



**TOWN OF ACTON**  
472 Main Street  
Acton, Massachusetts, 01720  
Telephone (978) 929-6611  
Fax (978) 929-6350

**Michael J. Gowing**  
Chairman, Board of Selectmen

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August 6, 2014

Please place the attached public hearing notice in the Legal Ad section of the Acton Beacon on Thursday, August 21<sup>st</sup> and 28<sup>th</sup>, 2014:

Bill to:

TRB Development Group, Inc.  
36 Londonderry Turnpike  
Hooksett, NH 03106  
603-860-3711

Please confirm and send tear sheet to [ltomyl@acton-ma.gov](mailto:ltomyl@acton-ma.gov)

Regards,

Lisa Tomy  
Executive Assistant

**LEGAL NOTICE**  
**TOWN OF ACTON**

The Acton Board of Selectmen will hold a public hearing notice on **September 8, 2014 at 7:45 PM** in the Francis Faulkner Hearing Room 204 at the Town Hall, 472 Main Street, Acton, MA on the application of TRB Development for CVS Corporation for 400 Massachusetts Avenue, Acton MA. on an application for a 24 hour special permit of operation. The application can be inspected at Town Hall during normal business hours.

Acton Board of Selectmen

SEL/ CVS CORP.  
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Acton Board of Selectmen

AD#13162063  
Acton Beacon 8/21, 8/28/14

# Town of Acton General License or Permit Application

For Town Use Only

To the Licensing Authorities of Acton:

CC: Police/Fire
Fee

The undersigned hereby makes application for the following described license, in accordance with the provisions of the General Laws, and amendments thereto.

Please indicate the License or Permit for which application is being made

July 31 ~~2011~~ 2014 RT  
RM

Auction   
  Entertainment   
  One Day Liquor   
  Common Victualler   
  Class 1 or 11  
 Automated Amusement   
  24 Hour Permit <sup>X</sup>   
  Fair or Sale   
  Concert   
  Other \_\_\_\_\_

Name of Organization/Applicant: TRB Development Group, Inc. on behalf of CVS Pharmacy  
 Location of Event: 400 Massachusetts Avenue  
 Name of Owner of Premises: CVS Pharmacy

**DESCRIPTION OF EVENT** (i.e.; Fee or donation charged? Name of operators of event? Purpose of event? Parking availability?)

~~Transfer existing 24-hour Permit from 777 Massachusetts Avenue~~  
to 400 Massachusetts Avenue

W  
RM

Date of Event: \_\_\_\_\_ Hours of Event or Operation: 24 Hour Permit

Name of person making application: TRB Development Group, Inc.

Occupation: \_\_\_\_\_

Residential Address: \_\_\_\_\_

Business Address: 36 Londonderry Turnpike, Hooksett, NH 03106

Telephone: Home: (603) 669-8500 Business/ Cell: (603) 860-3711

E-Mail Address: trboisvert@trb-group.com

Date of Naturalization, if not born in U.S. \_\_\_\_\_

Have you ever been convicted for any law violation? NO  
 If so, when \_\_\_\_\_  
 Where \_\_\_\_\_  
 State Briefly \_\_\_\_\_

References (names and addresses-Phone Numbers)

Signature of Applicant Richard Mattoch

## **Lisa Tomyl**

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**From:** Frank Widmayer  
**Sent:** Wednesday, August 27, 2014 2:30 PM  
**To:** Lisa Tomyl  
**Cc:** Manager Department  
**Subject:** RE: TRB Development Group 24 Hour Special Permit

Lisa,

I apologize that I'm just getting to this now as I know it's on for Monday at the BOS. I've been very busy the past few days. Shortly before you sent this message I had talked to someone from TRB by phone who was requesting my position on the 24 hour CVS application. He said that his attorney, Lou Levine had asked him to call me. I told him that the usual sequence would be for me to get a request from Planning about my opinion on the matter but that I didn't see a big issue with the 24 hours operation at first glance, depending on the proximity of neighbors. He told me that they had planned to add a fence for that reason. He thanked me and then I got your e-mail below. On Friday, there was a previously scheduled meeting about the project with TRB, Planning and other department heads. Since the Deputy Chief and I were tied up, I sent Lieutenant Doug Sturniolo in my place. His comments will come to you next in a separate e-mail with my additional comments.

