

RCI Security Plan

Class ‘A’ Beer License

Tosa (ARC) Mobil
8806 W. North Ave
Wauwatosa, WI 53226

Objective: Implement a security plan to effectively, safely and responsibly manage sales related to a Class ‘A’ Beer license at our Tosa Mobil convenience store in Wauwatosa, WI.

This plan aims to:

1. **Ensure Compliance:** Strictly adhere to local, state, and federal laws regarding the sale of alcohol to prevent legal issues and underage consumption.
2. **Prevent Underage Sales:** Implement age verification procedures to prevent the sale of alcohol to minors, including ID checks for all customers who appear under the age of 40.
3. **Control Traffic Flow:** Limit areas within the store that relevant products are displayed, control traffic flow to reduce unnecessary interaction and enhance monitoring capabilities for staff, ensuring inventory is securely managed and reducing the risk of theft.
4. **Monitor Sales:** Regularly monitor alcohol sales to identify any irregularities or suspicious activities, such as large purchases.
5. **Train Staff:** Provide comprehensive training to all staff members involved in beer sales on responsible service practices, legal requirements, and recognizing signs of intoxication.
6. **Enhance Security Measures:** Utilize security cameras and mirrors to enhance store security, particularly in areas where beer is displayed or stored.
7. **Maintain Documentation:** Keep detailed records of alcohol purchasing and sales, ensuring transparency and accountability.
8. **Engage with Community:** Maintain a positive relationship with local law enforcement and promote responsible consumption.

To achieve these objectives, Roettgers Company, Inc. aims to create a safe environment for customers and employees while upholding legal and ethical standards in alcohol sales through the following:

Roettgers Company, Inc. Employee Handbook:

Every employee is provided a copy of Roettgers Company, Inc. Employee Handbook and is required to sign an 'Acknowledgement of Receipt and Review' prior to an employee's first day.

In addition, employees are required to sign an 'Employee Liquor Liability Employment Agreement' to ensure the responsibility of selling 'Age Restricted Products' and the potential ramifications are understood.

Employee Handbook:

Section 7.19 addresses 'Age Restricted Products Sales Management:

ROETTGER'S COMPANY, INC. & ENERGY CARRIERS, INC. is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and customers. Smoking in the stores, offices, and restrooms is prohibited.

7.19 Age Restricted Products Sales Management (alcohol/cigarettes or cigarette type products (i.e. vapes etc.) (the "Age Prohibited Products")

It's a fact, the simple act of ringing up a sale can make you legally liable for an accident or other damages.

In most states, both the business organization and individual employees may be held liable for damages caused by an impaired person who has been sold Age Restricted Products".

Typically, this involves sales to an underage person, to an intoxicated person, to a third party who provides the "Age Prohibited Products" to such persons or it may involve after hours sales. The consequences of such sales include arrest, fines, imprisonment, loss of license, lawsuits and a tarnished business reputation.

You are undoubtedly aware that there are legal restrictions on the sale of Age Restricted Products to persons who are under the age of 21. The policy of this Company is to strictly comply with state and municipal laws regarding the sale of Prohibited Products to minors. This should be regarded as a written statement of the company policy and an outline of state and local laws affecting sales of Age Restricted Products.

Failure to comply with the following requirements may result in your immediate discharge. Management will periodically go over these rules with you. In the meantime, if you have any questions relating to these rules, please do not hesitate to contact management. We will try to update this as changes in the laws occur.

Guidelines to be followed in determining whether to sell Age Restricted Products to individuals:

Notice what the customer does and says, the way he/she talks and acts; then make a decision based on these actions. Consider physical appearance such as:

- Use of makeup on young women designed to make them look older;
- Unusual concern about appearance;
- Lack of beard growth on young men; lack of physical development, or voice is still changing.
- Underage persons may act nervous, snicker, giggle a lot, lack good eye contact and hesitate when asked their date of birth.

Be alert to:

- People parking away from the store or around the corner out of sight;
- An adult who might be making the purchase for minors;
- Youths pooling their money to give to an older looking person who will make the purchase;
- Events at nearby schools such as prom, graduation, homecoming or athletic events.

The visibly intoxicated:

- Intoxicated persons could have slurred speech, might stagger and show a lack of coordination by dropping things or they might be belligerent. **Sober persons with certain physical impairments might display some of these conditions.** Clerks must use prudent judgment before concluding that a customer is intoxicated.
- You must not give to or purchase alcoholic beverages for any person who you believe to be underage or intoxicated.

