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April 25, 2022

The Honorable Mark Borkowski
City of Milwaukee
City Hall
200 E. Wells Street, Room 205
Milwaukee, WI 53202

Re: Walgreens Store #4350, located at 3233 South 27th Street,
Proposed Plan of Operation

Dear Alderman Mark Borkowski:

We represent Walgreens' Store #4350, located at 3233 South 27th Street. This correspondence summarizes the recent activities and changes made to this location and serves as a follow up to your recent walkthrough that was help on-site.

In summary, Walgreen has invested in this location and the City of Milwaukee in the following ways:

- We committed to ensuring all TM's (especially Shift Lead personnel) are trained on when to call police, how to document incidents, and how to report issues;
- All members of leadership have been trained on how to access camera footage and burn usable recordings;
- We are compliant on ALTO reporting to create the best sample of events to mitigate repeat offenders;
- We train all leadership on how to report guard noncompliance;
- The store manager works with security guards to ensure we create a positive environment by finding the right guard and requesting that guard be primarily stationed at this location;
- We have protocols in place to use the right security levels at the right times by investigating whether our security coverage matches the needs of the business;

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- Based on the Police Captain's recommendation, we will investigate whether the store would qualify for an additional investment in armed off duty officers;
- At the Captain's suggestion, the store manager will recap a list of known offenders and repeat times to the Liaison Officer to ensure support with prescheduled business checks;
- We will follow up on the quote and spend share proposal for the 'Fusion' Camera system;
- We will partner with police for any type of community events, such as Red Nose and Drug Take Backs, to visually demonstrate the alliance between Walgreens and the local police for the community; and
- We will provide a Walgreens representative at the Law Enforcement/Asset Protection (LEAP) meetings.

As a reflection of the actions that have been taken and will be taken, calls for police response at this location declined from 147 in 2020, to 120 in 2021, and remain low at 47 for 2022. As demonstrated during the walkthrough that occurred on April 14, 2022 additional measures have been taken within the store to secure high risk products.

On behalf of the store manager and staff, please accept our gratitude for the collaboration efforts that went in to improving the situation at this location. Walgreens takes its role as a responsible corporate citizen seriously and hopes that these measure demonstrate Walgreens' commitment to the City of Milwaukee.

Thank you for your time and consideration. We look forward to ongoing cooperation and collaboration with the City of Milwaukee. In the meantime, do not hesitate to call us if you would like to discuss or have additional questions. Thank you.

Very truly yours,

HINSHAW & CULBERTSON LLP

Sara Butler

SB:
None

cc: Milwaukee Police Department