Regards,  
Frank

Frank J. Widmayer III  
Chief of Police

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**From:** Lisa Tomyl  
**Sent:** Thursday, August 21, 2014 1:58 PM  
**To:** Frank Widmayer  
**Subject:** TRB Development Group 24 Hour Special Permit

Hello Chief;

Scott Mutch spoke to me regarding the special 24 hour permit request for CVS at 400 Massachusetts Ave. I apologize if I was supposed to send this for review. Since this was not a site plan, or use special permit, I didn't think about sending it as a review for comment. At first they requested to have a permit transfer, which I explained would null their current location as of the date of the vote by the BoS (September 8<sup>th</sup>).

If you have any questions, feel free to ask.

Regards,

Lisa

## Lisa Tomyl

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**From:** Frank Widmayer  
**Sent:** Wednesday, August 27, 2014 2:41 PM  
**To:** Lisa Tomyl  
**Cc:** Manager Department  
**Subject:** FW: Kelly's Corner Project

Lisa,

Lt Sturniolo attended the meeting on Friday and his comments are below. The parking lot access situation is not unique but he is right to call attention to it from a police perspective. Also, as he mentions the curb cuts will be somewhat of an inconvenience to motorists.

As for the CVS 24 hour operation I don't believe it will be a major problem if CVS and the other stores are able to schedule deliveries during reasonably normal hours. Usually any disturbance calls we respond to at shopping centers are a result of trucks making deliveries late at night or early in the morning, not store operations. The current CVS is not an issue and I don't expect any problems with the new one. Deliveries by large trucks with backup alarms could significantly affect the quality of life for residents within earshot so that is where I would recommend some attention.

Regards,  
Frank

Frank J. Widmayer III  
Chief of Police

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**From:** Douglas Sturniolo  
**Sent:** Saturday, August 23, 2014 2:41 PM  
**To:** Frank Widmayer  
**Subject:** Kelly's Corner Project

Chief,

Here are some initial concerns that I have with the Kelly's Corner project.

1. There's no emergency vehicle access other than Mass. Ave. This could be problematic if there was an accident on Mass. Ave. and police or fire needed to respond to one of the businesses (Panera). Also an issue if there was an incident where a tactical response was needed. All cars would be pulling in the front entrance.
2. Noise could be an issue for residents but it's unknown who the tenants will be of the other businesses
3. It appears that there are multiple curb cuts for entrance and exits between Panera and CVS. This will be difficult for motorists taking left hand turns.

Doug

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We the undersigned Selectmen of the Town of Acton, by virtue of authority vested in us by law, do hereby license **CVS Pharmacy – 24 Hour Permit**

Said business to be conducted at **400 Massachusetts Avenue** in such manner as to conform to the requirements as provided for by law.

This license is to date from September 8, 2014 to December 31, 2014 unless sooner revoked.

Given on our hands this 8<sup>th</sup> day of September, 2014.

Fee: \$1,500.00

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Selectmen of the Town of Acton

## OPERATIONS MANUAL - PROPERTY DAMAGE

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### OBJECTIVE:

To Provide Immediate Assistance To Customers And Employees When Property Damage Occurs.

To Ensure That Damage Is Reported In A Timely Manner In Order To Recoup Repair Costs From The Party Causing The Damage Or Our Insurance Company.

