Associates are required to use to scan IDs to validate the customer's birthdate is within range to legally purchase alcohol, tobacco and other age restricted products.

### **Internal Self-Audit Program**

Family Dollar has a self-audit program that we use for stores that are experiencing a high concentration of violations. We contract with a company that performs inspections for these high concentration stores. If the Associates fails to ID they are issued a "Red Card" and if they pass they are issued a "Green Card." The compliance team celebrates the successful inspections which are followed by a

positive written review by their managers. The Associates who fail the inspection are put on a final written warning.

## Zero Tolerance Policy

The Company has Zero Tolerance for any violation of its Alcohol and Tobacco compliance policies. In line with our “We ID Everyone” policy rollout, failure to identify a customer’s age during the sale of alcohol and tobacco products will result in immediate separation of employment without fail. Also, immediate employment separation will occur if you do any of the following:

1. Deliberately enter an incorrect date of birth for a customer for purchase of alcohol or tobacco;
2. Fail to check identification for all customers during each visit;
3. Sell alcohol or tobacco to a minor;
4. Sell alcohol to an individual who appears to be intoxicated;
5. Accept food stamps (EBT) as a form of payment for purchasing alcohol or tobacco;
6. Violate our company’s Drug and Alcohol policy.

## Safety

The safety of our Associates and customers is our highest priority. Family Dollar has a safety training program that is assigned to all Associates upon hire.

The following are a few of the ways that Family Dollar empowers their Associates to keep their fellow colleagues, customers and property safe:

- All Store Managers are required to have a safety meeting at least once a month to review safety procedures.
- Stores are required to keep to all pathways leading to an exit clear (min. of 36” wide).
- Stores are required to review store evacuation plans and inspect fire extinguishers regularly.
- Store Associates are trained in how to operate a fire extinguisher, when to contact local first responders and reminded that the safety of our Associates and customers is our highest priority.
- Stores are instructed to assist customers and staff when evacuating the building in the event of a fire, then immediately call 9-1-1.

The items above are just a few highlighted areas that are included in our Safety Policy and new hire safety training.

Along with the online learning process, Family Dollar schedules times throughout the year to revisit certain topics that are designed to help keep our stores safer, refresh our Associates on each role they have in enhancing the safety of our stores, and reducing loss.