



Plaid Pantries, Inc. • 10025 SW Allen Blvd. • Beaverton, Oregon 97005 • Telephone: 503.646.4246 • Facsimile: 503.646.3071

## **Draft Good Neighbor Plan**

### **Hosford-Abernethy Neighborhood Development**

Plaid Pantries, Inc. is pleased to address issues pertaining to our involvement in the construction and operation of a proposed Convenience Food Store within the Hosford-Abernethy neighborhood area. We expect to support and fully cooperate with the community and the Association in achieving their goals, and intend to comply with the following "Good Neighbor Plan".

#### **Crime Prevention and Awareness Program:**

Plaid Pantries, Inc. has developed a comprehensive crime prevention and awareness program, using as a base the training system developed by the National Association of Convenience Stores (NACS). Attached as part of this Good Neighbor Plan is written verification from the Police Bureau that the NACS training program is approved. Also attached is Plaid's written agreement that Plaid Pantries, Inc. will follow the Bureau's 7-point Crime Prevention Strategy. Plaid Pantries, Inc. also agrees to comply with the Bureau's site-plan security review requirements.

The NACS training program includes training on proper alcohol and tobacco sales procedures, safety, shoplifting prevention, robbery deterrence, and violence avoidance. The training includes video presentations and classroom instruction, and requires employees to successfully pass a final test on all subject matter. All retail personnel are required to complete this training before working in a Plaid Pantry store.

Plaid Pantries, Inc. crime prevention plan also includes but is not limited to the following:

1. Training program as referenced above;
2. Quarterly store-level reviews of key training program topics;
3. Ongoing written tests in conjunction with employee performance/pay reviews;
4. Premises surveillance with Plaid's standard four-camera digital color video monitoring system.
5. Electronic time-release change safes;
6. Electronic bill-acceptor drop safes, accessible only by armored car personnel;
7. Brink's armored car service for safe access and bank deposits;
8. Well-lighted parking lot and elimination of dark areas around the store;
9. Clear unobstructed views in and out of the store;
10. Clearly defined emergency procedures and response contacts;
11. Roving security patrols;
12. Additional security measures if circumstances warrant.

#### **Alcohol and Tobacco Awareness and Employee Training Program:**

Plaid Pantries, Inc. was the first retailer in Oregon to qualify for the Oregon Liquor Control Commission's "Responsible Vendor Program". Plaid conducts extensive initial and ongoing employee training in proper procedures for selling alcohol

and tobacco. Employees are trained in preventing sales to minors and visibly intoxicated persons. It is Plaid Pantries, Inc. policy not to sell alcohol to known street drinkers or to 3<sup>rd</sup> parties known to provide alcohol to minors or street drinkers. The company will seek neighbors' assistance in identifying persons who consume alcohol illegally, for the purpose of preventing alcohol sales to such persons. It is also company policy not to sell "fortified" wines in any Plaid Pantry store.

Plaid Management conducts internal compliance checks ("stings") to ensure that training and procedures are being followed in each store. All stores are equipped with computerized Point of Sale ("cash register") systems which automatically identify age-restricted products, and scan authorized I.D. for age verification into the transaction. In addition, employees receive significant cash bonuses for acceptable performance on compliance checks.

In recognition of Plaid's efforts and successes in these important areas, The Oregon Liquor Control Commission (OLCC) awarded the company its 2008 "Ambassador Award":

***"In recognition and appreciation of your stewardship, partnership, and leadership working with OLCC to model the best practices of social responsibility through the Business Partners and Public Safety Services Programs".***

Attached as part of this Good Neighbor Plan is written approval from the Oregon Liquor Control Commission (OLCC) for Plaid's alcohol awareness and employee training program. Such certification is designated for each individual licensed location after the license is issued. Plaid will institute our approved training program for this new location, and make application for OLCC approval after the Off-Premises License is issued.