### STANDARDS AND EXPECTATIONS:

1. Immediate assistance is provided to customers and employees when property damage occurs:
  - Ask if anyone is injured. If so, make that person as comfortable as possible.
    - Call for an ambulance, if necessary.
  - Fill out the appropriate paperwork (as much as possible) with the injured person.
  - For customer and employee injuries, please refer to the Customer and Employee Accidents and Injuries section of the Operations Manual.
2. Call the FIX Line at 1-700-FIX-(4-digit store number).
3. Call Property Claims in Risk Management in all instances of excessive property and/or Merchandise damage, as follows:
  - Even stores call Ext. 5834
  - Odd stores call Ext. 4840
  - Information to have ready when calling Property Claims
    - WHO ... caused the damage?
      - Identity of driver, person/company involved
      - Obtain driver's insurance company information
    - WHAT ... property and/or merchandise is damaged and possible dollar value
    - WHERE ... did damage occur?
      - Interior, exterior, front, side, rear of store
    - WHEN ... date and time incident occurred
    - HOW/WHY ... description of incident
    - WITNESSES ... provide names of witnesses
    - PICTURES ... should be taken of all damages prior to doing repairs
    - POLICE REPORT - call Police Department immediately to notify of accident.

### EXCEPTIONS:

The following examples are situations that do NOT require a call to Property Claims:

- Roof leak damages are not referred to Property Claims unless damage is quite substantial (ex: Merchandise is damaged only under \$10,000 at cost is not reported to Property Claims)

- If damage includes numerous repairs in addition to merchandise damage, call Property Claims
  - Break-ins
  - Cooler/freezer breakdowns
- 4. Catastrophic Losses/Disasters:
  - i.e. flood, fire, hurricane, tornado, etc. contact your DSM or RSM
- 5. When it is too hazardous to remain open, close your store (see your job aid on Operating in Inclement Weather for closing procedures).
  - Before closing the store, it is necessary to have authorization from your DSM and RSM, or your AVP.
  - If physical damage prevents you from closing your store, call the FIX Line at 1-700-FIX-(4-digit store number).
  - If repairs cannot be made to close your store, authorization is required from your DSM, RSM, AVP, or RLPR to hire a guard to protect the store.
- 6. Refer any questions from the media to the Corporate Director of Communications at extension 4630.

**REFERENCES:**

1. Operations Manual - Customer and Employee Accident and Injuries

**RESOURCES:**

2. Pat Frensley, Ext. 19601

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Last Updated: October 29, 2008

## OPERATIONS MANUAL - ROBBERY: PREVENTION AND REACTION

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### OBJECTIVES:

To Ensure The Safety Of Our Employees And Customers By Cooperating Fully With Anyone Who Initiates A Robbery.

To Reduce The Likelihood Of A Robbery Taking Place By Being Aware Of Unusual And Suspicious Situations.

### STANDARDS AND EXPECTATIONS:

1. Management is aware of suspicious individuals or situations in and around the store.
  - Examples include persons loitering in the store, person watching the store from a distance, individuals asking unusual questions.
  - These incidents are reported to the police as they occur.
2. The Eyes, Hi's and Help of customer service are practiced.
  - As many customers as possible are acknowledged and assisted.
  - Eye contact with customers from your Management team, pharmacist, and crew members is encouraged.
3. Cash in drawer amounts are limited by using cash drop boxes and adhering to cash management standards.
4. Bank drop procedures are followed (see Operations Manual piece on Deposit Transportation).
5. Crew members/cashiers are instructed to keep the checkout area as visible as possible to the outside so police and passers-by can see in.
  - The blinds are raised at sun down to provide an unobstructed view.
6. Outside lighting is checked regularly for sufficient illumination.
  - Micro processors are kept current to standard and daylight savings time.
7. In the event of a robbery, all employees cooperate fully with the robber.
8. An attempt is made to remember what the robber looks like.
9. After the robber leaves, the following steps are taken:
  - Help is summoned immediately for anyone who is injured.
  - The police are contacted immediately.
    - The store is closed until the police arrive.
  - Customers are asked if a statement can be made to the police.
  - The scene of the crime is protected.
  - DSM and RLPR are contacted immediately.
10. Paperwork is completed as soon as possible.

