



Your Source for Retail Loss Prevention Training, Education, & Certification
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LPQualified

Module 1 - Retail Environment

1. Foundations of Loss Prevention

A. Emergence As A Profession

- 1) Transformation From A Reactive Force To A Proactive Asset
 - a) Security Vs. Loss Prevention Vs. Asset Protection
 - b) Embracing New Roles And Challenges
 - c) Comprehensive Training
 - d) Establishing A Command Structure

B. The Importance Of Our Profession

- 1) What We Do
 - a) Employ Methods Of Deterrence
 - b) Conduct Investigations
 - c) Perform Apprehensions
 - d) Interact With Law Enforcement Agencies
- 2) Crossing Into New & Non-Traditional Markets
 - a) Loss Prevention Retailer Categories
 - Department Store / Big Box Retailers
 - Specialty Retailers
 - Category Killers
 - Grocery Stores
 - Restaurants/Fast Food
 - b) Specialized Loss Prevention Professions
 - Distribution/Logistics
 - Business Services & E-Commerce
 - Organized Retail Crime
 - Special Investigations
 - Protective Services
 - Internal Audit
 - LP Operations & Support Services
 - Training Services
- 3) Impact On The Bottom Line
 - a) Our Importance To The Organization
 - Maximize Profits
 - Reduce Shrinkage
 - Effective Inter-department Interaction
 - b) Our Importance as a Profession



- Build Credibility
- Recruit Top Quality

2. Basic Retail Business Operations

- A. The Business Relationship
 - 1) Retail - A Global Concept
 - 2) Sales, Profitability and Other Important Concepts
 - a) Sales
 - b) Profits
 - c) Other Retail Concepts
- B. Inventory Management & Supply Chain Operations
 - 1) Merchandising
 - a) Buyers
 - b) Marketing
 - 2) Logistics & Distribution Centers
 - a) Inventory Management
 - b) Reverse Supply Chain
 - c) Category Management
- C. Sales & Customer Service
- D. The Emergence of E-Commerce
- E. Management Roles & Responsibilities
 - 1) The Front Line
 - a) Store Manager
 - b) Operations Manager
 - c) Department / Assistant Managers
 - d) The Front Line
 - 2) Daily Operations
 - a) Financial Documents Overview
 - Profit & Loss Statements
 - Daily Sales Reports
 - Inventory Management Reports
 - Exception Reports
 - b) Point of Sales Operations
 - Register Areas
 - Service Desk Operations
 - c) Cash Office Operations
 - d) Layaway
 - e) Store Value Cards & Gift Cards
 - f) Fraudulent Transactions
- F. Additional Business Partners
 - 1) Human Resources
 - 2) Finance / Audit
 - 3) Operations
 - 4) Legal



- 5) Risk Management
- c) LP Organization within the Company

3. The Causes Behind Loss

- A. Finance, Profit and Margin
 - 1) Retail Math Made Simple
 - a) The Basic Retail Formula
 - b) Gross Sales vs. Net Sales
 - c) Margins
 - d) Sales per Square Foot
 - e) Inventory Turnover
 - f) Open to Buy
- B. Shrink – What is It?
- C. How Shrink Occurs
 - 1) Internal Theft
 - a) Personal Integrity.
 - b) Personal Circumstances/Situational Pressures.
 - c) Opportunity
 - d) Employee's Perception of Risk
 - 2) External Theft
 - a) Shoplifting
 - b) Robbery
 - c) Burglary
 - d) Fraud
 - e) Other External Theft Issues
 - 3) Operational Shrink Issues
 - a) Paperwork Issues
 - b) Product Handling
 - 4) Vendor Issues
 - a) Operational
 - b) Vendor Fraud
- D. Effects on the Business

4. Shrink Awareness

- A. Understanding the Impact
 - 1) Shrink Impacts Every Area of the Business
 - 2) Efficient & Effective LP Practices Compliment the Business
 - a) Good Customer Service = Good Loss Prevention Practices
 - b) Good Operational Practices = Good Loss Prevention Practices
 - c) Good Human Resources Practices = Good Loss Prevention Practices
 - d) Good Merchandising Practices = Good Loss Prevention Practices
 - e) Good Housekeeping Practices = Good Loss Prevention Practices
- B. Training & Awareness
 - 1) Communicating Current Trend Information
 - a) Daily/Regular interaction
 - b) Implied Control



- c) Participation in store meetings.
- d) Awareness Meetings
- e) Employee Orientation Programs
- f) LP Media
- g) LP Hotlines
- h) Lunch & Learn
- C. Pulling Everyone Together
 - 1) Associate's Role in Prevention
 - a) The Loss Prevention Front Line
 - b) The Benefits of a "Meet & Greet" Philosophy
 - 2) Culture of Honesty
- D. The Value of Deterrence & Apprehension
 - 1) Apprehension
 - 2) Deterrence

5. Establishing A Controlled Environment

- A. The Necessity for Control
 - 1) Essential Tools
 - a) Technology
 - Alarms & Alarm Reporting
 - Fine Jewelry/Cash Office/Duress Alarms
 - Merchandise Alarms
 - Electronic Article Surveillance(EAS) Tagging/Ink Tagging
 - Closed Circuit Television (CCTV)
 - POS Exception Reporting
 - b) Product Placement
 - Merchandising
 - Floor Plans
 - Open Sale versus Secured Product
- B. Public Notices That Get Noticed
 - 1) Return Policy
 - 2) Fitting Room Standards
 - 3) Restricted Areas
 - 4) Consequences of Shoplifting
- C. Effective Preventative Methods
 - 1) Visible Deterrence
 - 2) Concealed Surveillance
 - 3) Customer Service
 - 4) Locked/Secured "High Value" Merchandise
- D. Loss Prevention and The Customer Shopping Experience
 - 1) Achieving Balance

6. Workplace Safety

- A. Why It's Important
- B. Safety Standards / Awareness
 - 1) Cleanliness
 - a) Workspace



- b) Food Areas
- c) Restrooms
- d) Chemical Storage
- e) Chemicals on the Selling Floor
- f) Clean-air
- 2) Fire Safety
 - a) Fire Extinguishers
 - b) Emergency Evacuation
- 3) Accidents
 - a) Guiding Principles
 - b) Information Gathering
 - c) Determining the Cause of an Accident
 - d) Contributing Factors
 - e) Corrective Action
- 4) Workplace Violence
- 5) Equipment
 - a) Trash Dumpsters and Compactors
 - b) Forklifts / Tow Motors / Pallet Jacks
 - c) Power Tools
 - d) Conveyor Systems
 - e) Ladders
 - f) Box Cutters
- 6) Ergonomics
- 7) The Occupational Safety and Health Administration (OSHA)
- C. Accident Response
 - 1) Assessing The Scene
 - 2) Aid To The Injured
 - 3) Bloodborne Pathogens
 - 4) Reporting An Accident
- D. Emergency Response
 - 1) Response Plans
 - 2) Types
 - a) Fire
 - b) Facility Evacuation
 - c) Weather Related Emergency
 - d) Medical Emergency
 - e) Hazardous Spills
 - f) Lost Child
 - g) Terrorist Events
- E. Food & Drug Safety
 - 1) Proper Storage
 - 2) Proper Hygiene
 - 3) Proper Refrigeration
 - 4) Pharmacies
 - 5) Audits
 - 6) Inventory Turnover
 - 7) Product Tampering



8) Regulatory Food Safety and Hygiene Requirements