

## THIS INVESTIGATION IS CLOSED

### Investigation Form

\* All required fields will be highlighted in RED until the entry is saved. These required fields must be completed prior to submitting for approval.

Legal Hold? [?]

No

Investigation

Notes

All

### Incident Detail

<b>* Location</b>	07832 - Store #07832 - 3339 E ANAHEIM ST LONG BEACH, CA	<b>Date Created</b>	4/4/2018
<b>1 - Location Type</b>	Store	<b>Date of Incident [?]</b>	3/9/2018
<b>2 - Department</b>	Field APM	<b>Day Of Week</b>	Friday
<b>3 - Leadership</b>	Senior Director APS	<b>Incident Time [?]</b>	
<b>4 - Management</b>	APD MICHAEL HOURIGAN JR	<b>Event Type</b>	Internal
<b>Store Phone Number</b>	5625975338	<b>* Predication Source</b>	Pharmacy Operations
<b>Address</b>	3339 E ANAHEIM ST	<b>* Predication Method</b>	Eye Witness Report
<b>City</b>	LONG BEACH		
<b>State</b>	CA		
<b>ZIP</b>	90804-4032		
<b>District</b>	D00254 Long Beach CA Sunjay Sedani		
<b>Region</b>	R00011 California Jason Cunningham		
<b>Record Status</b>			
<b>Created By</b>	SERGE AHMAD		
<b>Owner ID</b>	SERGE AHMAD		
<b>Status</b>	Closed		

### Subject Information (2)

<b>Last Name</b>	HANSON
<b>Middle Name</b>	C
<b>First Name</b>	SCOTT
<b>Home Address</b>	9442 JULIE BETH ST
<b>City</b>	CYPRESS
<b>State</b>	California
<b>Zip / Postal Code</b>	90630
<b>Office Phone</b>	
<b>Work E-Mail:</b>	mgr.06903@store.walgreens.com
<b>Birth Date</b>	3/23/1982
<b>Job Title</b>	Store Manager
<b>Employee ID [?]</b>	1379897
<b>Employee Status</b>	Active
<b>Department</b>	Western Operations
<b>Company Hire Date</b>	2/18/2005

<b>Last Name</b>	WANG
<b>Middle Name</b>	J
<b>First Name</b>	JAMES
<b>Home Address</b>	14548 LA CUARTA ST
<b>City</b>	WHITTIER
<b>State</b>	California
<b>Zip / Postal Code</b>	90605-1134
<b>Office Phone</b>	
<b>Work E-Mail:</b>	mgr.13812@store.walgreens.com
<b>Birth Date</b>	9/23/1982
<b>Job Title</b>	Store Manager
<b>Employee ID [?]</b>	1481679
<b>Employee Status</b>	Active
<b>Department</b>	Western Operations
<b>Company Hire Date</b>	3/6/2006