- Cash verification procedures are used to determine cash loss.
- Any necessary Insurance Claims procedures are followed for customer and/or employee injuries. Refer to Operations Manual policy Customer and Employee Accidents and Injuries.

11. Media should be referred to Corporate Communications in the home office.

**REFERENCES:**

1. SMD Basic Operational Skills – Course #30, 41
2. SMD Management Skills – Course SM505800
3. Operations Manual - Customer and Employee Accidents and Injuries
4. Operations Manual - Property Damage

**RESOURCES:**

1. Jim Lynch, 5051
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Last Updated: October 29, 2008

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## **CVS FOOD SAFETY ESSENTIALS**

Food safety may be regulated by state, district, county, and/or municipal agencies. Fortunately, most jurisdictions have similar food safety requirements. One of these requirements is that the manager be present during an inspection and be able to “demonstrate knowledge” of food safety issues and requirements. To satisfy that requirement, managers should review and implement the following guidelines as part of day-to-day operations, and should use this information to train employees about food safety.

### **OVERVIEW**

The three main types of food contamination are Biological, Physical and Chemical.

- Biological Hazards are the primary cause of foodborne illness, and result from bacteria, viruses, fungi/mold, allergens, and parasites.
- Bacteria are responsible for more cases of foodborne illness than any other cause.

### **HYGIENE**

- Good hygienic hand practices (including and especially hand washing) are essential for food safety.
- Must have male and female restrooms in good working order.
- Employees must also practice good personal hygiene, and report for work in a clean and presentable fashion.
- Managers should watch for and eliminate habits or actions that could cause food contamination.
- Failure to insure hand washing is a primary sources of potential food contamination.
- Monitor the overall hygiene of each food employee's hands and forearms.
- Cuts and wounds must be properly protected (water proof bandage and/or with a plastic glove).

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### **HANDWASHING**

#### **HOW:**

1. Turn on the water (as warm as you can stand)
2. Wet your hands

3. Apply soap
4. Rub hands briskly for at least 20 seconds
5. Scrub in-between fingers and scrub fingertips
6. Scrub forearms to just below the elbows
7. Rinse forearms and hands – always rinse from the elbow down to the hands so the soap and “germs” rinse down into the drain and not back up your arms
8. Dry hands and forearms (use single use paper towels or appropriate air dryer)
9. Turn off water – preferably with a paper towel
10. If you are in an area with a closed door – use the paper towel to open the door.
11. Discard the paper towel.

**WHERE:**

- Designated “HAND SINK ONLY.”
- A hand sink must not be used for any other purpose than for hand washing.
- A hand sink must be designated with a “Hand Sink” sign and must be properly supplied at all times.
- Cold and hot running water with adequate pressure – must be AT LEAST 100°F (38°C)
- Supply of soap, waste container, and means of drying (paper towels or air dryer)
- Hand sinks must never be blocked by a mop bucket or speed rack. Food trays cannot be set on the edge of the hand sink. Spray bottles can not be hung on the edge of the hand sink.

**WHEN:**

- Before starting work or beginning a food handling task.;
- After:
  - Using the toilet
  - Sneezing, coughing, eating, or chewing
  - Smoking or drinking
  - Touching a body part like your hair, your ear, rubbing or picking your nose
  - ~~Performing any task that may contaminate (taking out the trash, wiping counters, etc.)~~

## **CLEANING SUPPLIES & TOXIC CHEMICALS**

- Cleaning products, sanitizers and pesticides are toxic chemicals and must be kept separate from food, food contact surfaces, storage containers, single service items, wiping clothes, and other food-related items.
- All items must be properly labeled. Avoid transferring chemical/toxic materials from their original containers to new containers, but if such transfers are necessary the new containers must be labeled with the name of the material. There must not be any unlabeled chemical containers.
- Chemicals must be identified and have directions for their proper use. Do not mix chemicals. Do not store chemicals in containers that previously held a different chemical.
- Items such as hand lotion, medicine bottles, etc. are considered to be potentially toxic items.
- Empty chemical containers or buckets cannot be re-used for storage.
- If you believe there is a chance food has been contaminated by a chemical or toxic item, segregate the food in question and depose pursuant to CVS policies..