Determine the Underage

- Check I.D.s for all customers that appear to be 40 or younger
Always look for tampering and alterations:
 - Does the photo match the customer's appearance?
 - Does the physical description on the I.D. match the customer's appearance?
 - Is the card current?
 - Does a sample signature match that on the card?
 - While holding the card, ask the customer questions about date of birth, address, etc.

Use the "Age Formula"

- His/Her date of birth must fall on or before today's date, minus 21 from the current year, for them to be 21 or older.

***Please see attachment A for a sample 'Employee Liquor Liability Employment Agreement**

Roettgers Company, Inc. Training:

Every employee will complete and maintain Wisconsin Alcohol Seller/Server Training course prior to selling any alcoholic beverages.

Certificate of completion for completing 'Responsible Beverage Seller/Server course is documented and readily available on the local store computer.

See <https://www.serverlicense.com/> for more information on the training.

Security:

Register Configurations:

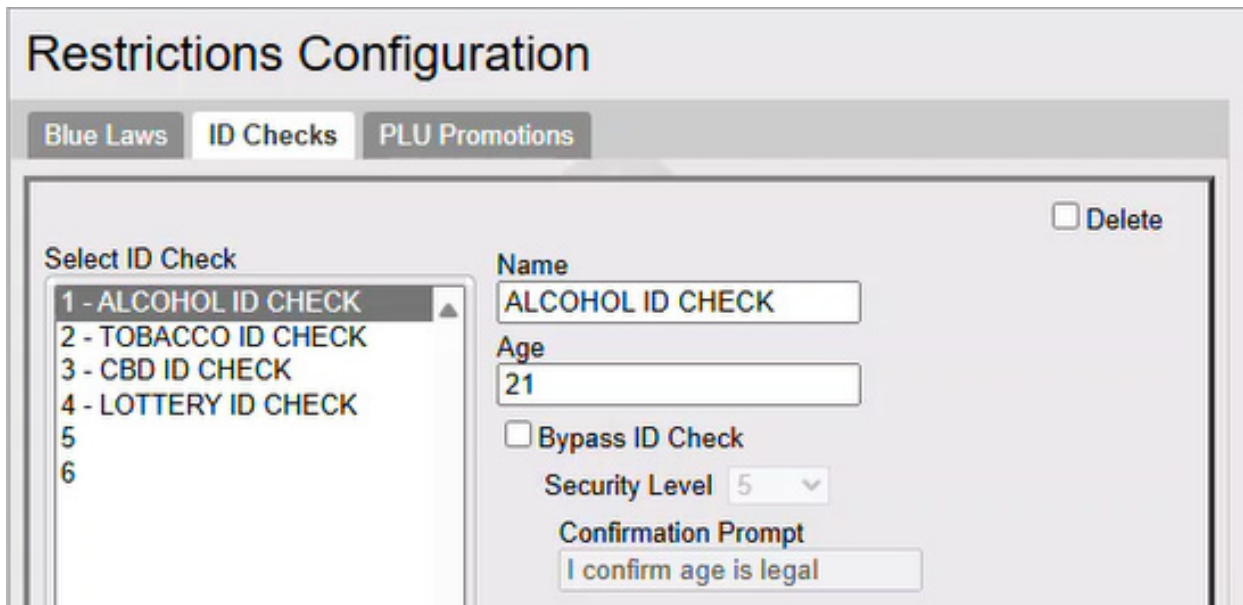
Tosa Mobil utilizes a Verifone cash register system. As part of our safety and security, RCI has the following register configurations related to selling 'Age Restricted Products':

- 1.) Age Verification
- 2.) Blue Law Settings

Roettgers Company, Inc. manages, maintains and monitors its Price Book daily. Like items are categorized into 'Departments' with register settings for all UPC's allocated to the specific department. Access to change register settings or configurations is managed through the central office.

Class 'A' Beer products are allocated to specific departments with the following settings to prevent and discourage inappropriate sales.