PLAINTIFFS TRIAL  
EXHIBIT

**P-17250\_00001**

<b>Reporting Party [?]</b>	Yes			
<b>Reporting Party [?] (1)</b>				
<b>First Name</b> ROBERT <b>Middle Name</b> P <b>Last Name</b> YAGAR <b>Employee ID</b> 1127371 <b>Job Title</b> Pharmacy Manager				
<b>Witness [?]</b>				
Yes				
<b>Witness [?] (3)</b>				
<b>First Name</b> JANSEN <b>Middle Name</b> C <b>Last Name</b> FILIO <b>Employee ID</b> 1299730 <b>Job Title</b> Pharmacy Manager	<b>First Name</b> MOHAMMED <b>Middle Name</b> N <b>Last Name</b> QASQAS <b>Employee ID</b> 1522857 <b>Job Title</b> Store Manager			
<b>First Name</b> MELANIE <b>Middle Name</b> <b>Last Name</b> PORTER <b>Employee ID</b> 1728282 <b>Job Title</b> Store Manager				
<b>Person with Knowledge [?]</b>				
No				
<b>Parent or Guardian [?]</b>				
No				
<b>Victim [?]</b>				
No				
<b>Allegation(s)</b>				
Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
JAMES WANG (Subject Information)	Employee Treatment/Conduct	Unprofessional Conduct	By Supervisor	Undetermined
SCOTT HANSON (Subject Information)	Employee Treatment/Conduct	Unprofessional Conduct	By Supervisor	Undetermined
JAMES WANG (Subject Information)	Employee Treatment/Conduct	Retaliation Policy	Other	Unfounded (No Basis)
SCOTT HANSON (Subject Information)	Employee Treatment/Conduct	Retaliation Policy	Other	Unfounded (No Basis)
<b>* Have You Finalized All Allegation Statuses?</b>		Yes		
<b>Should Compliance be notified?</b> No		<b>Should Privacy be notified?</b> No		
<b>Administrative Section</b>				
<b>* Do any Prescription Billing Claims need to be Reversed?</b>		No		
Please contact your Healthcare Supervisor to coordinate the reversal				
<b>* Was Cash, Merchandise or Drugs Involved?</b>		No		
<b>Total Case Value</b>		0.00		
<b>Was Credit or Debit card, W Card, Balance Rewards, Prescription Savings Club or Checking Account information obtained?</b>				
No				
<b>Law Enforcement Notified?</b>				
No				
<b>* Full Narrative</b>				
APM (Asset Protection Manager) Ahmad was contacted by Employee Relations in regards to some concerns reported by RPH (Staff Pharmacist) Robert Yagar. Yagar reported that an incident occurred at store 7832 on January 15, 2018 where Yagar refused to fill a prescription. Yagar accused SM (Store Manager) James Wang and SM Scott Hanson as being extremely intimidating and persuasive in questioning the refusal of the prescription Yagar made. Yagar stated that SM Mohammed Qasqas was also present but was not involved in the conversation. Yagar claimed he took notes of the conversation and felt that Wang and Hanson were using their power to have influence over a pharmacist. Yagar claimed that Walgreens allowed managers to do this and this caused an institutional conflict of interest where controlled prescriptions are being filled for financial gain without questioning the legitimacy of the prescription. Yagar made claims of retaliation due to managers having				

authority over pharmacist to determine who is promoted to a pharmacy manager, and mentioned when he applied for pharmacy manager he was not promoted. The concerns emailed by Yagar are attached to the case file.

On March 16, 2018, Ahmad contacted Yagar via phone along with HCS (Healthcare Supervisor) Tiffany Huynh present on the phone as a witness. Ahmad inquired if Yagar had any additional details to provide to assist with the investigation. Yagar stated he provided everything that he felt the company needed to investigate his concerns. At this time Ahmad asked Yagar if he was willing to provide the notes he indicated he took during the incident with Hanson and Wang. Yagar stated he would take it under advisement. Ahmad asked Yagar if he had names of the other people he referenced in his email, to which Yagar stated he did not feel comfortable providing this information with Huynh on the phone and claimed there was a conflict of interest. Ahmad offered to have Huynh hang up the phone and have another witness present, to which Yagar stated he would like his own witness present. Ahmad asked who Yagar would like as a witness at which time Yagar stated he preferred electronic communication. Ahmad provided his email address to Yagar and asked Yagar to follow up with an email providing additional details being requested. Yagar stated he would email Ahmad. Ahmad did not receive the email communication from Yagar as requested.

On March 19, 2018, Ahmad interviewed Hanson along with Huynh present as a witness. Hanson recalled the incident from store 7832 and stated that Wang and Hanson did not direct Yagar to sell the prescription. Hanson stated that Wang was looking into a customer complaint, and Hanson was there for a few minutes and provided input on the conversation. Hanson denied being intimidating towards Yagar. Hanson stated that he has interviewed Yagar for an RXM opening in the past, but Yagar was not the best qualified applicant. Hanson stated he has never retaliated against Yagar. Hanson later emailed a statement to Ahmad recapping his responses to the interview.

On March 19, 2018, Ahmad interview Wang along with Huynh present as a witness. Wang provided his recollection of the incident at store 7832. Wang advised he was trying to resolve a customer complaint and found himself going back and forth with Yagar over why the customer's prescription was denied. Wang denied trying to intimidate Yagar. Wang admitted that he went back and forth multiple times with Yagar and that Wang eventually took the prescription to Wang's store to fill for the customer. At this time Huynh provided Wang in the moment coaching on proper procedures with the Good Faith Dispensing Guidelines and procedures. Wang provided a statement regarding the interview.