## **MOP CORNER**

- No food, food products, food storage containers, single-use items or disposable food containers can be stored in this area.
- The area should have good lighting so materials can be properly identified and properly used.
- The walls, floors and ceiling in this area must be constructed of materials that are "smooth and easy to clean," in good repair and resistant to chemicals, grime and grease.
- The drain must be kept clean and must flow properly.
- All chemical cleaning supplies and products should be stored in their original containers.
- Mops, brooms, dust pans, etc., must not be stored on the floor, in the sink, or in a mop bucket.

## **TIME / TEMPERATURE CONTROL**

"Potentially hazardous foods" are foods (such as milk and eggs) that can become unsafe for human consumption if stored for too long (shelf time) and/or allowed to become too hot or too cold (temperature control).

CVS generally assigns its vendors and suppliers the task of ensuring that food products are removed from the store when before their shelf life has expired. However, if you find food in your store that has exceeded its expiration or "sell by" date, contact your District Manager or the CVS corporate safety department.

As discussed below, CVS store managers and employees must take a more active role in insuring that potentially hazardous foods are received and maintained at a safe temperature.

### **STORAGE TEMPERATURES FOR POTENTIALLY HAZARDOUS FOODS**

- The Temperature Danger Zone (TDZ) is between 41°F (5°C) and 135°F (57°C), and is the temperature range in which most pathogenic bacteria grow rapidly.
- Temperature Abuse is when potentially hazardous food has been allowed to remain in the TDZ for an unacceptable period of time.
- While most pathogenic bacteria start to grow at temperatures above 41°F (5°C), there are some that are capable of growing slowly at temperatures below 41°F (5°C). Thus, some foods require both time and temperature controls to remain safe.
- Every cooler and freezer should have an internal thermometer maintained in the warmest part of the cooler, which is typically closest to the door.
- Don't overload coolers. and use open shelving to allow for air circulation.
- CLEAN coolers and freezers (including shelving) on a weekly basis, especially coolers that are used to store potentially hazardous foods such as milk and eggs.
- CLEAN coolers and freezers promptly following discovery of spills.
- CHECK cooler and freezer temperatures when the store opens and every four hours thereafter, as directed by the current operations guidelines, and record those temperatures on a holding temperature log.
- Temperature checks must be done using a portable thermometer, not the thermometer that is mounted inside the unit.

### **COLD STORAGE**

- Coolers must be maintained at 41°F (5°C) or below.
- All products in the cooler should be properly labeled.

### **FROZEN STORAGE**

- Keep food solidly frozen - recommended temperature: 0°F (18°C)
- Don't overload; use open shelving; allow for proper air circulation
- ~~• Allow for proper defrost cycles.~~
- Watch for signs that a product has thawed and re-frozen like large ice crystals or a water line.
- Watch for damaged packaging and signs of freezer burn.

## **STORING PRE-PACKAGED, NON-TEMPERATURE CONTROL FOOD**

- Room must be appropriate for food storage.
- Construction materials must be "smooth and easy to clean."
- Do not store food in mechanical rooms, toilet rooms, locker rooms, etc.
- Store pre-packaged, non-temperature control food between 50°F (10°C) and 70°F (21°C).
- No exposure to overhead plumbing or other sources of potential contamination.
- Store food and other consumables on open shelving at least 6 inches off the floor and away from walls.
- Always use "First In, First Out" (FIFO).
- Keep food and non-food items separated.
- Items that are damaged after being received must be discarded or kept separate from undamaged items until they can be returned or discarded.
- PROMPTLY seek repair of damages flooring, molding, walls, or ceilings that could give permit water, waste, or pests to reach stored foods.

