

**CAPRI MADDOX**  
GENERAL MANAGER

**CITY OF LOS ANGELES**  
**CALIFORNIA**

**CIVIL + HUMAN RIGHTS**  
**AND EQUITY DEPARTMENT**

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ASSISTANT GENERAL MANAGER



201 N. LOS ANGELES ST., SUITE 6  
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ASSISTANT GENERAL MANAGER

(213) 978-1845

[civilandhumanrights.lacity.org](http://civilandhumanrights.lacity.org)

**KAREN BASS**  
**MAYOR**

## **NOTICE OF VIOLATION**

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**Date:** January 19, 2023

**INVESTIGATION NO.:** DISINV0001044

**Compliance Date:** February 18, 2024

**NOTICE NO.:** DISENF0001007

**RESPONDENT:** Smart & Final Stores, LLC

**ADDRESS:** 600 Citadel Drive, Commerce, CA 90040

**VIOLATION DATE:** September 22, 2022

**Violation.** The Los Angeles Department of Civil + Human Rights and Equity conducted an investigation based on an allegation of discrimination by Respondent and found the following act(s) in violation of Los Angeles Municipal Code Section 51.03:

1. On or about September 22, 2022, Complainant, Corey Brown, an African-American male, entered the Smart & Final Extra ("Smart & Final") grocery store at 845 S. Figueroa St. #100, Los Angeles, CA 90017, at approximately 8:30 pm, and was told by security personnel that if he wanted to enter and shop, he must remove his backpack and leave it at the front of the store on the floor. Mr. Brown was a frequent customer of Smart & Final and had never encountered this request before. Mr. Brown declined to leave his backpack on the floor and went home to drop off his bag. Mr. Brown returned to the store less than one hour later and observed customers of different races shopping with their backpacks on. When Mr. Brown inquired with a shopper, who was shopping with his backpack, about the no-backpack rule, the shopper stated he was not aware of such a rule.

2. In interviews, staff at the specific Smart & Final location confirmed the existence of a “bag policy” requiring some customers to leave their belongings at the front of the store. However, the bag policy had no formal application and was applied selectively.
3. In addition, security staff at the Smart & Final location confirmed the existence of a bag policy implemented based on the appearance of a customer. The owner of the security company admitted that this situation involved race-based discrimination.
4. After this incident was brought to the attention of Smart & Final, they withdrew the bag policy.

By the foregoing actions, Smart & Final Stores, LLC engaged in discrimination based on race in violation of Los Angeles Municipal Code Section 51.03.

**Administrative Penalties.** Pursuant to Los Angeles Municipal Code Section 51.07(A) an administrative penalty of \$5,000 is imposed. You are ordered to pay the administrative penalty on or before the Compliance Date.

**Compensatory Penalties.** Pursuant to Los Angeles Municipal Code Section 51.07(A) a compensatory penalty of \$5,000 is imposed. You are ordered to pay the compensatory penalty on or before the Compliance Date.

Total Penalties Imposed: \$10,000  
Due by February 18, 2024

**ADMINISTRATIVE HEARING NOTICE:**

You may file an appeal of this Notice of Violation by requesting an administrative hearing pursuant to Los Angeles Municipal Code Section 51.08(A). Your request for an administrative hearing/appeal must be postmarked or received by the Los Angeles Commission on Civil Rights within 15 calendar days of the mailing of this Notice. The request for hearing must: 1) be in writing; 2) specify in detail the objections to the notice of violation; and 3) indicate your preferred return mailing address. In order to request a hearing, please complete and return the attached Request for Hearing either by mail to the Commission on Civil Rights, 201 N. Los Angeles Street, Suite 6, Los Angeles, CA 90012, Mail Stop: 1500-010 or by email to CRE@lacity.org.

**If the Commission on Civil Rights does not receive a timely request for a hearing or you fail to appear at the hearing that will be scheduled, the Notice of Violation**

**will be considered final.** Please refer to Los Angeles Municipal Code Section 51.08 and Commission on Civil Rights Administrative Rules and Procedures (<https://civilandhumanrights.lacity.org/commissions/commission-civil-rights>) for more information regarding the appeal process.

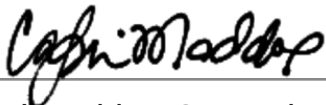
**WARNING**

Failure to respond to this notice will result in the Notice of Violation becoming final.

Failure to timely pay a penalty will result in the assessment of a late fee, assessed daily at a rate of 7 percent per annum of the outstanding amount of the penalty and late fees, if any. The City may collect any unpaid penalty, including the late fee, by means of a civil action, injunctive relief, specific performance, and the recordation of a lien against real property in accordance with applicable law.

Any questions regarding this Notice of Violation can be directed to Civil + Human Rights and Equity Department, 201 N. Los Angeles Street, Suite 6, Mail Stop: 1500-010, Los Angeles, CA 90012, (213) 978-1845, or CRE@lacity.org.

Signed:



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Capri Maddox, General Manager  
Civil + Human Rights and Equity Department

01-19-2024

Date