Age Verification:



The screenshot displays the 'Restrictions Configuration' window with three tabs: 'Blue Laws', 'ID Checks', and 'PLU Promotions'. The 'ID Checks' tab is active. On the left, a 'Select ID Check' dropdown menu is open, showing a list of options: '1 - ALCOHOL ID CHECK', '2 - TOBACCO ID CHECK', '3 - CBD ID CHECK', '4 - LOTTERY ID CHECK', '5', and '6'. The '1 - ALCOHOL ID CHECK' option is selected. On the right, the configuration details for the selected ID check are shown: 'Name' is 'ALCOHOL ID CHECK', 'Age' is '21', 'Bypass ID Check' is an unchecked checkbox, 'Security Level' is a dropdown menu set to '5', and 'Confirmation Prompt' is 'I confirm age is legal'. A 'Delete' checkbox is located in the top right corner of the configuration area.

*Bypass ID Check is not enabled, which forces cashier to enter birthdate prior to allowing sale

Blue Laws:

The screenshot shows a web application interface for 'Restrictions Configuration'. The top navigation bar includes: Security, Initial Setup, Store Operations, Promos and Discounts, Forecourt, Devices, Payment Controller, Reporting, Tools, Help, and Log Out. Below the navigation bar, there are tabs for 'Blue Laws', 'ID Checks', and 'PLU Promotions'. The 'Blue Laws' tab is selected, and a dropdown menu shows 'Blue Laws - 1'. Below this, there is a table with columns: Days, Start1, End1, Start2, End2, Enabled, Select To Duplicate, Duplicate, and Clear. The table contains data for all days of the week, with Start1 and End1 set to 00:00 and 06:00, and Start2 and End2 set to 21:00 and 00:00. All 'Enabled' checkboxes are checked, and 'Select To Duplicate' radio buttons are unselected. 'Duplicate' and 'Clear' buttons are present for each row.

Days	Start1	End1	Start2	End2	Enabled	Select To Duplicate	Duplicate	Clear
Sunday	00	06	21	00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Monday	00	06	21	00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Tuesday	00	06	21	00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Wednesday	00	06	21	00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Thursday	00	06	21	00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Friday	00	06	21	00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Saturday	00	06	21	00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear

*Used to prevent sales during specified times (9:00pm to 6:00am)

Security Camera's and Mirrors:

Tosa Mobil security measures include an interior and exterior camera system. RCI considers the store layout as an important factor in keeping employees, stock and customers safe. RCI security plan incorporates an additional fisheye security camera in the center of the Class 'A' Beer products section of the store.

In addition, due to register placement and to ensure cashier visibility a security mirror will be added to always ensure visibility from the register position.

*Please see attachment B for planned locations of security camera and mirror.

Cooler Locks:

Tosa Mobil cooler doors will have locks to be used during non-sale hours. Open air cooler includes a security screen that can be pulled down in order to prevent purchasing of any products within the open-air cooler.

*Please see attachment C-D for examples of cooler door locks and open-air cooler security screen.

Alarm System:

Tosa Mobil is monitored 24/7 by Milwaukee Alarm Company (MAC).

Product Sales & Merchandising:

Product Sales & Inventory:

Store Manager performs a daily day close by department. Product sales are closely monitored to minimize theft and identify any suspicious sales activity. RCI central office performs an audit daily for each day close report.

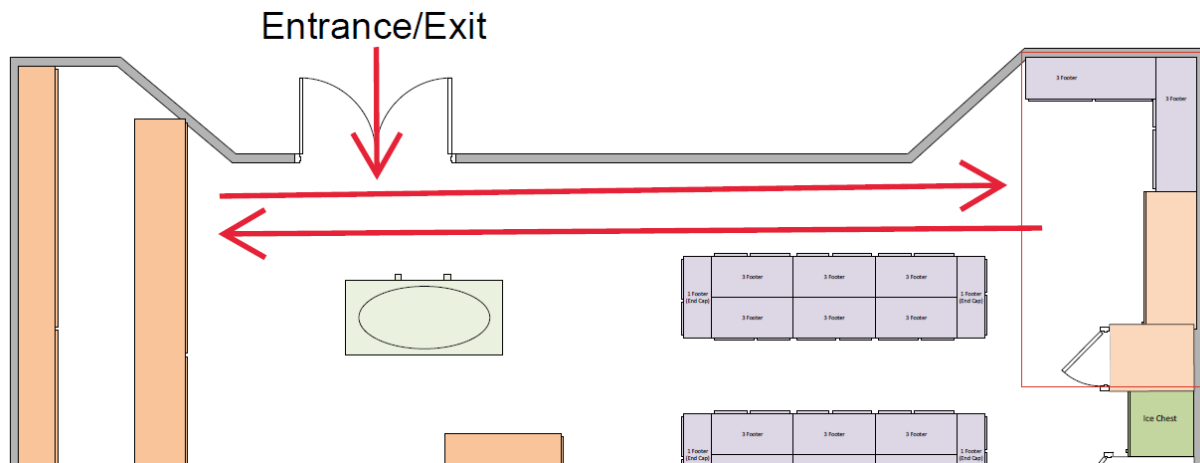
RCI maintains a real time item level inventory through an inventory tracking software. To ensure accuracy, inventory is closely monitored for theft and shrink. On a monthly basis, a third-party auditing crew scans the entire store to monitor inventory shrink. RCI utilizes this information at the store and central office to identify any issues related to theft or suspicious activity.