**TRANSPORTATION & DELIVERY OF FOOD** Food and all other items being delivered must be inspected for any signs of:

- Contamination
- Temperature abuse
- Pests
- Incorrect or improper labeling
- Damaged packaging (tampering, rips, tears)
- The temperature and condition of potentially hazardous food must be VERIFIED when a delivery is received.
- If an item needs to be rejected, it is best to reject at the time of delivery and not after it has been accepted and checked-in.
- Potentially hazardous foods requiring temperature control must be transported in cooler or freezer trucks.
- Off-loading and placement of potentially hazardous / temperature control foods must occur quickly to avoid Temperature Abuse.
- Eggs (raw):
  - Receiving Temperature = 45°F (7°C) or lower
  - Appearance = Should be clean and free of damaged
- MILK & DAIRY:
  - Receiving Temperature = 41° (5°C) or lower, or as specified by local authorities

## **PEST PREVENTION AND CONTROL**

Pests need food, shelter, and water to survive -- keep them out!

- Doors and windows should shut tightly
- Windows should have proper screens
- Pipe runs into building should be sealed
- Foundations should be solid with no breaks; no bushes or trees against buildings

Don't attract pests!

- Garbage inside should be properly stored and managed
- Garbage outside should be away from a direct entrance and properly managed without spills or leaks
- Don't allow clutter inside or outside
- Watch for signs of activity – take corrective action if signs are spotted.

## **PESTS TO WATCH FOR**

### **RODENTS**

- Signs of Activity:
  - Droppings
  - Gnaw marks
  - Rub/Trail marks
  - Nesting materials, burrows/diggings
- Characteristics:
  - Most active at night
  - Eat almost anything
  - Burrow in the ground but can climb
  - Can squeeze through a hole the size of a quarter
  - Large, blunt ended droppings up to 75 per day
  - High rate of reproduction (seasonal)

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### **HOUSE MOUSE**

- Most common rodent pest

- Signs of Activity – Small droppings up to 100 per day
- Most active at night
- Prefer grains and cereal but will eat anything
- Can get water from food
- Nibblers
- Can squeeze through a hole the size of a dime
- High rate of reproduction. Breed all year with 4-8 mice per litter

### **GERMAN COCKROACHES**

- MOST COMMON foodservice pest
  - Signs of Activity:
  - Droppings
  - Egg casings
  - Musty, oily smell - if large numbers
- Characteristics:
  - Most active at night (in dark)
  - Prefer dark, moist and warm environment
  - Slender body, light brown color
  - Live and hide in cracks and crevices
  - Have a high rate of reproduction

### **STORAGE & DISPOSAL OF WASTE**

- Make sure potable water is always protected from waste streams.
- Determine the correct frequency for waste pick-up.
- Know how to segregate standard retail items from food or pharmacy items.
- Handle all waste items to avoid pest and odor problems.
- ~~Promptly report any issues with sewage back-up or overflow problem.~~
- Waste containers should be leak proof.
- Outdoor dumpsters or waste containers must be kept on level, non-absorbent, cleanable surfaces.
- All waste areas, inside or out, must be maintained free from clutter, grease and spills to prevent accidents and avoid attracting pests.

- The inside and the outside of all waste containers must be cleanable, and should be cleaned on a regular, on-going basis.
- Waste containers must be free of any decaying materials to help prevent infestations of flying insects, cockroaches and rodents.
- Containers and holding areas must be maintained in good repair, clear, and without clutter.

