

SAFETY AND SECURITY PLAN

Name: Deep Patel
Establishment: Country Convenience
Address: Windsor Forest Shopping Center
12403 White Bluff Rd, Savannah, GA 31419
Date: 04/08/2025

1. Identification of Days and Hours of Operation

- **Days/Hours of Operation**
 - **Open:** 7 days a week
 - **Business Hours:** 5:00 AM – Midnight (daily)
- **Alcohol Sales**
 - **Type of Alcohol:** Beer & Wine only
 - **Sales Hours:**
 - **Monday – Saturday:** 9:00 AM to Midnight
 - **Sunday:** 12:30 PM (Noon) to Midnight
 - **ID Verification:**
 - All IDs scanned at the register (Point-of-Sale system) prior to alcohol purchases.
 - Staff are trained to spot invalid or fake IDs; refusal of sales occurs if an ID is not valid or the customer appears underage.
- **Type of Business/Services**
 - **Convenience Store** selling typical packaged groceries, snacks, beverages, lottery, etc.
 - **Fuel Sales** from multiple pumps (4 MPDs with 8 fueling spaces).
 - **ATM & Lottery Machines** (2 lottery machines; staff trained in GA lottery law).
 - **No Deli or Seating Area** at present.

2. Specific Measures and Procedures to Address Crowd Management

- **Inside the Store**
 - **Signage & Staff Oversight:** Signs posted throughout the interior reminding customers not to linger unless making a purchase. Employees conduct regular walk-throughs to discourage loitering and ensure quick service.
 - **No Special Events:** No scheduled promotions or gatherings that would draw large crowds.
- **Outside the Store**
 - **No Loitering Policy:**
 - At least four (4) “No Loitering” signs:
 1. Main entrance
 2. Parking lot entrance or exit
 3. Fuel pump area (visible from multiple pumps)
 4. Side/rear of the building where foot traffic might gather
 - Signs reference Savannah Municipal Code regarding trespassing/unlawful loitering.
 - Staff will request individuals without legitimate business to leave.
 - **Security Patrols & Cameras:**
 - Potentially contracting external security in the future during late evenings or high-activity periods (budget permitting).
 - 24/7 camera surveillance covering the storefront, parking areas, and fueling stations.
 - Cameras placed as follows:
 1. Outside: Seven Cameras
 2. Inside: Twenty Cameras
 - Footage stored for 7 days with ownership and management having access to the same.

- **Coordination with Law Enforcement:**
 - Open communication lines with Savannah Police Department.
 - If persistent loitering or nuisance behavior escalates, staff may call non-emergency or 911 as appropriate.

3. Identification of Any Parking Areas Owned or Controlled by the Licensee

- **Parking Layout:**
 - 10 parking spaces in front of the store
 - 5 parking spaces on the right side
 - 8 fueling spaces at the 4 multi-product dispensers
- **Lighting & Signage:**
 - Parking lot is well-lit after dark to promote safety and visibility.
 - Signs indicate “Customer Parking Only” and “Unauthorized Vehicles Will Be Towed.”

4. Means of Controlling Access to the Premises and Parking Areas

- **Entrances/Exits:**
 - One entrance and one exit for public use (no separate employee-only door for daily operations).
- **Fencing:**
 - Three sides of the property are fenced to mark property boundaries from neighboring businesses.
- **Security Measures:**
 - An alarm system with motion sensors will be armed after closing.
 - Potential use of off-duty police or private security during peak hours if future budgets allow.

5. Security Staffing

▪ Staff Training & Roles

- **Orientation:** New hires receive an overview of store policies, local regulations (alcohol and tobacco laws), and security protocols (e.g., how to respond to disruptive or suspicious activities).
- **Ongoing Training & Refreshers:** Periodic short “tailgate” meetings to review updates, remind staff of best practices, and address local crime trends.
- **Conflict De-Escalation:** Employees are taught to remain calm, use verbal de-escalation techniques, and know when to involve management or law enforcement.
- **Suspicious Activity Reporting:** A standardized incident log for staff to document unusual events or behaviors, including date, time, and any actions taken.
- **Compliance for Alcohol & Lottery:** Staff will follow ID-check guidelines strictly, remain aware of lottery regulations, and know the consequences of serving minors or violating gaming laws.