Product Location:

Tosa Mobil store layout was carefully considered prior to applying for a Class 'A' Beer license. The following criteria, in no specific order, was used prior to finalizing product placement:

- Entrances/Exits
- Walking Path
- Register/Aisle Placement
- Traffic Flow
- Product Mix
- Security Measures
- Visibility from Register
- Lighting

Entrance/Exit requires any customer to enter and exit near the cashier providing and additional deterrent to theft/underage sales.

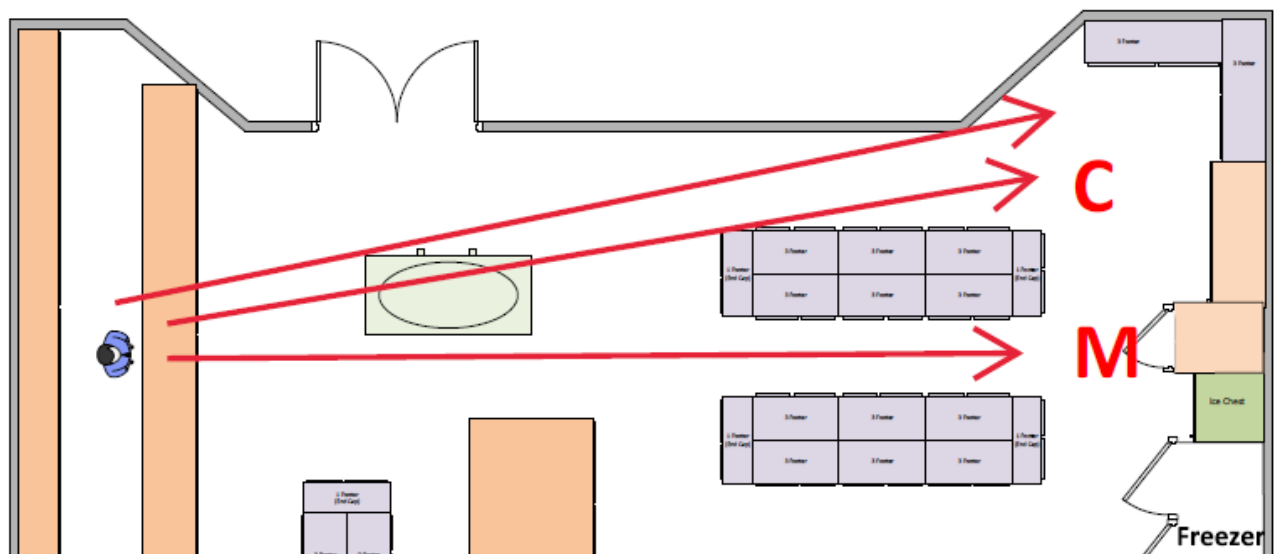


Walking Path provides full visibility for cashier and makes customer aware of cashier when entering.

The location and sales display for Class 'A' Beer products is in the front far corner of the store. The main walking path includes full window visibility from outside the store. The products are only displayed in the specified area with minimal traffic flow. To exit with any product, a customer must first walk past the cashier to exit the store providing an extra deterrent to theft and/or underage drinking.

Product mix was considered and reviewed prior to Class 'A' Beer product placement. It was identified groceries, automotive and frozen foods were adequate product mix providing minimal underage traffic flow near the Class 'A' Beer products.