Huynh obtained statements form Qasqas and SM Melanie Porter. Ahmad asked APM David Kraal to perform a site visit at store 7832 and provide his assessment of any security concerns. Ahmad also checked to see if CCTV was available for the date in question and discovered that the video was no longer available.

Ahmad provided employee relations the findings thus far as well as all statements obtained.

On April 2, 2018, Ahmad reached out to Yagar via phone along with HRG (Human Resource Generalist) Adrian Aguirre present as a witness. Ahmad asked Yagar if he had anything further to provide for the investigation. Yagar did not provide any further information even after being prompted a couple times. Yagar was reminded that after the last conversation with Ahmad, Yagar advised he would email Ahmad but failed to do so. Ahmad reminded Yagar that Yagar had notes and names but has not provided them. Yagar stated he felt that Ahmad had everything Ahmad needed and did not have anything further to provide at this time. Yagar advised if he thought of anything else he would reach out to Ahmad. Ahmad further clarified with Yagar that Ahmad was reviewing Yagar's allegations specifically dealing with the conduct and treatment by Store Management and the retaliation allegation. Yagar was advised that his concerns around "institutional" issues were being further reviewed by ER and the company. Yagar inquired about what happened with the store managers he reported, Ahmad advised Yagar that Ahmad could not furnish those details but advised Yagar his concerns were being addressed.

Ahmad reviewed the update and findings with employee relations.

On April 30, 2018, Ahmad received an email from Yagar inquiring about the progress on his concerns.

On May 2, 2018, employee relations reached out to Huynh to gather further information in regards to the good faith dispensing documentation. Huynh provided the documentation to employee relations.

On May 3, 2018, Ahmad emailed Yagar advising that the matter was still open and follow-up would be done once a final resolution is reached.

On May 18, 2018, Ahmad checked in with employee relations on a status of the matter.

On June 6, 2018, Ahmad checked in with employee relations on the status of the matter and was advised it is still being reviewed and there were no updates available at this time.

On June 13, 2018, Ahmad emailed Yagar advising that the matter is still being reviewed by employee relations and there were no further updates at this time.

On June 21, 2018, Ahmad was notified by employee relations that further training will be provided to Store managers at an Area meeting on July 12th 2018 in regards to how to support pharmacists with the good faith dispensing process regardless of customer complaint implications and no attempt should be made to influence the pharmacists decision-making. Employee relations advised that after the training has taken place, the support center will be responding to Yagar in writing to address his concerns.

**Evidence Attachments****(After attaching Digital Evidence, Retain a Hard Copy Only if Required by Authorities) (6)**

Description	File Name	Attached By	Date	Evidence given to PD
WRITTEN STATEMENT(S) ( Robert Statement )	<a href="#">Robert Statement.pdf</a>	EMPLOYEE:2093234	4/4/2018	0
WRITTEN STATEMENT(S) ( Tiffany Statement )	<a href="#">Tiffany Statement.pdf</a>	EMPLOYEE:2093234	4/4/2018	0
WRITTEN STATEMENT(S) ( Scott Statement )	<a href="#">Scott Hanson Statement.pdf</a>	EMPLOYEE:2093234	4/4/2018	0
WRITTEN STATEMENT(S) ( James Statement )	<a href="#">James Statement.pdf</a>	EMPLOYEE:2093234	4/4/2018	0
WRITTEN STATEMENT(S) ( Mohammed Statement )	<a href="#">Mohammed Statement.pdf</a>	EMPLOYEE:2093234	4/4/2018	0
WRITTEN STATEMENT(S) ( Melanie Statement )	<a href="#">Melanie Statement.pdf</a>	EMPLOYEE:2093234	4/4/2018	0

**Forms & Letters (0)**

Letter Type	Investigation Related Person	Date Printed/Sent	Printed/Sent by	Printed/Sent
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**Related Events****Related investigation****Related case****Notes [?]**

No record found

**Confidentiality****Mark this Investigation Confidential?**

No