▪ Dedicated Security Personnel

- No dedicated security personnel currently on staff.
- All employees share security duties.
- If needed, off-duty police officers or private security may be hired for late evenings or high-traffic events.

6. Specific Measures and Procedures to Combat Underage Consumption of Alcoholic Beverages

▪ ID Checks

- **Verification:** Every customer purchasing alcohol must present a valid, government-issued photo ID.
- **Electronic Scanning:** The POS system has an ID scanner to verify authenticity and log details as a safeguard.

- **Zero-Tolerance Policy**

- Refusal of Sale: Transactions end immediately if the customer cannot produce valid ID or appears to be underage.
- Employee Accountability: Failure to comply can result in disciplinary action and potential legal consequences.
- “We ID” signage is prominently displayed at the register to deter attempts.

- **Repeated Underage Attempts**

- **Incident Documentation:** Each attempt is logged, including date, time, and staff responses.
- **Enhanced Monitoring:** Position cameras or a designated staff member closer to alcohol displays if repeated attempts persist.
- **Law Enforcement Coordination:** Authorities are alerted if a pattern of underage attempts becomes evident.

7. Specific Measures and Procedures to Combat the Risk of Fire

- **Fueling Area Safety**

- **No Smoking & Shut Off Engine Signs:** Clearly posted at each pump and fueling island.
- **Emergency Shut-Off Switches:** Conspicuously labeled; employees undergo periodic drills to practice using these in an emergency.

- **Fire Extinguishers & Housekeeping**

- **Extinguishers:** Class B extinguishers are located near pumps and inside the store. All staff trained in their operation. They are placed as follows:
 - **Near pumps:** Two Extinguishers
 - **Inside:** Three Extinguishers
- **Spill Kits & Cleanup:** Absorbent materials readily available; spills are addressed immediately in accordance with proper disposal procedures.

- **Inspection & Maintenance**

- **Daily Visual Checks:** Employees inspect pumps for leaks or damage at the start of each shift.
- **Monthly Pump Maintenance:** More thorough checks of hoses, nozzles, credit card readers, etc.
- **Annual Professional Inspections:** In compliance with local regulations for underground tanks, lines, and leak detection systems. The inspection will be done by:
 - Central Industries located at 1415 Martin Luther King Jr Blvd, Savannah, GA 31415 and reachable at (912) 236-5707

8. Discussion of Matters Related to Managing Emergencies

- **Fire & Evacuation Protocol**

- **Designated Assembly Point:** A clearly marked outdoor location for employees and customers to gather if the store must be evacuated.
- **Quarterly Drills:** Staff are walked through evacuation routes and responsibilities at least once every quarter to maintain readiness.

- **Assigned Emergency Duties**

- **Calling 911:** One employee on duty is responsible for calling emergency services.
- **Customer Guidance:** Another staff member leads customers to the safe assembly area.
- **Utility/Pump Shutoff:** A designated individual cuts power to pumps and other utilities in a critical emergency.

- **Coordination with Public Safety**

- Emergency numbers (police, fire department, EMS) posted near telephones and registers.
- Staff are encouraged to build rapport with local first responders and keep updated on public safety advisories.

9. Measures to Distinguish Between Patrons Under and Over 21

▪ Minors Permitted in Store

- No wristband system. Accompanied minors may enter, but alcohol sales are restricted to verified 21+ customers via ID checks.

▪ Staff Protocol

- **Refusing Sales:** Immediate refusal if a patron cannot present valid ID or is confirmed underage.
- **Documentation:** Underage attempts are logged for both training and compliance purposes.
- **Employee Retraining:** Periodic reminders and additional training sessions on ID checks and spotting fake IDs.
- **Preventing Theft or Unauthorized Access:** Alcoholic products remain in clear sight of the register or locked cooler displays if required outside legal sale hours.

Submission & Ongoing Compliance

- This plan is **subject to revision** if local laws or business operations change.
 - Records of staff training, incident logs, and inspections are maintained on-site for review by local authorities or licensing officials.
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