The OLCC Responsible Vendor Program (RVP) includes operational procedures for preventing sales to visibly intoxicated persons, including refusing sales and reporting suspected intoxicated persons to 1-800-24DRUNK. The OLCC RVP program does not contain any specific policies or procedures relating to identifying which displays or marketing techniques will be used to discourage drunk driving. However Plaid agrees to participate in such advertising or media campaigns when available through regulatory, supplier, or media organizations.

#### **Litter Control Program:**

Plaid Pantries, Inc. places a great deal of emphasis on the appearance of our stores and surrounding area and recognizes an obligation to the community and our neighbors to manage litter created from our operation. We will implement a Litter Management Program that will consist of at least the following:

1. Two trash receptacles on-site for customer use, one inside and one outside, next to the on-site pedestrian circulation system;
2. Locked trash enclosure;
3. A minimum of once-weekly garbage pick up. Plaid will monitor the volume of garbage and cardboard recycling and adjust the container sizes and/or pickup frequency as necessary;
4. Daily policing of our property, parking lot, and the immediate vicinity of the store, including sidewalks and landscaping beds;
5. Other measures deemed necessary to meet our neighbors' goals.

#### **Loitering Control Program:**

Plaid Pantries, Inc. discourages loitering and will take steps necessary to enforce a No Loitering Policy. This policy will include the following:

1. Well-lighted parking lot and the elimination of dark areas around the building;

2. No video games;
3. No outside benches, tables, or other customer activity areas;
4. Posting the building and immediate area with "No Loitering" signs. Plaid will enforce this policy, including formal trespass/shoplifting warrants, and follow-up prosecution as appropriate;
5. DPSST-Certified roving security patrol;
6. Plaid will cooperate with Law Enforcement by executing a formal Trespass Enforcement Agreement with the Portland Police Bureau when so requested.

**Landscape Maintenance Awareness:**

Plaid Pantries, Inc. and its Landlord will be responsible for maintaining the landscaping for this site. We will also establish a comprehensive maintenance plan to ensure that our investment will continue to enhance the aesthetics of our site and the neighborhood. Landscaping will be trimmed to prevent places of concealment for unauthorized users, and to prevent opportunities for stolen goods or drugs to be hidden.

**Neighborhood Communication Agreement:**

As an active member of the community, Plaid Pantries, Inc. recognizes its obligation for open communication with citizens. If notified of problems that the Association or neighbors may have with our operation, the company will respond to each complaint. Issues involving safety or security will be addressed immediately by telephone alert to responsible Management personnel. Non-emergency complaints will be investigated, with a telephone or email response provided within two (2) working days. More complex issues that require a more detailed formal response will be addressed in writing within thirty days of receiving a written notice of a problem. We will keep a record of all such complaints and their resolution. We will also keep a file of all letters received and written in our corporate office and will make them available to the public upon request, to the extent permitted by law.

Plaid provides a toll-free 24/7 complaint line, with the number 1-800-MR PLAID posted on the entrance door of each store.

**Participation in Neighborhood Mediation Program:**

Plaid Pantries, Inc. agrees to participate in the city-endorsed neighborhood mediation program through Resolutions Northwest, or similar process, if so requested.

**Written Verification Requirements:**

This written Good Neighbor Plan constitutes Plaid Pantries, Inc. written verifications and acknowledgements as required by the City of Portland Planning and Zoning Code, Chapter 33.219.060, paragraphs A (3) through (7) relating to litter and loitering control, landscape maintenance, communication requirements, and the mediation program.

**Lighting Plan:**

Plaid Pantries, Inc. will ensure that the lighting plan for our immediate building and parking area will conform to applicable rules and ordinances, including the Portland Zoning and Planning Ordinance, Chapter 33.262 regarding glare standards and off-site impacts.

**Conclusion:**

Plaid Pantries, Inc. endorses "being a good neighbor" and will instill this philosophy, and ensure compliance with the Good Neighbor Plan with all personnel involved in the operation of this facility.