From: Marc Wilkins < Sent: Thursday, April 15, 2021 12:31 PM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR Importance: High

\*EXTERNAL SENDER\*

Hi Lisa,

Hope you're doing well!

Do you have a vendor that picks up your pallets by chance?



From: Nesbitt, Lisa < Sent: Thursday, April 15, 2021 9:33 AM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

Hi Marc

I am and hope you are too!

I am not sure about that – I'll have to reach out to facilities. I am assuming that there is a large amount at this location?



From: Marc Wilkins < Sent: Thursday, April 15, 2021 12:37 PM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

\*EXTERNAL SENDER\*

What I'm being told is there's a transient that lives nearby that is picking up your pallets. I doubt this is an official vendor. If you could check with your on-site team and verify if you have a vendor and who it is, it would be greatly appreciated.

Our security is having some issues with this individual. I really doubt Lowe's has an agreement with a nearby transient to pick-up your pallets.



From: Nesbitt, Lisa < Sent: Thursday, April 15, 2021 9:38 AM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

Sent: Thursday, April 15, 2021 9:38 AM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

# I am guessing that you are correct – let me see what I can find out!



From: Marc Wilkins < Sent: Thursday, April 15, 2021 2:12 PM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

\*EXTERNAL SENDER\*

Also, I'm not sure how feasible it is, but maybe look into securing them somehow so they are inaccessible and not an attraction to our transient population. Again, I'm not sure how feasible it is.



From: Nesbitt, Lisa < Sent: Thursday, April 15, 2021 11:26 AM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

As soon as I hear back from facilities I'll mention this, we may need to engage our asset protection team. Will keep you updated



From: Marc Wilkins < Sent: Monday, April 19, 2021 11:47 AM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

\*EXTERNAL SENDER\*

Hi Lisa,

Unfortunately this pallet incident happened again. Have you heard anything from your facilities on an authorized vendor who is picking these up? Again, the concern is your on-site staff might be allowing a transient to pick them up and I'm not sure this is something you would want.

Thanks!



From: Nesbitt, Lisa < Sent: Tuesday, April 20, 2021 5:51 AM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

## Good morning Marc

I wanted to provide a quick update on this. We have a program set up with one of our local RDC facilities to pick up the pallets twice a week, however they are having a hard time keeping up especially right now during our busy season so the store is stacking the extra pallets outside of the store. I have notified facilities to see what can be done to increase the pick-ups at this location.

I'll keep you posted



From: Marc Wilkins < Sent: Tuesday, April 20, 2021 11:29 AM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

\*EXTERNAL SENDER\*

That's fine Lisa,

but is your on-site staff allowing a local transient to pick up your pallets in the interim?

The individual's name is "Freddy Nelson" is this approved by Lowe's? I

Again, this individual is living adjacent to Delta Park Center in an RV.



From: Nesbitt, Lisa < Sent: Tuesday, April 20, 2021 10:06 AM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

#### Marc

The store manager just confirmed that he has not given anyone permission to take pallets from our store. Additionally he has set it up with corporate to get an extra pallet pick up scheduled every week.



From: Marc Wilkins Sent: Tuesday, April 20, 2021 10:54 AM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

I figured. I would probably let your Store Manager know that someone on their staff (warehouse people possibly) could possibly be allowing this individual access to the pallets. I'm sure they are doing what they think is harmless but it's probably attracting unwanted attention.

I will inform the individual that he is not authorized to pick-up pallets.

He has been trespassed for picking up pallets which is why our security was confronting him and then he would state he had permission (creating unnecessary tension) from Lowe's, which I figured was not the case and thank you for confirming he is incorrect.

Do you have a preference on him still being trespassed? Our security is adamant that he remain trespassed.



From: Marc Wilkins < Sent: Wednesday, April 21, 2021 4:07 PM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

\*EXTERNAL SENDER\*

Hi Lisa, Regarding the e-mail below and the portion regarding "trespassing", will Lowe's have a response on this? If not, that's understandable. I appreciate the confirmation that the individual is not a vendor who is used to remove pallets.



From: Nesbitt, Lisa < Sent: Wednesday, April 21, 2021 1:09 PM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

## I'd think we would want him trespassed Marc. Sorry I didn't respond back to that sooner



From: Marc Wilkins < Sent: Wednesday, April 21, 2021 4:11 PM To: Nesbitt, Lisa < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

## \*EXTERNAL SENDER\*

This is fine, really appreciate you confirming.

Is your on-site management aware that he is not authorized as well?



From: Nesbitt, Lisa < Sent: Wednesday, April 21, 2021 1:12 PM To: Marc Wilkins < Subject: RE: [EXTERNAL] RE: Lowe's 2579 - Portland OR

#### I believe so – I'll send them an e-mail letting them know that. I'll ask the SM to notify the staff as well



From:	Marc Wilkins <
Sent time:	04/21/2021 04:25:44 PM
То:	Nesbitt, Lisa <
Subject:	RE: [EXTERNAL] RE: Lowe's 2579 - Portland O
Attachments:	image001.jpg image002.jpg image003.jpg i

Great! Thanks for getting pallets picked up more frequently.

This issue should now be resolved.