Security and visibility were of the utmost importance. The area must be well lit, with specific camera coverage and if necessary, a mirror to increase angle visibility. RCI reviewed the cashier visibility to ensure constant visibility from register:



Class 'A' beer products located in any cooler door are secured via key locks on the top of the door. Store procedures require staff on-site to lock doors at 9:00 pm.

See example below for cooler door locks:

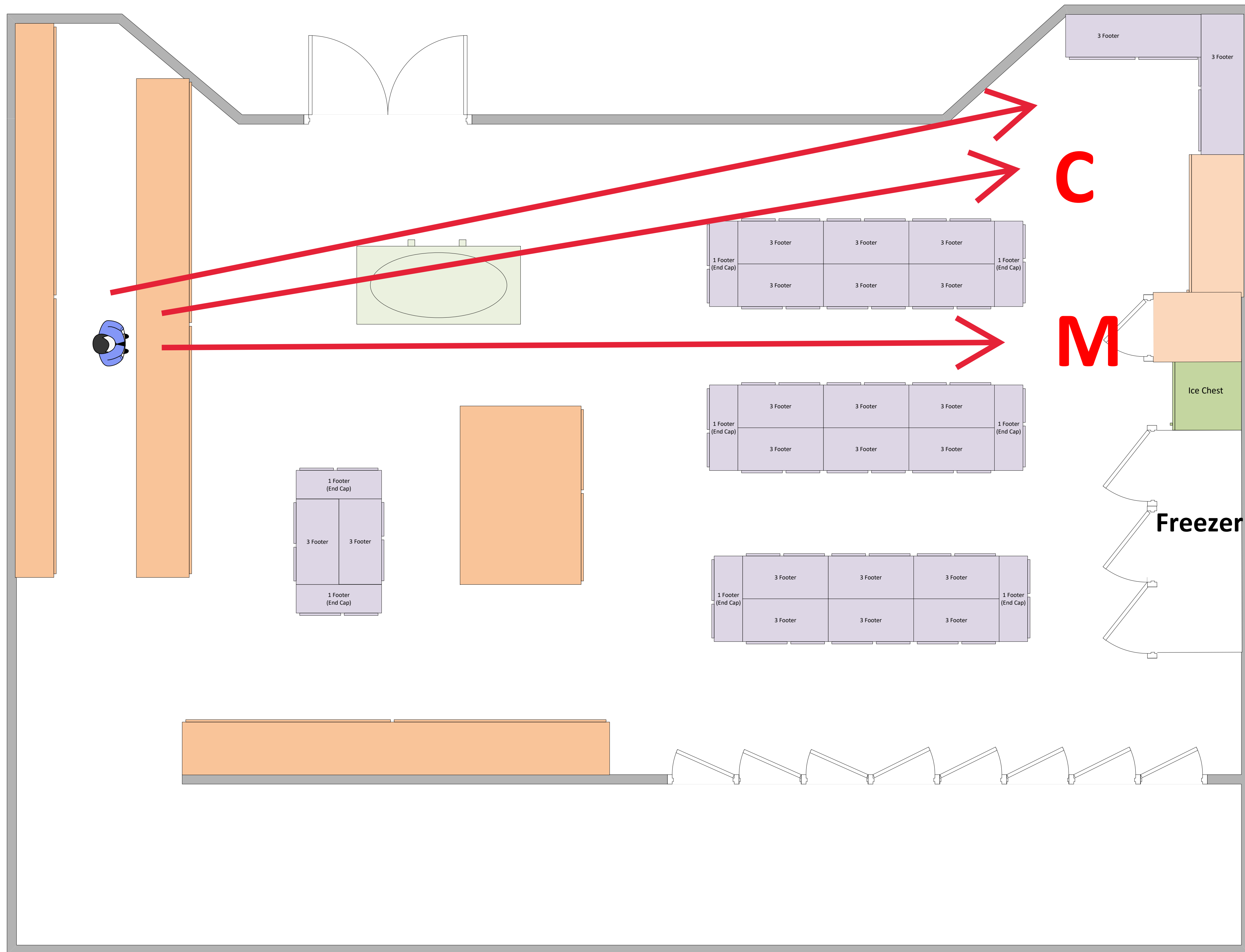


Products being sold out of the open air cooler are secured at 9:00 pm by the on-site staff via a security screen being pulled over the cooler openings.

See example below:



Attachment B



Attachment C:

Cooler Locks



Attachment D:

