

LOSS PREVENTION POLICY/PROCEDURES

The following guidelines are intended to provide all store employees and interns with important information regarding sales transactions, personal purchases, and general security procedures. These highlight some, but not all, of the company's loss prevention procedures.

Sales Transactions:

Each transaction with a customer must be completed before the next customer is served. This includes receiving the amount tendered, giving the customer their change and receipt, placing the money in the drawer, and closing the drawer.

Separate sales, regardless of size, must not be grouped into a single register recording. Each customer must be waited on, in turn, and be issued a receipt. In the event that a customer refuses a receipt, or leaves the exact amount and hurries on, this sale must be recorded immediately and the receipt in both cases must be torn in half and discarded.

As a loss prevention measure, CVS utilizes a shopping service which visits your store regularly to observe if sales transactions are being rung up properly, and to observe that all register procedures are being followed correctly. As part of your orientation, your Store Manager will review the Shopper Observation report with you.

Your Store Manager, District Manager, Field Auditor, and Loss Prevention Representative regularly perform complete or partial audits. These audits include cashing out registers at random and reviewing all detail tapes and register/cashier verifications since the last audit for compliance with register procedure.

Personal Purchases:

At no time may you ring up your own purchases. At no time may you leave the store with merchandise that has not been paid for (including processed employee film).

All merchandise to be consumed during your work shift, such as beverages, chips, candy, gum, cigarettes, etc., must be purchased prior to its consumption. You must retain the sales receipt from this purchase until the merchandise has been consumed.

Personal purchases must be rung by another employee. The bag of merchandise must be stapled closed with the receipt attached and must be retained in the Manager's office until the end of your work shift.

Merchandise purchased with your employee discount is for the personal consumption of you and/or your immediate family. Discount cards are to be used only by you and/or your spouse. The merchandise may not be resold. (Note: interns will not have the employee discount card)

General Security Procedures:

Any bags of merchandise from other stores that you bring to work must be stapled closed and retained in the Manager's office until the end of your work shift.

All handbags must be secured in your assigned locker. Merchandise for which you have not paid may not be stored in your locker.

Pocketbooks, gym bags, etc., which do not fit in your locker, must be retained in the Manager's office until the end of your work shift.

All merchandise removed from the store must be in a bag and stapled closed with a receipt attached. CVS reserves the right to inspect all packages, pocketbooks, bags, etc., at the time you leave the store.

Lockers and locks remain company property, and CVS reserves the right to inspect locker contents at any time. Only a company-issued lock should be used on your assigned locker.

Please acknowledge your receipt of this statement by signing below. Retain a copy for your reference.

Intern Signature: _____ Date: _____

Print Name: _____

Social Security Number: _____