### **EMPLOYEE HEALTH**

The store manager shall take appropriate action to exclude, restrict and/or monitor employees who work with food and have reported, or are known to be experiencing, any of the following symptoms:

- diarrhea
- vomiting
- jaundice
- sore throat with fever
- lesions on fingers, hands, or other exposed body part that contain pus (such as boils and infected wounds, regardless of size), unless covered by a dry, durable, tight-fitting bandage

The store manager shall take appropriate action to exclude, restrict and/or monitor employees who are known to suffer from any of the following illnesses:

- Jaundice (with onset in past 7 days)
- Hepatitis A
- Salmonella typhi (typhoid fever)
- Enterohemorrhagic or Shiga Toxin-producing Escherichia coli
- Shigella spp.
- Norovirus
- Nontyphoidal Salmonella

CVS employees who work with food are encouraged to tell their store manager or supervisor when they are experiencing any of the above symptoms, or have been diagnosed with any of the above illnesses.

~~Store managers who are unsure of the exclusions or restrictions that must be imposed should contact their District Manager or the CVS corporate safety department.~~

**NOTE:** In the event an employee has not been returned to regular duty (i.e., duty with exclusion or restriction) after 7 calendar days, the store manager must contact the corporate safety department for guidance with respect to any ongoing restrictions imposed pursuant to this policy.

In the event of an outbreak investigation, the store manager must promptly:

- Cooperate with the regulatory authority during all aspects of the investigation
- Contact his or her District Manager and the CVS corporate safety department
- Adhere to all regulatory authority recommendations provided to stop the outbreak from continuing

## **OPERATIONS MANUAL - CHECKOUT SERVICE/STAFFING**

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### **OBJECTIVES:**

To Provide Prompt, Efficient And Friendly Checkout Service For Our Customers So That Their Shopping Experience Is Positive.

To Write Schedules That Provide The Right Number Of Cashiers For Every Shift So That Our Customers Are Not Delayed Unnecessarily.

### **STANDARDS AND EXPECTATIONS:**

1. One crew member is assigned per terminal per shift. Each terminal is assigned to a crew member or management person so that all terminals are available for servicing customers at any given time.
  2. At least one register is staffed at each store entrance at all times.
  3. The terminal closest to each store entrance is staffed with a primary cashier. The exceptions are:
    - 24-hour stores:
      - After 9 p.m., the primary cashier is moved toward the middle of the checkout.
    - Mall entrances with two checkouts:
      - The primary cashier is located at the checkout next to the fragrances. (If more than one cashier is scheduled, both checkouts are staffed.)
    - Checkouts where the terminals are divided by a work area (e.g., photofinishing):
      - The primary cashier is located immediately next to the work area.
  4. Primary cashier maintains visibility with the checkout if it is left unattended.
  5. A Person-In-Charge is assigned to monitor cashier activity and customer flow.
  6. Efficient, organized work areas are maintained.
  7. All cashiers utilize the Eyes, Hi's and Help of Customer Service.
  8. All cashiers are trained in EAS procedures.
- 

### **REFERENCE:**

1. Operations Manual - EAS System
  2. Operations Manual – Weekly Store Schedule
- 

### **RESOURCES:**

1. Store Operations, 3791
-

## OPERATIONS MANUAL - BURGLARIES/VANDALISM

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### OBJECTIVE:

To Detect And Report Any Burglar/Vandal Activities, Keeping In Mind That The Safety Of Employees And Customers Is Of The Utmost Priority.

### STANDARDS AND EXPECTATIONS:

1. In the event of a burglary, the incident is not investigated until after the police arrive.
  - The front of the store is monitored.
  - Management is to wait in the parking lot until police arrive.  
**Note:** Management should notify police upon arrival, in case they [police] have already been at the store, and left.
2. Management is to enter the store with the police.
  - Nothing is to be touched until the police report is completed.
  - All areas of the store are to be inspected (inside and out). The following should be checked:
    - Missing cash, merchandise or equipment;
    - Doors and windows including locks;
    - Secluded areas (closets, breakroom, bathrooms, and storage areas, roof hatch);
    - The safe, terminals and checkout area;
    - Pharmacy gate and the sales floor.
  - DSM and RLPM should be notified no later than the next day.
3. The police are furnished with all the information needed to complete a report.
  - An inventory and audit are made before an accurate amount is determined.
  - The actual dollar amount is not reported to the police until after 24 hours. Police are told that the actual loss is yet to be determined.
  - A copy of the police report is requested.
4. In the event of vandalism, the police are contacted immediately.
  - Evidence is left untouched until the police report is completed.
  - Police are provided with any information they need.
    - A copy of the police report is requested.
  - ~~RLPM and DSM should be notified no later than the next day.~~
5. If the suspect is apprehended, the DSM and RLPM are notified.
  - A criminal complaint can be completed and signed by the Store Manager.
6. CVS Asset Protection Services (APS) is to be contacted at 1-800-430-0664 for any repair work relating to the alarm system. The FIXX Line is to be contacted at 1-866 FIXX CVS for any other repairs needed as a result of a burglary or vandalism.

**REFERENCES:**

1. Store Management Development- Course 31 Loss Prevention-External

**RESOURCES:**

1. Pat Frensely, 800-430-0664 Ext. 19601
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Last Updated: September 10, 2008

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## **Attachment B: Accident Reporting - Ops Policies & Procedures** **Standards & Expectations**

**1) The customer is the first priority in instances of accidents or injuries.**

- A management person responds to the customer courteously and promptly.
- The customer decides if he/she wants to seek medical treatment.
- If necessary, call for medical help immediately.
- Do NOT make any commitment regarding medical payment.
- Do NOT mention insurance forms, claim forms, or accident forms to the customer.
- The Management person informs the customer that the incident will be reported to the Risk Management Department.
- All conversations with the customer should be documented in writing, and signed and dated by the employee.
- Facts and witness's names, address, and phone numbers are gathered quickly. This should include cause of incident, a detailed description of the incident, and exact location of incident.
- The accident scene is inspected with another employee with results documented in writing, again to be signed and dated by employees. Photos should be obtained whenever possible.
- The Fixx Line at 1-866-FIXX-CVS is informed of any defects.
- All accidents and injuries should be called into the Reporting Line (our independent reporting service is open 24 hours a day, 7 days a week) at (800)320-0510 (press option 1 then option 2) within 24 hours of the incident. All pertinent information will be taken over the phone by the Reporting Line and a report will be submitted to the Risk Management Department.
- At the customers request, you may provide them with the Customer Help Line at (800)784-5911.

2) A Product Contamination Report Form is completed and processed for merchandise believed to be contaminated/defective. The form is located in the Forms File Cabinet, Store Operations, Product Complaint Form.

If product tampering is suspected:

Quality Assurance is called at extension 5146.

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## **Standards & Expectations**

**1) If an employee is injured while working, do the following:**

- If necessary, call an ambulance.

- Managers and co-workers should NOT transport the injured employee.
- Manager should refer the injured employee to the panel physician list.
- Manager should supply the injured employee with the INJURY TREATMENT FOR which is found in the forms file cabinet.
- Manager should call the Reporting Line at 866-528-7272 within 24 hours to report the injury. The Injured worker should call the Contact Support Center at 866-528-7272 and access the Employee Zone to request a workers compensation leave of absence if he/she anticipates being out of work for 7 or more days.
- Manager should pay the employee for the entire shift on the day of the injury.
- Manager should make every attempt to accommodate the employee's medical restrictions as outlined by the treating physician.
- When an injured employee returns to work following a workers compensation leave of absence, the manager should complete an Employee Change Form via the SMART system
- If an injured employee returns to work, but subsequently begins losing time from work, the manager should notify the proper GAB Robins Office.
- Manager should follow-up with injured employee for disability updates.
- Manager should make every attempt to provide Transitional Duty to accommodate the employee's medical restrictions.
- The injured employee should report a work related injury to his/her supervisor immediately following the incident.
- The injured employee should NOT use their personal group healthcare coverage
- The injured employee should provide the treating physician with the address of the applicable claims office.
- The injured employee should have the physician complete the Injury Treatment Form and then return it to his/her manager.
- The injured employee should provide his/her manager with disability updates.